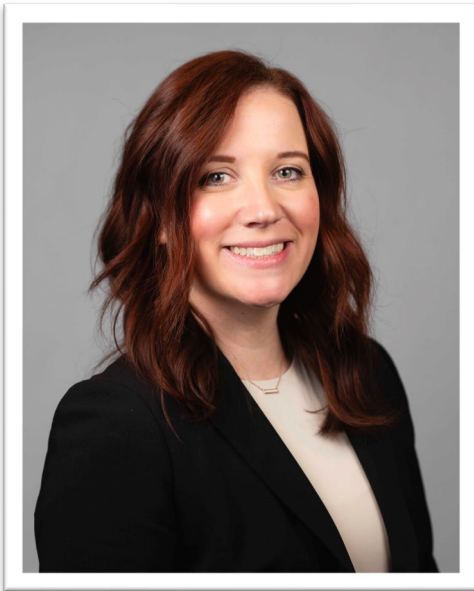


Montana State Treatment Court Conference



Lisa M. Williams, M.A., is a Senior Court Management Consultant with the National Center for State Courts' Research and Systems Design Team, bringing over 20 years of experience in the justice system. Before joining NCSC in 2024, Lisa worked as a policy analyst in the Ohio Supreme Court's Office of Court Services for three years. In that role, she provided evaluation, certification, training, and technical assistance to various adult, family, and juvenile treatment court programs throughout Ohio. Lisa was a founding member and served as the program director of Ohio's first felony Veterans Treatment Court for 10 years. At the same time, she provided judicial support for 14 years at the Stark County Common Pleas Court, where she managed case management and data reporting for large civil

and criminal case dockets. Additionally, Lisa has been a presenter at national, state, and local agencies for over a decade. She holds a Master of Arts in Research and Evaluation Methods, with a Graduate Certificate in Culturally Responsive Methods, a Bachelor of Applied Communication, and an Associate of Applied Business in Legal Assisting Technology.

Coordinator 101: Roles and Tools

Speaker: Lisa M. Williams, MA

Court coordinators play a vital role in the criminal justice system, and understanding how to execute tasks efficiently can empower them to make a meaningful impact. New and experienced coordinators will receive specific coordinator roles within treatment court best practices for all treatment court types, including collaborating and supporting team

members, navigating data, and engaging with treatment and service providers and the community.

Learning Objectives:

1. Identify effective techniques to increase communication, connectivity, and team-building practices with team members.
 2. Discover methods to enhance collaboration and communication with treatment and ancillary service providers, fostering a sense of teamwork and shared purpose that benefits everyone involved.
 3. Access practical forms and templates designed to boost your efficiency and effectiveness in daily tasks
 4. Increase community outreach strategies to engage with the community, alumni, and recovery supports.
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Coordinator 201: Skill-Building

Speaker: Lisa M. Williams, MA

This interactive session moves beyond theory and into the real-world challenges treatment court coordinators face every day. Through case studies, mock staffing discussions, problem-solving exercises, and peer collaboration, participants will strengthen the practical skills needed to manage difficult team dynamics, improve participant engagement, organize complex caseloads, and respond to common coordination challenges.

Learning Objectives

1. Practice effective facilitation techniques for staffing meetings and multidisciplinary team communication through interactive exercises.
 2. Apply problem-solving strategies to common coordinator challenges, including provider communication breakdowns, scheduling conflicts, and team disagreements.
 3. Demonstrate communication and conflict resolution skills that foster collaboration while maintaining fidelity to evidence-based treatment court practices.
 4. Develop practical workflows, organizational systems, and time-management strategies to improve efficiency and reduce coordinator burnout.
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Danielle Young, MPA, is a Senior Court Management Consultant for the National Center for State Courts with over 25 years of justice system experience. In her current role, Ms. Young has worked on several behavioral health projects, including community mapping (Sequential Intercept Mapping and Upstream Mapping) and Assisted Outpatient Treatment/Mandated Outpatient Treatment/competency dockets. She has also presented on various topics including probation best practices, emerging adults, case planning, effective interviewing, and various treatment court topics at national, state and local conferences and workshops. Prior to working with the NCSC, Ms. Young was the Program Manager in the Probation Services Division with the

Administrative Office of the Illinois Courts (AOIC), where she worked for over 8 years. While at the AOIC, Ms. Young had the privilege of leading several state-wide initiatives including training all probation managers and officers in Core Correctional Practices, adult risk assessments and juvenile risk assessments. Ms. Young also assisted in the development and implementation of statewide problem-solving court standards as well as certification of many treatment courts throughout Illinois. Prior to the AOIC, she was a Probation Officer in McHenry County and Fulton County, working with adults, juveniles, mental health court and specialized drug offenders. Ms. Young graduated from Arkansas State University with a Master's in Public Administration and received a BA in Political Science from Western Illinois University.

From Triggers to Trust: Trauma-Informed Practices Every Community Supervision Officer Should Know

Speaker: Danielle Young

Community supervision officers regularly work with individuals whose behaviors are shaped by significant histories of trauma, adversity, and chronic stress. Traditional supervision strategies may unintentionally trigger fear, resistance, or disengagement, creating barriers to accountability and long-term behavior change. This interactive session explores how trauma-informed practices can strengthen effective supervision by improving communication, increasing engagement, reducing conflict, and supporting public safety. Participants will learn practical strategies for recognizing trauma responses, responding without reinforcing maladaptive behavior, and building trusting professional relationships

while maintaining clear expectations and accountability. Whether supervising individuals in probation, parole, or treatment court settings, attendees will leave with actionable tools they can immediately apply in their daily practice.

Learning Objectives:

1. Apply practical trauma-informed communication techniques that reduce defensiveness, build trust, and promote participant engagement while maintaining accountability.
 2. Identify common supervision practices that may unintentionally trigger trauma responses and implement alternative approaches that support behavior change and community safety.
 3. Develop strategies to balance empathy, accountability, and officer wellness to improve outcomes for both supervised individuals and supervision professionals.
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There's No I in Team: Team Dynamics and Conflict Resolution

Speaker: Danielle Young

As children, we often hear the expression 'there's no I in team,' which is exceptionally true on treatment court teams. Multidisciplinary teams have team members with strong personalities, varying communication styles, and varying tasks to be achieved. Unfortunately, a lack of understanding of the communication styles of treatment court members can lead to conflict among teams. A treatment court team needs all the core team members to contribute to staffings and court, and it is extremely important to ensure each team member feels empowered to participate. This session will dive into how to efficiently communicate, identify and resolve team conflicts, and create a strong team to motivate participants to engage and achieve graduation in treatment court programs.

Learning Objectives:

1. Identify methods of distinguishing communication styles among team members.
2. Engage teams in the process of identifying conflict and resolving conflict.
3. Understand the importance of team members staying in their lane for efficient functionality of the team.