



**On duty**--Peter Diaz, supervisor of the Adult Supervision Unit, Mercer Vicinage, served as a reservist in southern Iraq.

## Judiciary Staff Make a Difference With the National Guard in Iraq

Finance, telecommunications, logistics and management are some of the staff skills valued by the Judiciary. But in recent years, several employees have found another use for their talents: with the National Guard in Iraq.

Trading the mild climate of New Jersey for the blistering heat of the Middle East, four Judiciary employees recently recounted experiences ranging from making sure soldiers got their paychecks to command-

ing battle stations and laying cable lines. They achieved their goals with professionalism even as unrelenting mortar attacks pounded the region surrounding Tikrit, Balad and other cities.

### Malcolm Sykes, IT

Malcolm Sykes, an information systems technician in the Judiciary's central office, returned to work in the Hughes Justice Complex this winter after a year in the heart of the war

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# Judiciary Times

Spring 2006

The newsletter of the New Jersey Judiciary

*Winner of the Gold Astra Award for Newsletter Writing from the N.J. Communications, Advertising and Marketing Association*

## New IT Policy Standardizes Security Practices To Protect Court Customers and Personnel

Alert Judiciary IT staff, armed with the latest in security technology, deflected 11,000 computer virus attacks in November alone.

"We stopped 500,000 e-mails in November suspected of including spam, phishing and viruses," said Jack McCarthy 3rd, the Judiciary's e-Information Technology Security manager. "But these attacks will only increase over time."

To anticipate and defuse the threats, the Judiciary has developed a new tool to enhance the way it secures and protects electronic information.

The New Jersey Information Technology Security Policy, issued Feb. 15, establishes standards governing information technology use, including e-mail, Internet use and network access as well as copyright issues. Approved by the Supreme Court on Jan. 10, the policy was developed by the Information Technology Office

(James Rebo, director, and Jonathon Massey, assistant director) and the Office of Communications (Toni McLaughlin, assistant director).

All Judiciary computer users must sign forms acknowledging that they are subject to the policy. They must agree to abide by its provisions and must attend an information session about its implementation and implications. The form becomes part of each employee's permanent personnel file.

### Everything in One Place

"Previously, we had a patchwork of policies," said Massey, who is responsible for Technical Services and Operations in the central office. "This is the first time we have covered so many aspects of information technology security in one directive."

Much of the policy has been taken from previous documents. Just as it was under the previous policies, Judiciary employees may not use computers for their personal use, should not

share their passwords and can have no expectation of privacy. However, other parts of the policy are new.

"For example, the policy spells out security practices within the work area," said Massey. "If you have guests in your office, you have a responsibility to keep them from using your computer for their personal use or to report them if they violate the directive."

At the same time the new policy was being distributed, the Information Technology Office brought on board the Judiciary's first e-Inf-

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# Yolande P. Marlow Receives Champions for Social Justice Award

On Jan. 18, Yolande P. Marlow, manager of the Minority Concerns Unit in the New Jersey Judiciary's central office, received one of the most prestigious awards granted to professionals in New Jersey's justice system.

Marlow was honored at the 10th Annual Rev. Dr. Martin Luther King Jr. Champions for Social Justice and Equality Awards Banquet Jan. 18 in Collingswood. The event was sponsored by the Rutgers-Camden Black Law Students Association.

Also receiving awards were then-Attorney General Peter C. Harvey; Elaine R. Jones, former president of the NAACP Legal Defense and Educational Fund, Inc.; and Edna Y. Baugh, president of the Garden State Bar Association. The four recipients were recognized for exemplifying the ideals of Martin Luther King in their personal and professional lives.

Marlow joined the Judiciary in 1988. In her current role, she provides staff support to the Supreme Court

under a grant from the State Justice Institute.

She has made presentations at numerous Judiciary seminars, to the Conference of Chief Justices and at seminars and conferences of the National Center for State Courts, the New Jersey State Bar Association, several specialty bar associations and other organizations.

Marlow completed an undergraduate degree in sociology at Morgan State University. All of her gradu-

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The Chief Justice of the New Jersey Supreme Court is Deborah T. Poritz. The Acting Administrative Director of the Courts is Judge Philip S. Carchman.

Please e-mail short news articles saved as Word documents in plain text without formatting, as well as photos and/or suggestions to: [Linda.Holt@judiciary.state.nj.us](mailto:Linda.Holt@judiciary.state.nj.us) or send disk, photos and paper copy to: Editor, *Judiciary Times*, Office of Communications, PO Box 037, Richard J. Hughes Justice Complex, Trenton NJ 08625-0037. Submissions are subject to editing, and not all can be published.

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Thanks to the other Judiciary staff who contributed articles, information and photographs.



**Dr. Yolande P. Marlow** (left) is joined by former New Jersey Attorney General Peter C. Harvey and Elaine R. Jones (right) at the awards banquet.

Committee on Minority Concerns. She also oversees staff support to the Vicinage Advisory Committees on Minority Concerns and serves on various committees and working groups.

She is a board of directors member and a founding member of the National Consortium of Task Forces and Commissions on Racial and Ethnic Bias in the Courts.

Marlow is co-author of *Establishing and Operating a Task Force or Commission on Racial and Ethnic Bias in the Courts* (1993). The manual, a joint project of the National Consortium and the National Center for State Courts, was developed

ate studies were completed at the University of Pennsylvania. She has a doctorate in criminology (Wharton School) and master's degrees in sociology and criminology. She has been an adjunct professor at the University of Pennsylvania, Villanova, St. Joseph's, Temple, and Morgan State Universities.

She completed a post-doctoral fellowship in gerontology at the Philadelphia Geriatric Center and was also the recipient of an NIMH Fellowship in suicidology at Johns Hopkins School of Public Health.

She resides in Pennsylvania and has a daughter and son-in-law who make their home in New York City.

## John M. Chacko Builds on 35-Year Judiciary Career in New Role as Appellate Division Clerk

After a satisfying 35-year career with the Judiciary, many managers would be starting to think about retirement. Not John M. Chacko.

"I was ready for a change," Chacko said recently, "a new challenge." He found just that, and more, Jan. 30 when the former Middlesex Criminal Division manager was sworn in to one of the Judiciary's most responsible executive positions: clerk of the Appellate Division.

"The swearing in ceremony was overwhelming," said Chacko. "In fact, if I had known so much of a fuss was going to be made," he added with a laugh, "I might not have accepted it!"

That would have been the Judiciary's loss, according to Judge Edwin H. Stern, the Appellate Division's presiding judge for administration.

"John Chacko is a proven manager who brings to the Appellate Division a deep understanding of case management issues as well as a host of experience gained from working on a variety of statewide projects," said Judge Stern.

Chacko's career path to one of the most important positions in the Judiciary started in 1971 when the young Vietnam era veteran and former Marine accepted a position as court clerk in Middlesex.

But the decision to join the state justice system was not an easy one. There was another career that tugged at Chacko's heartstrings: aviation. "I had been working for the airlines for several years," he reflected, "and was preparing to take the airframes and powerplant license exam. I loved working around planes and really thought I'd make a career of it."

When the opportunity came to work in the courts, however, Chacko changed his mind. In addition to the appeal of working for the justice system, his wife, Arlene, who had been

his high school sweetheart, convinced him of the merits of the new career path. The couple will celebrate their 39th wedding anniversary in May.

"Arlene has been the biggest influence in my life, the person who inspired me the most," he said. "Once I began working for the courts, there was no turning back."

Chacko's judicial career began in the matrimonial unit and expanded to civil cases. In 1973, he was promoted to assignment clerk for juvenile and



**John M. Chacko**

domestic relations court, as Family Court was called at that time, and participated in the transition to the Family Division in the early 1980s. In January 1986, he was promoted to criminal division manager, a position he held until his appointment as clerk.

"I served exactly 20 years as division manager," he reflected, "and saw a lot of change during that time including the court efficiency report, unification, standards and best practices."

Always eager to break new ground, Chacko took on another challenge in 1994 when he began teaching court management at Rutgers University. "I've taught for 12 years now," he reflected. "I still run into

students from years ago. I'll be in a Home Depot and hear, 'Professor Chacko! Do you remember me?'"

But after 20 years as a division manager, Chacko was ready for something new. The position of clerk promised a stimulating environment working with Judge Stern, other appellate judges and a knowledgeable staff. Chacko applied, went through an intensive interview process and was offered the position.

In his new role, Chacko said that reducing backlog is one of his top priorities. "There is minimal tweaking that needs to be done in the division as a whole," he said. "The staff is knowledgeable and dedicated. Jim Flynn (Chacko's predecessor) did a wonderful job."

Chacko discussed the work of the division with Flynn in the latter's home before assuming his new responsibilities. The new clerk also praised Jeffrey Newman, deputy clerk, for his important work as acting clerk. "And I heard so many wonderful things about Judge Stern," he added. "I knew that he and I would make a good team."

Reflecting back on his career, Chacko is grateful for opportunities and the support of his family.

"When I was working in juvenile and domestic relations court, it opened my eyes to the many family problems that exist," he said. "You're just so fortunate to see your kids turn out well. Growing up in Perth Amboy, I was just an average guy and didn't have a chance to go to college right after high school. My wife encouraged me and said, 'There's no limit to what you can do.'"

"I guess it's true," he said. "I feel truly blessed."

*--Linda Brown Holt*

## Identity Theft: How Safe Are You?

by Arlene M. Bonville  
Court Access Services

According to the New Jersey Division of Consumer Affairs in a Nov. 7, 2005, consumer brief, "The federal government reports that identity theft is now the fastest-growing financial crime. Nearly 10 million Americans were victimized in 2003, resulting in \$5 billion in individual losses..."

Identity theft is defined as the theft of personal information such as a Social Security or credit card number for the criminal's financial gain. This crime is something we all need to be concerned about, and learning how it happens and how to take aggressive measures to prevent it can save a lot of stress, time and, of course, money.

The Red Cross of Central New Jersey's Disaster Preparedness Network recently sponsored a program, "Identity Theft: Knowing the Law, Protecting your Data," at the Robert Wood Johnson Foundation building in Princeton.

Workshop presenters offered practical tips that individuals can use to prevent identity theft. They include:

- shred junk mail containing your name and address before you throw it away;
- shield the key pad when you enter your PIN number at the ATM, department or grocery stores;
- carefully check your credit card when the waiter or waitress returns it to be sure that it is your card and has not been switched with a bogus card;
- request to be taken off the "You have been pre-approved for an X-dollar loan" list.
- File and receive a copy of police reports concerning his/her suspected identity theft;
- Require any company that lawfully collects and maintains computerized records containing personal information to notify him/her in the event that the personal data is compromised;
- Limit use of Social Security numbers as identifiers and prohibit public display and usage of their Social Security numbers on printed materials except where required by law; and
- Require businesses to destroy records containing personal information that is no longer needed.

Fortunately, New Jersey has taken an important step to deal with identity theft by enacting the Identity Theft Prevention Act that went into effect on Jan. 1. The act can be accessed at [http://www.njleg.state.nj.us/2004/Bills/PL05/226\\_.HTM](http://www.njleg.state.nj.us/2004/Bills/PL05/226_.HTM).

Under the act, described in a consumer brief from the New Jersey Division of Consumer Affairs ([www.NJConsumerAffairs.gov](http://www.NJConsumerAffairs.gov)), consumers may now:

- Request that a credit reporting agency place a security freeze on their consumer credit reports;

The Consumer Affairs Web site also has informative articles titled "Identity Theft" and "Identity Theft & Phishing."

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*Simple changes...make it harder for thieves to get access...*

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An important point made at the workshop was that it can be far too easy for anyone simply to take someone's identity without actually having to steal it. Simple changes in behavior can make it harder for thieves to get access to bank accounts and credit cards. The damage to one's financial stability and the possible destruction of a good credit rating could take years to resolve.

In addition to the Web addresses mentioned above, the U.S. Department of Justice posts "Identity Theft and Fraud" at <http://www.usdoj.gov/criminal/fraud/idtheft.html>. Publications such as Judiciary Times also carry articles on identity theft from time to time (see Summer 2005 edition, Tech-KNOWLEDGE-y column, page 24).

Identity theft is a reality of modern life, but consumers can take steps to protect themselves from becoming victims.

## Black History Month: A Time To Remember and to Celebrate

Black History Month was observed throughout the state during February (see pages 8 and 9 for more articles and photos). Here are examples of activities held at two of the Judiciary's 15 vicinages:

The Ocean Vicinage offered a photo exhibition focusing on the murals of artist Don Miller which are part of the Martin Luther King Memorial Library in Washington D.C. Miller's murals depict scenes in the life of the civil rights leader. The exhibit was on view in the Justice Complex in Toms River from Feb. 15 through March 15.

The Passaic Vicinage celebrated Black History Month with a program

on Feb. 24. Sponsored by the vicinage EEO/AA Advisory Committee, the program was open to Judiciary employees, county employees and the public.

Following opening remarks by Judge Stephen H. Womack, chairperson of the Vicinage Advisory Committee on Minority Concerns, the program included a discussion of the genesis of Black History month and a presentation of the Martin Luther King "I have a dream" speech.

Students from the Academy of Performing Arts and the Rosa Parks Performing Arts High School provided African-American vocal and dance performances. There was also an exhibit displayed next to the cafeteria.

## Succeeds Charles McCaffery

# Howard H. Berchtold Jr. Appointed Trial Court Administrator for Atlantic/Cape May

by Tamara Kendig  
Communications Specialist  
Office of Communications

Assignment Judge Valerie H. Armstrong of the Atlantic/Cape May Vicinage has announced the appointment of Howard H. Berchtold Jr. as trial court administrator.

Under New Jersey court rules, the administrative director of the courts appoints the trial court administrator in each vicinage. Acting Administrative Director Philip S. Carchman said

that he named Berchtold on the strong recommendation of Judge Armstrong.

The trial court administrator is the highest ranking staff executive in the vicinage in charge of all court operations, including financial management, human resources, information systems, case coordination, case flow management, probation services, jury utilization, facilities, equipment, maintenance, records management and statistical analysis.

Berchtold joined the Atlantic/Cape May vicinage as Municipal Court

liaison in 1981 and served as the vicinage jury manager from 1983 to 1985. In 1985, he was named Municipal Division manager and also assumed the role of assistant trial court administrator, helping to manage the vicinage during the occasional absence of the trial court administrator. He has been the acting trial court administrator since December 2005.

“Howard knows this vicinage inside and out. We have relied on his wisdom and leadership in many capacities over the years,” said Judge Armstrong. “He is an assured and experienced manager, and I have no doubt he will assume this new role with his usual composure,” she added.

Berchtold holds a B.A. from Stockton State College and became a fellow of the Institute for Court Management in 1986 after completing the Court Executive Development Program of the National Center for State Courts (NCSC). He has taught court management strategies to a wide variety of audiences and is an active member of both NCSC and the National Association for Court Management, and he is currently the vice president of the Mid-Atlantic Association for Court Management.

“I have enjoyed every moment of my Judiciary career and, I am particularly looking forward to developing new programs in the areas of training and case management. I thank Judge Armstrong and Judge Carchman for this opportunity and I believe we can make the Judiciary, and in particular the Atlantic/Cape May Vicinage, an even stronger organization,” said Berchtold.

Berchtold and his wife Donna Marie, a music teacher, reside in Galloway Township with their two daughters, Lauren and Heather.

## Vicinage 15 Celebrates Adoption Day

Sandra Lopez-Palmer  
Ombudsman/Vicinage 15

Vicinage 15 (Cumberland, Gloucester and Salem Counties) celebrated Adoption Day during National Adoption Awareness Month in November.

“National Adoption Day is a wonderful way to celebrate adoptions and to create awareness about the need to provide a safe, secure and permanent home for the thousands of children in foster care,” said Assignment Judge Georgia M. Curio. “Vicinage 15 is committed to facilitating the adoption process to ensure that children achieve stability and permanency.”

The Collaboration to AdoptUSKids, a national organization affiliated with the federal government, developed this year’s theme, “Answering the Call.” The “call” refers to the need to help find homes for the many children who are not adopted each year. Currently 523,000 children are in the public child welfare system nationwide. Of these, nearly 118,000 are waiting for an adoptive family. Each year approximately 19,000 children “age out” of the system (turn 18) without being adopted.

by The vicinage celebrated Adoption Day with morning and afternoon activities, including a roundtable discussion in the Cumberland County Courthouse, Broad and Fayette Sts., Bridgeton. Pictures of foster children ready to be adopted were displayed through out the jury management room. Members of the public, including the press and prospective adoptive parents, were invited to attend.

Surrounded by pictures of foster children ready to be adopted, the Family Presiding Judge Julio L. Mendez, instrumental in the coordination of the event, welcomed everyone and made opening remarks. Judge Harold U. Johnson also participated.

The panel for the roundtable discussion included representatives from the Division of Youth and Family Services, the Office of the Law Guardian, the Office of the Court Appointed Special Advocates, Adoptions from the Heart and representatives of the surrogates’ offices in Cumberland, Gloucester and Salem Counties, as well as adoptive parents who volunteered to share their experiences.

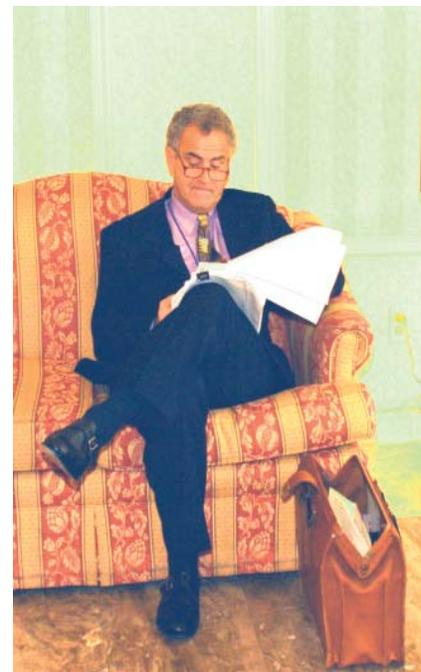
## Justices and Judges from throughout the State...



*Photos by Judge  
George F. Rohde Jr.,  
Passaic Vicinage*

**Judicial College participants**--Among those in attendance were Judge Stephen H. Womack, Passaic Vicinage (upper left), Judge James P. Courtney Jr., Judge John A. Peterson Jr. and Assignment Judge and Mrs. Eugene D. Serpentelli, all of the Ocean Vicinage (upper right).

(Above) Judge Lourdes I. Santiago, Hudson Vicinage, and Judge Julie M. Marino, Hunterdon/Somerset/Warren Vicinage, enjoy a conversation. Judge James S. Rothschild Jr., Essex Vicinage, can be seen in the background), while Judge Thomas F. Brogan (right), Passaic Vicinage, reads a newspaper during the break.



## ...Attended the Judicial College Nov. 21 - 23



**In between sessions--**Judge Ramona A. Santiago (left), Essex Vicinage, and Judge Raymond A. Reddin, Passaic Vicinage, are shown during a break at the Judicial College. Justice Barry T. Albin (second from right) and Justice Roberto A. Rivera-Soto (right) were among those who enjoyed the annual program.



# Probation Services Celebrates Black History

by Mary Flanagan  
Administrative Specialist 4  
Juvenile Probation Services, and  
Linda Taylor  
Administrative Specialist 4  
Child Support Enforcement Services

The Probation Services Division at Jersey St., Trenton, celebrated Black History Month in February with a blend of education and entertainment. Presentations included a lecture from a Tuskegee Airman, an African-American Museum collection, a lecture and exhibit about a Gold Star Mother and a staff rendition of the famed Cotton Club. There were also weekly contests about notable Black Americans and an opportunity to learn historical facts daily from the calendar of events.

Several events took place during a celebration on Feb. 17. Edward Harris, a retired Tuskegee Airman, gave a presentation that was repeated to a standing-room-only crowd at the Hughes Justice Complex later in the month. He described his adventures as a young man who became a pilot in an era of segregation. He vividly recalled his missions and other military activities over the years, culminating in his current quest to share this chapter in history with today's



**Edward Harris, retired Tuskegee Airman, in an address at the Hughes Justice Complex**

young people and others.

In other activities, Philip Hill, director of the Juvenile Intensive Supervision Program, provided photos and news stories about his grandmother, Phyllis Hill, who was the only Black Gold Star Mother in the New Brunswick area during her lifetime. One article quoted Mrs. Hill as asking at a large gathering of Gold Star Mothers where all the other Black women were.

Deena Jiles and Tamara Davis-Gaskins, local Trenton-area performers, explored the history of the Cotton Club through readings and commentaries. In a reenactment, they portrayed an auditioning dancer and an elderly former performer.

The day's events were capped off with a buffet in a Cotton Club atmosphere.

Throughout the month, staff participated in the People You Should Know Challenge. Photos of notable, though not necessarily well known, Black Americans were posted in common areas. Contest participants met the challenge to submit facts that described the accomplishments of these Black Americans. Participants noted that as they researched responses, they learned even more than was required to submit a contest entry. Another feature of the month-long

observance was the transformation of a meeting room into an African-American Gallery and Museum. Displays and exhibits included books, tapes, paintings, memorabilia, tapestries and sculptures depicting the African-American experience and artistry.

Probation Services staff at the site volunteered as hosts from noon to 2 p.m. daily during their lunch hours so that other staff and visitors could view the displays, read the autobiographical sketches lining one wall and watch Black History videos titled, "A Fragile Freedom - African American Historic Sites" and "Black Aviators."

Visitors to the events were asked to sign in so that they can be surveyed for their comments and suggestions for next year's celebration. Each year, this recognition of the African-American experience will continue to provide staff an opportunity to reflect on a previously under-reported part of American history.

Serving on the Probation Services Black History Month Committee were: Diane Jenkins and Linda Taylor, co-chairs; Tylithia Edge, Jasper Reaves, Mike Petrone, Andrea Lyles, Ericha Davis, Richard Sims, Tisha Williams and Vicki Barksdale-Mitchell.



**Event Participants--Greeting Edward Harris (center) are Diane Jenkins (left) and Linda Taylor (right), who co-chaired the committee that arranged the Probation Services event.**



**Black History poster at Probation Services**

## Black History in Bergen County Featured in Program

by Laura A. Simoldoni  
EEO/AA Officer/Ombudsman

In honor of Black History Month, the Bergen Vicinage sponsored a program Feb. 21 titled, "The Legacy of Gethsemane Cemetery: A Window to the Footprints of African Americans in the Mid-19th Century to the Mid-20th Century Bergen County."

The speaker for this program was Arnold E. Brown from the Bergen County Historical Society. Brown discussed the history of Gethsemane Cemetery, the life of Elizabeth Dulfer, West African burial customs, the New Jersey pottery industry and African Americans from Bergen County in the Civil War.

Gethsemane Cemetery is located off of Route 46 on Summit Place in Little Ferry. On Nov. 17, 1860, John J. Demarest, Garret Meyers and Simeon Zabriskie, three prominent residents of Hackensack, purchased a one-acre parcel of farmland from John Baptiste Marshall for \$175. The deed stated that the land would be used as "a cemetery or burial ground for the colored population of the Village of Hackensack."

In 1901, ownership of the cemetery was transferred to seven African-American trustees and incorporated as Gethsemane Cemetery. Records indicate approximately 500 persons are buried at the cemetery, including Elizabeth Dulfer and two Civil War veterans Peter Billings and Silas M. Carpenter. Elizabeth Dulfer was born a slave in 1790 and freed in 1822. By the time she passed away on Feb. 12, 1880, at the age of 90, she was one of the area's largest landowners and a prominent businesswoman.

Gethsemane Cemetery received notoriety in 1884. On Jan. 22, 1884, Samuel Bass, a sexton at Hackensack's First Baptist Church passed away, and his family wished him to be buried at a Hackensack Cemetery. Because Bass was African American, the request was denied, and he was buried at Gethsemane Cemetery. Be-

cause of this dispute, the New Jersey Legislature in March 1884 passed the "Negro Burial Bill" making burial discrimination illegal.

In 1985, Bergen County acquired the cemetery, and in 1994 the cemetery was added to the New Jersey

and national registers of historical places. In October 2003 the cemetery opened for private tours. From 2 p.m. to 4 p.m. Sundays during the months of May and June, Brown conducts historical walking tours of Gethsemane Cemetery.



**Black History Month Display in the Ocean Vicinage**--Enjoying the display are (left to right): Richard D. Prifold, trial court administrator, Lilia L. Lopez, EEO/AA officer; and Superior Court Judge Wendel E. Daniels. (See article on page 4.)

## A Salute to St. Patrick's Day



**Celebrating Irish Heritage**--Jane Castner (left), assistant director, and Michelle Perone, chief, get into the spirit of St. Patrick's Day on March 17 as Civil Practice Division staff celebrated the Irish-American holiday in Trenton with food and colorful decorations.

# New IT Policy Standardizes Security Practices

Continued from page 1

mation Technology Security manager, Jack McCarthy 3rd. McCarthy, formerly operations manager and IT manager in the Ocean Vicinage, and Steven Wilkins, chief, Organizational Development and Training, are conducting “train the trainer” sessions for IT personnel who are leading the mandatory information programs.

“Electronic security is a huge issue with international implications,” said McCarthy recently. “This policy covers many areas of computer security, including the all-important human factor. No matter how good our technical security, the weakest link in any organization is the people who are inside the organization itself.”

He gave an example of how staff with good intentions could inadvertently allow an outsider access to confidential information. Fictitious names are used in the following scenario:

A man who identifies himself as Bill White calls Betty, the receptionist at Vicinage A.

“Hi, Betty,” he says, speaking quickly, “I’m Bill White, a probation officer in Vicinage B. Betty, I really need a favor. I have to go before the judge in five minutes on a case, and I really need background information on a probation client.”

Betty is eager to help and quickly transfers him to John Smith, a Vicinage A probation officer. This time the caller identifies himself as being from Vicinage C.

“Hi, John, I’m really in a bind,” says the caller, “the judge is going to see me in less than five minutes, and I really need to have the background stats on Mary Jones.”

John’s been in a similar situation himself and is glad he can help a colleague get the information he needs. In a minute, John has given the caller

Mary’s salary, workplace, Social Security number and a host of other personal details.

Only later do Betty and John realize they have been scammed. In this fictional episode, there actually was a probation officer named Bill Wright (not White), so the name sounded familiar to both staff members. The caller deliberately misled them every step of the way, including changing the vicinage name to create confusion when the two discussed the incident later.

“When someone says, ‘This is an



Reviewing the policy manual are (left to right) Jonathon Massey, Toni McLaughlin and Jack McCarthy 3rd.

emergency,’ we sometimes go into panic mode,” noted McCarthy. “Betty and John didn’t bother to look up the caller’s name in Lotus Notes. It sounded familiar, so that was good enough. Unfortunately, ‘good enough’ is not sufficient.”

Another way information leaks out is through mobile computer units.

“What if you back up your work files to your laptop, put it in your car and your car is stolen?” asked McCarthy. “It happens. People misplace their Blackberries, USB flash drives,

notebook computers. These are a goldmine for crooks.”

In addition to internal security, there are threats from the outside, including viruses, spyware, phishing and pharming. (A glossary can be found at [www.techterms.org](http://www.techterms.org).)

“We constantly interact with the outside world,” noted Massey. “Judges and staff use the Internet and download files. The Judiciary has private network connections to other organizations such as data brokers who pay to access judgment data. These connections expose us to any number of security threats, including hackers.”

McCarthy said that there are three kinds of hackers:

- Those who do it to show they can do it;
- Those who want to make a name or profit for themselves, or to cause damage; and
- Organized crime.

“Many people are surprised to learn this, but organized crime is highly involved,” McCarthy said. “At times it almost sounds like science fiction, but it’s a real threat.”

## Increasing Awareness

Whether the threat is lax security within or an attack from outside, IT professionals agree that more work needs to be done.

“At a recent IT conference, the speaker asked us to imagine that we had an extra dollar to spend on every one of our computer users,” said Massey. “He asked us what we would invest that dollar in. The answer was unanimous: awareness.”

Developing awareness is a key to the success of the Judiciary’s new security policy, Massey and McCarthy agreed.

“It’s not enough to have this book,” said Massey, referring to the

Continued on page 11

## Statewide Lemon Law Pilot Program: How It's Working in the Essex Vicinage

On Jan. 1, the Essex Vicinage Civil Division implemented the new statewide Lemon Law Pilot Program. Approved by the Supreme Court in June 2005, the program allows counsel and pro se parties in Lemon Law cases filed in Superior Court to select the method of complementary dispute resolution (CDR) to be used for their cases.

The program applies to all Superior Court Lemon Law cases in which a defendant files an answer to a complaint after Jan. 1, 2006. In New Jersey, the Lemon Law has been in place since 1989.

Team Leader Crystal Page and Charmin Lyons, Judiciary coordina-

tor 2, oversee the program in Essex. Every Monday, they receive a list of cases eligible for mediation, including Lemon Law cases.

Instead of immediately sending the Lemon Law cases out for mediation, cases are held for 90 days to give counsel and pro se parties the opportunity to select mediation, non-binding arbitration or voluntary binding arbitration as the method of CDR for their cases.

If no choice is made within 90 days, cases are automatically referred to mediation. Because of the specialized nature of these cases, arbitrators and mediators handling them must be knowledgeable of the Lemon Law and relevant provisions of the Uniform Commercial Code and Magnus-

son Moss Act, a federal law that deals with consumer warranty coverage.

Page said she is confident that the program will help to expedite Essex Civil Division's portion of the approximately 1,500 Lemon Law cases that are filed statewide in Superior Court annually.

"By inviting parties to choose the method of CDR, this program allows the court to offer customers more choices and to move these cases to completion more effectively," she said.

*Submitted by Kimberly Cicala, court service officer, and Crystal Page, Civil Division supervisor, Essex Vicinage*

## Security Policy

Continued from page 10

printed policy. "We need to understand the content and apply it every day."

Massey said a second security policy is needed for individuals who access court system databases and files from outside the Judiciary. "We have thousands who work in the executive branch, federal government, law enforcement and so forth," he said. "The next big step will be to create a policy that applies to them." Development of the second policy is expected to start this year and to be completed in Fiscal Year 2007.

In the meantime, information sessions for judges and staff are expected to continue through June 30 and for Municipal Court judges and staff through FY'07.

"This is important material that everyone should read, learn and apply," said McCarthy. "Everyone's buy-in is essential to make this a Judiciary that is safe and secure for customers and personnel alike."

--Linda Brown Holt

## East Dover Eighth Graders Learn about Courts and Careers

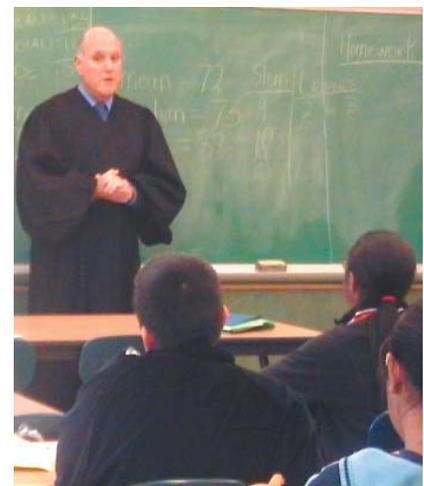
by Kim Daniels Walsh, Ombudsman, EEO/AA Officer and Minority Concerns Liaison, Morris/Sussex Vicinage

This year, members of the mentor program of the Morris/Sussex Vicinage's Minority Concerns Committee have teamed up with staff from a local middle school to offer a unique insight into court operations and career possibilities.

The mentor program, which seeks to provide a positive, realistic overview of the state's trial courts, began in January and will conclude in May. Twenty-three eighth graders from the East Dover Middle School were randomly selected to participate in the program.

The six-session program has featured speakers from the courts' Operations, Probation, Family and Criminal Divisions. In addition, Judge John B. Dangler, chairperson of the Vicinage Minority Concerns Committee, spoke recently about the role of a judge and his personal

career path. At the conclusion of the program, students will tour the court complex and will be formally recognized at the vicinage's Law Day festivities scheduled May 1 at Morris County Superior Court.



**Judge Dangler in the classroom**

## Volunteers Help Visitors Navigate through the Somerset Courthouse

by Mary L. Silva  
Vicinage Volunteer/CDR Coordinator

In late November 2005, the Somerset County Courthouse put out a call for volunteers to staff a courthouse information desk.

The program sought volunteers who enjoy meeting and greeting people and who would be willing to direct people to their proper destination.

Fortunately, the response was immediate; community members from throughout the county and surrounding communities answered the call. The enthusiastic response showed that there are a lot of people who are willing to make a difference. All you have to do is ask.

By January 2006, 13 volunteers staffed the information desk. The volunteers have different backgrounds including customer service, education, travel and tourism, and other professional areas.

The key quality the volunteers share is the desire to help others. The information desk project's focus is about customer service. With case loads increasing and more self-represented litigants needing assistance, there is a greater demand for customer service. "People are noticing us and coming to us for help," said William Dwyer, a volunteer. "There is such a need for this kind of service."

The volunteer stationed at the front desk is an information provider and a reassuring presence in an unfamiliar and often stress-filled environment. Each day, hundreds of citizens enter the Superior Court in Somerville. Most often, they enter alone, without a legal professional to help them navigate the maze of offices and courtrooms that make up the judicial complex.

It's not only the physical facility that is daunting. Finding the right service provider can be as frustrating as it is challenging. This is where volunteers come in and help people find their way. They provide direction to courtrooms, law library, criminal, family and civil divisions, the cafeteria, county offices and wherever visitors need to go.

They even provide informational packages to the public such as motion packets for family and civil matters and maps of the courthouse to help customers navigate the facility.

The information desk is located in the main courthouse at 20 North Bridge St. in the lobby,

where county sheriff's officers screen visitors. Prior to starting, volunteers are provided with a training manual which contains information on customer service, frequently asked questions by the public, and an overview of the New Jersey Court System.

Volunteers also are given a tour of the facilities; the complex is composed of three buildings and other county facilities. Shifts at the information booth are typically from 8:30 a.m. to 12:30 p.m. and from 12:30 p.m. to 4:30 p.m., Monday through Friday. This project is coordinated by the vicinage volunteer coordinator, and it serves as an extension of the ombudsman office by assisting customers with their general questions and providing directions to their destinations.



**First-rate customer service**--Assignment Judge Graham Ross stops at the information booth to chat with William Dwyer, a volunteer greeter.

Other volunteer opportunities in Somerset, Hunterdon and Warren Counties include: serving as a court-appointed advocate for abused or neglected children, working with juveniles charged with crimes, providing information services, serving as administrative aides and working with other programs.

For more information on the various volunteer programs, contact Vicinage 13-Judiciary Volunteer Program Office at 908-231-7174 or visit the Judiciary Website at [njcourtsonline.com](http://njcourtsonline.com).

# Judiciary Staff Make a Difference in Iraq

Continued from page 1

zone. He found that the skills he uses in the Judiciary helped him serve his country in the Middle East.

After training in the California desert and in Kuwait, Cpl. Sykes was assigned to a Forward Operation Base (FOB) in Tikrit, a town famous as the birthplace of Saddam Hussein located roughly 90 miles north of Baghdad. Located on the Tigris River, Tikrit has a population slightly larger than that of Mercerville, a suburb of Trenton, N.J.

“We got quite a welcome from the insurgents the day we arrived,” said Sykes, who was with the 42nd ID Rainbow Unit, 250th Signal Battalion, Company A. “We were mortared around 23 times. It was like rain. They definitely made sure you knew they were there!”

Despite frequent attacks, Sykes made sure the local computer network was up and running, and was involved in every aspect of telecommunications. “I worked in the node center, which works much the same as our data center in the Judiciary,” he said. One of his biggest challenges came when a relief team didn’t arrive, and he was assigned to put together a team on short notice and wire an entire building “from scratch” during the course of a month. In addition, as a specialist in his field, he was at times in charge of training active duty military personnel.

There was the usual pressure to do the job right, with an extra incentive. “If something went down, someone might die!” he said. Sykes and his colleagues received commendation medals for their excellent work. Despite the 24/7 nature of his work and few opportunities for leave, there was at least one perk. As a communications specialist, Sykes had frequent access to e-mail to contact his fiancé Annie Crawford, a supervisor in the Superior Court Clerk’s Office. The pair is looking forward to a July wedding.

“All of us in ITO are extremely proud of Malcolm’s service to his country,” said his supervisor, Roger Shaver. “Several times during his deployment, his co-workers donated personal items for ‘care packages’ that were in turn forwarded to Malcolm. Through e-mail, several co-workers kept up on Malcolm’s status and adventures. Even though he was overseas, he was still a part of the department ‘family.’”

## Veronica Christian, Finance

Finance isn’t the first thing that comes to mind when one thinks about a war environment. But a steady cash flow is needed to buy supplies and pay soldiers. Veronica Christian, an administrative supervisor in the Union Vicinage’s Finance Unit, brought her Judiciary financial know-how to Balad, one of the largest airbases in northern Iraq where she served from February 2004 to January 2005. There she was part of the unit that staffed Tower #1, the finance tower at Camp Anaconda.

A staff sergeant with the 50th Fi-

nance Battalion, Christian has served in the National Guard for seven years and in the military for 17. A former chaplain’s assistant, she also served in South Korea and Bosnia-Herzegovina, so travel abroad was nothing new to her.

“Our main job in Iraq was central disbursement,” Christian recalled. “We were responsible for seeing that contractors and soldiers were paid. A big part of our job was account reconciliation and internal controls—just like at the Judiciary. We had to be accountable and provide proof that balances and outlays were correct.”

And it was no small amount entrusted to Christian and her team. “We kept \$600 million in our vault at LSA Anaconda, the central supply point,” she said, “and we had to reconcile every penny.” Christian recalls writing the first central funding Standard Operating Practice (SOP) for accounting reconciliations in the war zone. “I relied on the Judiciary model

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# Judiciary Staff Make a Difference in Iraq...

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for internal controls," she added.

The staff sergeant ran convoys every week, disbursing monies where needed. "Convoys were dangerous, an obvious target," she said. "You couldn't hide a convoy of five or six vehicles."

She recalled that her post was mortared more than any other while she was there, "constantly, three or four times a day, 15 to 17 rounds at a time or more." As a result, it was hard to get food into the post since no one wanted to go there. The mortaring became so intense that the force threw some soldiers out of their beds.

"It made you a little jumpy," she said.

But despite the dangers, there were unforgettable moments. "As we drove the convoys through towns and cities, we saw the most amazing architecture: Byzantine arches, amazing palaces. Then there were the white camels, which are so rare. We'd be carrying a weapon in one hand and a camera in the other."

Christian even ran into her best friend from her service in South Korea. "It was an incredible coincidence," she said.

Back home, she praised her supervisor, Bob Wilkinson, for his support and admitted it took a bit of time to re-acclimate to civilian life. "I was a little gun shy," she admitted. "But I was glad I served. We had the best tower in Anaconda!"

### Frank Zitzman, Probation

While he's finally able to walk without crutches, Frank Zitzman, an Essex Vicinage probation officer, still feels the effects of knee and ankle injuries he suffered in January 2005 when his supply convoy was attacked.

A sergeant stationed at Camp Speicher with Company A of the 50th Main Support Battalion, Zitzman was hospitalized after the attack and sent back to Fort Dix less than two months after he arrived in Iraq. However,

it wasn't the only time the 20-year National Guard veteran had served in the Middle East. Zitzman also served in Saudi Arabia and Kuwait in 1990 and 1991 during the first Gulf War.

"I'm still being treated at Walston Army Hospital in Fort Dix," said Zitzman, who has worked with children in court cases for the past two years. "When I came back in February 2005, I lived in the medical unit, not the hospital, for six months. It's a new strategy they have, allowing soldiers with medical problems to live in a regular barracks rather than having to stay hooked up to an IV in a medical ward."



**Welcome home--James R. Rebo (left), chief information officer, presents a plaque to Malcolm Sykes during a welcome back open house.**

Zitzman's memories of the Middle East included extreme temperatures ranging from 50-degree nights to 120-degree days within the same 24-hour period. "I enjoyed meeting the Iraqi employees on the base," he recalled. "They are very appreciative, happy that the government has been overthrown and feel fortunate to have jobs." On the other hand, people outside the base who had been part of Saddam Hussein's regime "certainly weren't happy," he said. "We were

subject to mortar attacks, mines along the road. It's a common part of life there in just about any zone."

Zitzman said that conditions for Americans serving in Iraq have improved as they have learned to anticipate and ward off many threats. "The insurgents used to set off landmines on the highway with a cell phone," he recalled. "Then our convoy lead vehicles started using a device to jam all cell phones. Of course, as soon as the insurgents couldn't use cell phones, they began switching to other tactics."

Vicinage staff held a party for Zitzman when he left for Iraq and sent him letters, food packages and items such as socks, hats and scarves during his service.

Since his injury, Zitzman has retired from the National Guard. "When you're in your 20s and 30s, it's hard enough to wear 80 pounds of gear and jump out of a truck," he said with a laugh. "I'm in my 50s now, and ready for different kinds of challenges. I was proud to serve in the Middle East. When you return and reflect on it, you see that it really did serve a purpose."

### Peter Diaz, Adult Supervision

Nuclear, biological and chemical warfare is a topic far removed from Peter Diaz's work in the Mercer Vicinage as supervisor of the Probation Division's Adult Supervision Unit. But understanding the techniques of modern warfare were among Diaz's duties as a staff sergeant with the 119th Corps Support Battalion, New Jersey Army National Guard, assigned to Camp Cedar 2 in southern Iraq.

"Our mission was to oversee the camp and push (supply) fuel to other camps that needed it," said Diaz, who has nine years of military experience. After training in Kuwait, Diaz flew to Iraq on Christmas Day 2004 returning to McGuire Air Force Base in New Jersey on Dec. 14, 2005. In between,

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## ...Proud to Serve in the National Guard

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Diaz served with the National Guard 24/7, with only 15 days leave to spend with his wife and “the creature comforts of home,” including their cats.

Despite the constant threat of rocket or mortar attacks, Diaz enjoyed meeting soldiers from other countries and interacting with some of the local people.

Many of the skills he used during 10 years with the Judiciary were helpful during his year of service in the Middle East. “Computer, telephone skills, the ability to research,

to write reports—all these skills had their counterparts in Iraq,” he said. “As a probation officer, I was used to conducting home visits, being aware of my surroundings. But in Iraq, instead of dealing with people who commit crime, we were dealing with terrorists.”

Diaz said that human resources staff, his supervisors and chief were all very supportive and helped him transition back to work. “After a year in another place, you feel like you’re learning the job all over again,” he said with a smile.

Speaking of all the judges and staff who have served, Judge Philip S. Carchman, acting administrative director of the courts, praised their dedication and commitment.

“It takes enormous determination, courage and dedication to serve with the military in an area of conflict,” said Judge Carchman. “We are enormously proud that these brave soldiers are also a part of the New Jersey Judiciary family. We value their contributions and are grateful for their safe return.”

--Linda Brown Holt

### Essex Managers and Supervisors Explore...

## Leadership for a High Performance Work Environment

Throughout the year, the Essex Vicinage presents management convocations to introduce managers to emerging trends and tools to enhance leadership development. One such program was held Dec. 6 when some 58 managers and supervisors participated in Leadership for a High Performance Work Environment. The program was repeated Dec. 7 in the Monmouth and Middlesex Vicinages.

Facilitating the workshop was Dan Straub, a senior faculty member with the Institute for Court Management of the National Center for State Courts.

Leadership is one of the 10 core competencies of the National Association of Court Management (NACM). In addition, NACM has identified five areas of competency that are essential for effective court leadership. They are: credibility in action, focus through vision and purpose, managing interdependencies: working beyond the boundaries, create a high performance environment, and skillful and continual diagnosis.

The course addressed effective leadership as part “do” and part “be” and assumed that leadership is a process, not necessarily a position.

Simply occupying a position is no guarantee of effective leadership. As a process, leadership can occur at any time, at any place, at any level of an organization. The learning objectives of the course are outlined as follows:

#### Workshop Learning Objectives

When they have completed the workshop, participants should be able:

- To understand the behavior necessary for achieving credibility in the leadership role;
- To know why high-performing organizations require a clear vision and well communicated purpose;
- To understand the importance of working with other organizations beyond the boundaries of their courts;
- To have identified the important organizations with which they must build relationships;
- To be able to identify the component organizational requirements for creating the highest possible performance;
- To understand the basic requirements for doing continuous, skillful diagnosis of the organization’s

environment and performance; and,

- To complete an individual action plan for improving personal performance in key skill areas.

Future management convocations will continue to feature topics that identify with the NACM core competencies.

### Tech-KNOWLEDGE-y

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ing to U.S. Commerce Department statistics, Internet Time has us sailing through cyberspace, too busy to wait for snail mail, keeping the world at our fingertips with our PDAs and text-messaging cell phones, shopping online to avoid traffic on the way to the mall, and bookmarking our favorite Web sites so we don’t have to search for them again.

So if you find yourself AATK (always at the keyboard), check out [www.techterms.org](http://www.techterms.org) or [www.netlingo.com](http://www.netlingo.com), and enrich your vocabulary with some new geek speak. You can even download some glossaries to your PDA or cell phone.

BB4N!



## Tech-KNOWLEDGE-y

# Reading “Baudy”<sup>\*</sup> Language

## *How technology has enriched our vocabulary*

by Janet Bastien, Project Manager, Information Technology

Like Hansel and Gretel in the forest, the cookies and java on your computer may be leaving a trail of your “infosnacking.” And “infosnacks” are OK while you work at your home computer, but are definitely off your diet while at work.

Oh, not those chocolate-chip chunks around your keyboard or the coffee stains all over your desk. I’m talking about your trips about the Internet, the souvenirs left on your browser from Web sites you have visited and a language used to design Web pages. This may be all geek to you, but just as the automobile changed our lives and language a century ago, the constant presence of the Internet and computers in our society is upgrading our dialog and downloading new words into our vernacular faster than a cable modem.

“Language is the armory of the human mind, and at once contains the trophies of its past and the weapons of its future conquests,” said poet Samuel Taylor Coleridge. That sounds pretty powerful, yet fitting for the way the online phenomenon and the words it has spawned is revolutionizing the way we think, talk, and conduct our personal and professional lives. Today we speak more like George Jetson than George Washington, creating new words and re-booting old ones with new cyber-definitions. Some non-neologists (people

who invent words) just electrify an old word with an “e-” to reflect its presence or origin on the Internet, as in “e-ticket” or “e-commerce.”

New words can be coined by anyone, but they don’t always get in the dictionary. According to [wordsmith.org](http://wordsmith.org), what gets them in is usage. “It has to appear extensively, in many different sources...It has to fill a need and describe a phenomenon for which no other word exists. Also, it doesn’t hurt if the word is catchy and captures public imagination.”

So how catchy is “infosnacking?” It was nominated by Webster’s New World College Dictionary as the “word of the year for 2005,” according to [NetLingo.com](http://NetLingo.com). It originally meant doing non-work-related Web-surfing while on the job, but has since morphed into meaning any quick trips to the Internet for shopping or checking e-mails, sports scores, headlines and the like.

Some new cyber-speak phrases describe human activities, like infosnacking, browsing or “IM-ing.” Some refer to the technology of the computer and the Internet, but have become very familiar to lay people as well. For instance, words like “IP address,” a geeky term referring to how a PC is identified on the Internet, is often used in mixed company (geeks and non-geeks alike). If you’ve had trouble with your e-mail and had to contact your Internet Service Provider (ISP) about it, you may even know

that POP3 is “Post Office Protocol.”

Most of us know now that a webmaster does not refer to Charlotte the spider. We know that a spider is a search engine, while Google is a popular spider. We are not speaking with tangled tongue; this is the new e-jargon, and it is used everywhere from coffee houses to courthouses.

DMZs and firewalls are not just for soldiers and firefighters any more, and the military no longer has the corner on the acronym market. In the 1987 movie, “Good Morning Vietnam,” Adrian Cronauer replied to Lt. Steven Hauk’s use of Army jargon when referring to an upcoming Nixon press conference with, “Excuse me, sir. Seeing as how the V.P. is such a V.I.P., shouldn’t we keep the P.C. on the Q.T.? ‘Cause if it leaks to the V.C., he could end up M.I.A., and then we’d all be put out in K.P.” Almost 20 years later, today’s text-messaging shorthand could win an Emmy for best use of letters in a communicating role for the small screen. See what your kids are talking about at [NetLingo’s](http://NetLingo.com) “List of Acronyms & Text Messaging Shorthand.”

Andy Grove, chairman of Intel, has said that the world now lives on “Internet Time.” A New York minute is no longer fast enough for us; Internet Time implies that things happen very quickly or that something must be done ultra-fast. With the Internet now in more than 62 percent of American households, accord-

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**\* Baud is the measurement of electrical signals per second.**



## Mission Statement of the New Jersey Court System

*We are an independent branch of government constitutionally entrusted with the fair and just resolution of disputes in order to preserve the rule of law and to protect the rights and liberties guaranteed by the Constitution and laws of the United States and this State.*