

The Council of Accountability Court Judges and the Carl Vinson Institute of Government announce the

Accountability Court Coordinator Certification Program

Who: Accountability Court Coordinators & Program Directors

Where: The program will consist of a mixture of face-to-face classroom and online learning.

When: The first online course is expected to be released in the Spring, and the first classroom course will be delivered in September 2020. The complete list of classroom instruction course offerings can be located on the CACJ FY21 training calendar.

Why: As the number of accountability courts has grown rapidly over the past few years, the objectives of the Coordinator Certificate Program are to increase the knowledge of the primary administrative functions of accountability court coordinators, develop the skills necessary to carry out the administrative functions as an accountability court coordinator, develop and maintain the high standards for the functioning of the accountability courts, and increase the professionalism of accountability court coordinators.



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This program is organized into eight courses for a total of 45 hours of instruction and will consist of the following:

- **Accountability and Advocacy**
- **Communication**
- **Conflict Resolution**
- **Financial Concepts**
- **Grant Administration**
- **Procurement and Contract Management**
- **Succession Planning and Delegation**
- **Team and Group Dynamics**

Coordinators and program directors will be allowed a maximum of three years to complete the program.

Accountability and Advocacy

This three-hour course will provide important context vital to operating within the accountability court structure.

Course Objectives

- Recall Georgia's governmental structure and accountability courts' place in this structure,
- Understand the basic principles of HIPAA and how and when it applies to accountability court participants,
- Communicate the importance of accountability courts as a part of the community's criminal justice system,
- Discuss the role of accountability court coordinators as advocates, and
- Explain employee ethics.

Course Outline

- A. **Government Basics.** Overview of how governments are structured and operate at the local, state, and federal levels.
- B. **Statutory Updates.** Discussion of recent statutory updates impacting accountability courts and the judicial branch.
- C. **HIPAA Overview.** Basic explanation of the Health Insurance Portability and Accountability Act (HIPAA) and how it applies to accountability court participants.
- D. **Sexual Harassment.** Discussion of policy approaches.
- E. **Ethics.** Overview of how to act ethically as an effective advocate for accountability courts, including discussion on social media, treatment, and relationships.

Communication

This six-hour course will explore the various components of effective communication.

Course Objectives

- Understand different communication models,
- Understand the elements of effective communication,
- Recognize how different communication styles impact interteam dynamics,
- Use supportive communication techniques, such as active listening, and
- Identify communication barriers.

Course Outline

- A. **Communicating Styles Survey.** Participants will take the Communicating Styles Survey (CSS), which helps identify an individual's communication style under normal and stress circumstances.
- B. **Non-adversarial Communication.** Various components of effective communication, interactive strategies to take in and deliver all types of messages—agreeable, neutral, and difficult—with a non-adversarial approach.
- C. **Team Communication.** Unique challenges of communicating within an accountability court team.
- D. **External Communication.** How to create and deliver effective communication in public settings and with various stakeholders.

Conflict Management

This three-hour course will teach coordinators how to resolve and avoid conflicts among employees.

Course Objectives

- Better understand the necessity of conflict in their organization,
- Accurately diagnosis the various types of conflict,
- Identify their preferred conflict style, and
- Understand the advantages and disadvantages of conflict styles.

Course Outline

- A. **Thomas-Kilmann Conflict Mode Instrument.** Participants will take the Thomas-Kilmann Conflict Mode Instrument (TKI) to help them understand the five conflict-handling modes and which mode they predominantly use.
- B. **Tools and Strategies.** Provides guidance (on) effective use of conflict management tools and strategies, paying special attention to potential conflict between various roles court coordinators interact with on a consistent basis.
- C. **Conflict Prevention and Response.** Resolving personality conflicts and more substantial conflicts, and discussion of assessment, preventive approaches, and appropriate responses.

Financial Concepts

This twelve-hour online course will cover several important topics related to financial concepts, specifically in the areas of governmental accounting, budget, and internal controls.

Course Objectives

- Recite common accounting and budgetary terminology,
- Recall the importance of the strategic plan in budgeting,
- Identify key steps in the budget process, and
- Identify and define the five internal control components.

Course Outline

- A. **Governmental Accounting.** Basics of fund accounting, measurement focus, and basis of accounting. Brief discussion of reading some financial statements.
- B. **Budget.** Process of building and maintaining a strategic budget from the ground up, from developing an initial plan to making adjustments when plans have to change. Discussion includes the preparation process, how to estimate revenues and expenditures, strategic budgeting, budget justification, and budget monitoring.
- C. **Internal Controls.** Introduction to the five components of internal controls (control environment, risk assessment, control activities, information and communication and monitoring) and procedures to address areas of high risk, as well as a discussion on safeguarding against fraud.

Grant Administration

This three-hour online course will provide an overview of grant rules and regulations.

Course Objectives

- Identify the portions of the Uniform Grant Guidance important to federal program compliance for state governments,
- Recall the requirements of subrecipient monitoring, and
- Recall important aspects of the state grant process.

Course Outline

- A. **Federal Grants.** Overview of federal Uniform Grant Guidance, including the process of monitoring subrecipients.
- B. **State Grants.** Overview of state funds that flow accountability courts, and how to account for them.

Procurement and Contract Management

This six-hour online course will cover the basics of procurement.

Course Objectives

- Recall the overview of governmental procurement,
- Recall the critical components of solicitations, and
- Identify the legal and ethical requirements of purchasing and contracting.

Course Outline

- A. **Introduction to Governmental Purchasing.** Discussion of procurement basics, how purchasing departments can be organized, policies.
- B. **Purchasing Cycle.** Outline of the steps in the purchasing process.
- C. **Purchasing Processes.** Bids, proposals, and informal purchasing.
- D. **Legal and Ethical Considerations.** Laws impacting public purchasing and ethical considerations.

Succession Planning and Delegation

This three-hour course will teach coordinators about the concepts behind succession planning and their role in it.

Course Objectives

- Discuss the concept of succession planning,
- Understand why succession planning is critical to an organization's future,
- Understand the importance of developing current employees,
- Discover how delegation can be a vehicle for developing current employees for the future, and
- Develop and write standard operating procedures.

Course Outline

- A. **Training and Development.** Importance of training and developing other employees so that organizations have "bench strength" ready when needed.
- B. **Delegation.** The role delegation plays in developing employees and making the organization more effective.
- C. **Standard Operating Procedures.** The role that policies and standard operating procedures play in establishing organizational sustainability. (Participants will also develop sample standard operating procedures during class.)

Team and Group Dynamics

This six-hour course will teach coordinators about operating as part of a successful team.

Course Objectives

- Define a team,
- Recognize the stages of team development,
- Identify the various functions that individuals play on a team, and
- Better understand groupthink.

Course Outline

- A. **Basics of Teams.** The role of teams, the various duties on a team, and how to be on any team.
- B. **Team Development.** Overview of the stages of group or team development.
- C. **Operating Within a Team.** Strategies for influencing others on interdepartmental, cross-functional, and project teams.