

LAURA G. KLAVERSMA

Court Services Operations Manager

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Work Experience

Over eighteen years of experience managing organizations, both in the United States and the Middle East. Expertise in all aspects of management including: organizational structure, collaborative partnerships, governance, grant development and financial management, customer service, policy development and implementation, program and systems development and evaluation, technology utilization, and human resources. Responsible for the service delivery for all Court Consulting Services Division projects including proposal preparation, team selection and organization, project management standards, quality assurance and contract compliance.

Education

M.B.A., University of Houston

B.S., Brigham Young University, Social Work

ICM Fellow, Court Executive Development Program

Highlights of NCSC Projects

- Missouri 31st Judicial District Family and Juvenile Division Organizational Review
- Fulton County Juvenile Court Organizational and Administrative Review
- Salt Lake Juvenile Court Judicial Workload
- Tennessee AOC Review
- SEARCH Court Information Systems Technical Assistance Project
- Reengineering Process Case Studies
- Wichita Drug Court Evaluation
- Washington DC Fiscal Office Review
- Minnesota Guardian Ad Litem Job Classification and Salary Review
- Louisiana ADA Performance Audit
- Louisiana ASFA Audit
- Supreme Court and AOC of Georgia PIO Review
- North Carolina Judicial Workload Review
- Georgia Judicial Workload Assessment

Presentations

- “Managing Court Financial Resources,” ICM 2 ½ Day Course
- “Who Is In Charge? Governance in the Courts”
- “Technology First Aid Kit: What to Do with the Cool New System the Judge Bought at CTC”
- “Court Business Process Enhancement to Leverage the Potential of New Technology”
- “Domestic Violence Training”

Publications

- “Organizational Analysis of the Fulton County, Georgia, Juvenile Court,” The Juvenile Justice Journal, pp. 87-106, Volume 25 Number 1, 2004

Awards

- Directors Award of Merit for Applied Research, 2003
- Staff Excellence Award (NCSC), 2002