



# NCBC IMPACT

*Dedicated to the professional development of its members*

## Archived Articles

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### 2012 Publication Dates

- January 6
- March 9
- May 4
- July 6
- August 3
- September 7
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Articles due to the editor by the 25th of the month preceding publication.

Issue # 3

May/2012



**Conference Dates**  
**August 7—10, 2012**

### NCBC President Talks Conference

Ken Hirz



Registration for the 2012 Annual Conference opened with a bang on Monday, April 23<sup>rd</sup>. There were more than 100 members registered for the conference in the first ten minutes. By the end of the day there were 372, and by the end of the week it hit 500. We really don't keep stats on this activity from year to year, but this has to be a record. I want to thank Eddy Emmons, Chief Deputy Clerk, CA-N, and the point of contact for the registration procedure, including overseeing the hotel registration process. The main hotel sold out in the first couple days and the overflow hotels began to find their registrations picking up. NCBC began working with its event planner to add additional hotels to accommodate the larger than expected number of registrants. This is a good problem to have. We're pleased to see the level of interest in what has become an excellent education program that again has exceeded expectations by offering 35 breakout sessions appealing to a wide variety of staff throughout the bankruptcy courts. The Administrative Office and the Federal Judicial Center are welcome partners in assisting to plan the educational offerings that conference attendees will find to be an exceptional value. For more information on the program visit the local host court website at <http://canb.uscourts.gov/NCBC2012/index.html>.

# NCBC 2012 Elections Are Here!

This year's elections feature nominations for the positions of President Elect and Board of Governors. There are five individuals vying for two positions on the Board of Governors and one nominee for the position of President Elect. The following pages present their nomination and candidate statements. Prepare for the upcoming election by taking a few moments to review their sincere comments. An announcement of the election will be sent to all members via email within the next few weeks and the voting period will remain open for thirty days.

## President Elect - Lee Ann Bennett, Florida Middle



I, Sharon Gardner, nominate Lee Ann Bennett, Clerk of Court for the Middle District of Florida, as Vice President/President elect. Ms. Bennett is currently serving a second term on the NCBC Board. She has served multiple years on the Education Committee and has served as the Chair of the Awards Committee and the Website Redesign Committee.

This year she is again serving on the Education Committee and is Chief of the Benefits Committee. As a Board Member, she knows first-hand the dedication and time each officer and Board Member contributes to NCBC.

Ms. Bennett began her career with the Bankruptcy Court in the Middle District of North Carolina in 1983. In 1991, she was hired by the Middle District of Florida and was named Clerk of Court in 2006 after serving as Acting Clerk. She has worked as a case manager, work leader, courtroom deputy, division manager, and chief deputy. Also, her court hosted the 2009 NCBC Conference.

I believe Ms. Bennett's leadership, managerial skills, work ethics, court knowledge, and enthusiasm qualify her for the position as Vice President/President Elect. Thank you in advance for your consideration.

## Board of Governors Candidates



### Yvonne Cherokee, North Carolina Eastern

I, Yvonne Cherokee, do hereby declare my candidacy for a Board of Governors position with NCBC on February 6, 2012.

#### Candidate Statement

Having many years of experience with the Bankruptcy Court in NCEB (1997), I have had interaction with various employees of the court system and judges' staff, which allows me to better understand what would benefit our members. My position with NCEB is the Chambers Liaison and Programmer Analyst. All NCBC members need a voice and I believe the Board of Governors would be the perfect arena to give me that opportunity. As a member of NCBC and the previous Editor of the Impact newsletter, I could provide a unique perspective. Thank you for considering me for a Board of Governors position.

# Board of Governors Candidates



## **Eddy Emmons, California Northern**

Hello. My name is Eddy Emmons, from the United States Bankruptcy Court, Northern District of California in San Francisco. My current term as one of the existing Board of Governors will be ending and I ask for your consideration to remain on the Board for one final term. I have been with the judiciary for over twenty years and have served on different national committees throughout my tenure, as well as facilitating several Federal Judicial Center (FJC) seminars. I currently serve as the Chair for the NCBC Mentor's committee and am co-Chair for the Educational Program Committee for the 2012 NCBC Conference in San Francisco. In both capacities, I have been collaborating with other NCBC members to provide desirable quality programs. I am also the 2012 Conference project manager and continuing on the Board will afford me the opportunity to help in the planning for the 2013 and 2014 conferences. These experiences have been very exciting, rewarding and meaningful and I want to continue my efforts and contributions. I believe the success of any organization is through its collaborative voices and the contributions of its members. I feel like I've only just begun and have a lot more to offer the membership. For instance, the NCBC Mentor's Program project is beginning its pilot phase and I would like to see it through prior to offering it to the entire membership. Thank you for your consideration and I appreciate your vote of confidence to continue on another term.



## **Sharon Gardner, Illinois Central**

It's SHOWTIME! I, Sharon Gardner, am announcing my candidacy for the NCBC Board of Governors, and I would greatly appreciate your vote. I have been a member of NCBC for over 15 years. Currently, I am the 7<sup>th</sup> Circuit Liaison, and serve on the Membership and Awards Committees. In addition, I have served these past two years as our court's District Representative, served the past two years on the Awards Committee, and served on the NCBC Website Redesign Committee. Also, I have attended two NCBC Conferences and plan to attend this year's conference in San Francisco.

I have worked for the Central District of Illinois for 25 years. I am the Information Systems Support Specialist and have served as the Clerk's Secretary, Miscellaneous Docket Clerk, Data Quality Analyst and Systems Administrator. In addition, I have been a project manager, undertook supervisory duties during a supervisor's absence, and actively participated in the testing of 4.0 specifically E-Orders. I serve on our court's Health and Wellness Committee which I was a charter member as well as a charter member of our Training Committee. Also, I have 42 hours toward my non-credit bearing certificate through Michigan State University and completed the Foundations of Management Program.

In addition to my court family, I am a member of our Community Emergency Response Team (CERT), Toastmasters International, Women in the Outdoors (WITO), and have volunteered as an ombudsman advocating for nursing home residents' rights.

I believe the various positions I have held in the court, committees I am and have served on, as well as my outside interests provide me with the leadership skills to serve on the Board. I am very excited and enthusiastic about representing the NCBC members as a Board member. Thank you in advance for your consideration. See you in San Francisco.

# Board of Governors Candidates

## Teresa D. Underwood, Ohio Northern

It is without reservation that I declare my candidacy for a second term on the Board of Governors for the National Conference of Bankruptcy Clerks. My appointment has proven to be a rewarding experience and unique opportunity to learn and contribute to a growing organization. If I am re-elected, I can be counted on to continue representing the interests of members with the same vigor and determination as I have in the past. Since assuming a Board position, I have enjoyed working to meet the professional development needs of members by serving as the Co-Chairperson of the Education Committee. As Co-Chairperson in 2011, I collaborated with fellow committee members to collectively generate over 30 court-specific breakout sessions that received a rating of excellent in course variety by 96% of the New Orleans Conference participants. I am now serving as Co-Chairperson of the Education Committee for the 2012 Conference in San Francisco, and again, feel I have effectively communicated with fellow committee members, proposed trainers, the host court, and Board members to produce an equally as attractive program.

I have also enjoyed my service on the Membership Committee. As a part of the Membership Committee, I've developed membership drive resources for use by local representatives to promote organizational growth, and raise member awareness of the NCBC's purpose, structure, professional development opportunities, benefits, and advocacy efforts. It would be an honor to continue serving the NCBC by contributing to project initiatives that help to sustain the organization's current momentum. Therefore, I would greatly appreciate your vote for this office, and I sincerely thank you for your past and present support.

## Kyle Crockett, Utah



I, Kyle Lynn Crockett, hereby declare my candidacy for a Board of Governors position with the National Conference of Bankruptcy Clerks (NCBC). I am a qualified candidate for a Board of Governors position because of my work experience; experience with the NCBC; and, a desire to make a difference on matters that impact the Bankruptcy system.

I have been with the Bankruptcy Court for the District of Utah for 12 years and have a Bachelors Degree from the University of Utah in Business Administration. I began working for the Court as a Records Reproduction Clerk and now I am the ECRO Operator / Training Assistant. My duties include:

- Training attorneys, paralegals and secretaries how to electronically file using CM/ECF;
- Assisting attorneys, paralegals and secretaries with CM/ECF filing issues;
- Performing quality control reports as assigned by the Chief Deputy;
- Operating the electronic recording software in the Courtroom (ECRO Operator);
- Developing on-line training materials;
- Managing CM/ECF registrations and account issues.

I am currently serving as the District of Utah's local NCBC representative and serving on the "NCBC IMPACT" editorial committee for 2012. As a member of the NCBC since 2002, I have seen, experienced, and received benefits from belonging to this organization. As a member of the Board of Governors, I will seek to further the mission of the NCBC in focusing efforts on leadership, education, advocacy and solutions. Additionally, I look forward to the opportunity of assisting the President with assigned projects and contributing to the annual education conference. The NCBC has been acting as a voice for me on matters that impact my life. Now, I want to be an active part of that voice.

The National Conference of Bankruptcy Clerk's Award Committee is inviting nominations to recognize Judiciary employees whose efforts have benefitted the courts and/or the NCBC. The NCBC will be honoring both individuals and groups at the conference in San Francisco, CA. We need your nominations so that these awards can truly and accurately reflect those efforts of your fellow co-workers.

Your nominations are sought for the following awards:

**Outstanding Service Award:** This award represents service provided to NCBC and/or the courts by an individual that goes beyond a single task or assignment. The award is usually presented for longer term efforts.

**Outstanding Achievement Award:** This award represents an achievement by a group that results in savings or changes which benefitted the court system as a whole.

**Special Service Award:** Represents service performed that is more limited in nature; this award tends to recognize one time efforts or assignments on behalf of NCBC or the courts.

**Administrative Excellence Award:** An award for accomplishments that is more administrative in nature.

**Outstanding Public Service Award:** Represents service provided to the public that had a positive effect on a community by an individual or group.

**Distinguished Service:** An award to recognize retiring NCBC members and those individuals who are retiring who have had a long history with the NCBC and/or federal service that has had a positive impact on or made substantial contribution to the bankruptcy community.

Co-Chairs of the Awards Committee: Eileen Garrity and Kris Botts

Committee members: Daniel Paez - TXWB, Timothy Evans - CANB, Sharon Gardner - ILCB, Cheri Sorensen - NEB, Paula Luce - FLMB, Shirley Jenkins - NYEB, Tracey Matthews - MD, Mary Isenhower - IASB

**Nominations must be received by May 25, 2012**

New this year is an online nomination form within the NCBC's web site. Here's the link to the form:

<http://ncbc.memberclicks.net/awards?servId=2670>

Thank you for taking the time to submit your nominations!



# Board Corner

John Horner and Ken Hirz met in mid-April in St. Louis with Host Court Clerks Dana McWay, MO-E, and Donna Beyersdorfer, IL-S, along with event planner Kelsey Yerian, of Conference Planning Resources, Ltd., to visit local hotels for the 2014 annual conference. The trip was a success as the list of hotels was quickly whittled down to the top two choices. Both hotels meet the high standards for NCBC conference hotels and either would make an excellent choice. Contract negotiations have begun and are expected to be finalized over the next 60 days.

The NCBC Board approved the launch of a pilot mentoring program that began April 2<sup>nd</sup> with the pairing of several mentors and mentees. The program will be evaluated over the next several months and should be in a position for full implementation later this summer. Many thanks to Eddy Emmons, Chief Deputy Clerk, CA-N, for chairing the committee and steering these early efforts.

The Board agreed to partner with the National Association for Court Management [NACM] to enter into an agreement to provide dual membership. The agreement will be developed and announced formally in the next edition of the Impact. The agreement includes a reciprocal 20% discount on membership dues, which for NACM membership results in a \$25 savings on the current \$125 annual membership amount. NACM and NCBC are sister agencies and have shared a long-standing cooperative relationship. We are pleased to enter into this agreement for the benefit of our members.

The Board approved the addition of pet insurance as a new benefit for NCBC members. Gallagher Benefit Services will be working out an arrangement with VPA, a leader in the pet insurance industry. More information will be available as this new insurance vehicle is put in place.

The NCBC Board recently voted unanimously to approve a change to the by-laws that would allow a stipend to be paid to the Business Manager for services performed. The Business Manager, unlike any board or staff position, works an average of 40 hours per month in service to the Board. The Business Manager collects membership dues, maintains the NCBC membership database; maintains the checking and savings accounts; processes all invoices, reconciles account receivables and account payables; acts as conference registrar; manages all tax, insurance and financial records of the association. Please look for this ballot language in the upcoming election form. A majority vote will be required for passage.

# AO Cost Containment Efforts

## BRIEF CHRONOLOGY OF COST CONTAINMENT EFFORTS 2010 - PRESENT

Lisa M. Lavery  
Chief, Formulation and Execution Branch  
Administrative Office of the Courts

As a result of the changed fiscal climate, receipt of lower appropriations increases, and tighter budgets than Congress has provided in recent years, a revitalized cost-containment program is essential.

As a first step, beginning in October 2010, the Administrative Office (AO) asked the courts (through the AO's court advisory councils and groups) to identify new cost-containment ideas and suggestions affecting both court allotments and other areas of the budget. By April 2011, over 100 ideas had been generated—some of which are viable in the short-term to consider for the fiscal year 2012 financial plans, while others are longer-term cost-containment suggestions for fiscal year 2013 and beyond. These ideas were shared with the AO Director and were provided to the appropriate subject matter Judicial Conference committees for consideration and prioritization.

In June 2011, Judge Gibbons and Judge Sentelle, chair of the Executive Committee, transmitted a letter to all judges advising them of the need for cost containment. Specifically, this letter asked "...all Judiciary employees, led by judges and unit executives, to join together to identify ways to reduce operational and administrative costs." The letter also asked for judges' support for cost-containment efforts being developed by the various committees of the Judicial Conference, and also urged "to take whatever steps you can to contain costs within your own chambers and court."

The cost-containment ideas developed through the advisory process were categorized into two types—short-term and longer-term. Short-term ideas are ones that could be implemented in time to influence the fiscal year 2012/2013 financial plans. Longer-term ideas are ones that likely will require additional study, analysis, and examination. Some may require approval by the Judicial Conference. In addition, the list of ideas was not meant to be exhaustive. Thus, individual Judicial Conference committees were encouraged to develop additional ideas, either for short-term implementation or for longer-term consideration.

A cost containment summit of chairs of all the program spending committees of the Judicial Conference, members of the Executive Committee and the Budget Committee, all met in September 2011 to discuss the short and longer-term ideas. Each committee also held its winter meeting in either December 2011 or January 2012 to discuss their positions on which items to study further - including some items that cross multiple committees such as the study of shared administrative services. Some of the recommendations were approved by the Judicial Conference at its March 2012 meeting, and others may be submitted for consideration in September 2012 or beyond.

The Cost Containment website on the J-Net is being updated to incorporate the efforts of all these committees to share Conference Committee actions of which actions were endorsed to pursue, which items were not recommended to pursue, and which are being studied for further consideration.

# Circuit News Receives a Facelift

The Impact Editorial Committee is making changes to the circuit news to make it easier for courts to submit articles. Beginning with the July 2012 issue, the following guidelines and schedule should be used for submitting articles.

## Guidelines:

- Articles should focus on one of the four areas in the NCBC mission statement – leadership, education, advocacy or solutions (e.g. solutions your court has initiated to contain cost)
- Articles should not contain personal information as this is more appropriate for local court newsletters
- Content of the article should appeal to the membership at large
- Articles should be a summary of information
- Articles should not include contact information for sources outside the judiciary
- Circuit liaisons are responsible for coordinating with the local reps to solicit information for the articles
- Circuit liaisons will submit the completed article to the Impact editor by the 25<sup>th</sup> day of the month preceding publication

## Schedule:

January Issue	1 <sup>st</sup> Circuit	Article due by December 25
March Issue	2 <sup>nd</sup> & 3 <sup>rd</sup> Circuits	Article due by February 25
May Issue	4 <sup>th</sup> & 5 <sup>th</sup> Circuits	Article due by April 25
July Issue	6 <sup>th</sup> & 7 <sup>th</sup> Circuits	Article due by June 25
September Issue	8 <sup>th</sup> & 9 <sup>th</sup> Circuits	Article due by August 25
November Issue	10 <sup>th</sup> & 11 Circuits	Article due by October 25

## IMPACT Editorial Staff

**Gidget Armstrong - Ohio Southern**

**Yvonne Cherokee - North Carolina Eastern**

**Kyle Crockett - Utah**

**Laurie Moison - Delaware**

**Melissa Nadeau - Florida Middle**

**Jonathan Silva - Massachusetts**

**Gina Zadra Walton - Washington Western**

**Laura Whitehead - North Carolina Eastern - Editor**

**Your comments, questions and/or suggestions are welcome. Please contact the editor at:**

(252) 206-5164 or [laura\\_whitehead@nceb.uscourts.gov](mailto:laura_whitehead@nceb.uscourts.gov)





## Third Circuit's Middle District of Pennsylvania and Delaware Enter Into MOU/MOA for Shared Services

PAMB and DEB have entered into to a Memorandum of Understanding (MOU) and implementing Memorandum of Agreement (MOA) for the provision of programming and web support services. The MOU and MOA are a further implementation of the Third Circuit Horizontal Sharing of Services Pilot that was initiated in June 2011 in response to projected budget tightening and continued demand for services. Under this MOA, DEB will purchase programming and web support services from PAMB which will obviate the necessity for DEB to employ full time staff for these purposes. It will also allow DEB to re-allocate IT staff time previously spent on these services to other projects and possibly furnish those project services to other courts. One area that DEB is currently looking at for this type of project service is Voice/IP. DEB is a fully operational VO/IP court participant in the National IPT Program. The MOU and the MOA have been posted on Connection Site: Horizontal Sharing of Services Among Bankruptcy courts in the Third Circuit:

<https://connections.ao.dcn/communities/service/html/communityview?communityUuid=5cb44624-3da4-464f-9842-bdd8870dcb13>

For additional information contact: [stacey\\_manley@deb.uscourts.gov](mailto:stacey_manley@deb.uscourts.gov)

## News From the Tenth Circuit –Three Courts Provide an Example of Cost Containment and Sharing of Services

The Bankruptcy Court for the District of Delaware (DEB) has called upon the Bankruptcy Courts for the Districts of Colorado (COB) and Utah (UTB) to assist them in cost containment and at the same time share two different training opportunities. DEB contracted with a consultant located in Colorado to assist them with their strategic planning process. The contract requires twelve monthly two hour sessions. To obviate the necessity for travel costs, these sessions are broadcast from COB. In addition, selected COB staff sit in on these sessions and provide input. The eighth such session has just been conducted.

DEB also contracted with a consultant in Utah to provide team leadership training for its case administration teams. Under a similar arrangement, the monthly sessions are broadcast from UTB.



# Is Your Income Protected?

By: Lee Ann Bennett

Do you know that if you are injured or become ill and unable to work you may not have a source of income for one year or longer? 90% of disabling accidents and illnesses are not work related, so Worker's Compensation will not be paid. Less than half of over 2 million workers who applied for Social Security Disability Insurance are approved, and if approved, payments will not start for 1 – 2 years. It can take over one year to be approved and start receiving FERS disability payments.

Also be aware of these facts:

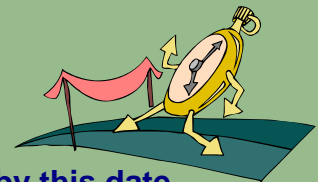
- A disabling injury occurs every two seconds.
- One in seven workers can expect to be disabled for five years or longer before retirement.
- The odds of a 42 year old becoming disabled before retirement is four times more likely than dying before retirement.
- The average long-term disability absence lasts 2.5 years.
- Over 70% of working Americans do not have enough savings to meet short-term emergencies.

The NCBC is aware of these perils and pitfalls and as a result proudly sponsors the FEDERAL FIRST Disability Program that fills the gap between Social Security and/or FERS Disability Retirement payments. The cost is very affordable and you can get coverage for up to 70% of your salary with the Federal Government and payments will start in 90 days or less (depending on your coverage election). The payments will be made while you remain disabled and until you reach normal retirement age.

To learn more go to [www.federalfirst.com](http://www.federalfirst.com) or call the FEDERAL FIRST customer service center at 1-800-233-0438.



## Important Conference Dates



- **June 22, 2012** - all payments for extra activities must be received by this date
- **July 30, 2012** - no cancellations will be permitted after this date

**NOTE: Do not send Celia Strickler payments by FedEx, UPS or anything other than US Mail.**

Maureen E. Conner  
Catharine White

## New and Returning Student Orientation

NCBC members interested in the Michigan State University Judicial Administration Program are encouraged to attend an information session on Tuesday, August 7<sup>th</sup>, 2012 at 8:00 a.m. Dr. Maureen Conner, program director and professor, will discuss the various credentialing options available to students and will be available to answer questions from current and future students.

## Course Offerings

The two noncredit certificate courses that will be offered this year are: **Visioning and Strategic Planning** and **Information Technology Management**.

Dr. Maureen Conner will be presenting **Visioning and Strategic Planning** for 5.0 contact hours on Tuesday, August 7<sup>th</sup>, 2012 (8:30 a.m. – 12:00 p.m. Part I; 1:00 p.m. – 2:30 p.m. Part II). Students must attend both sessions in order to receive full course contact hour credit.

Barry Lander, John Leonard, Thomas Baribeau, Donna Williams, and Esther DeVries will be presenting various sessions of **Information Technology Management** for 6.0 contact hours, Tuesday-Friday, August 7<sup>th</sup> - August 10<sup>th</sup>, 2012. The individual sessions are identified below:

*Fundamentals of Information Technology Management or What Everyone Needs to Know About How It Works!* (Tuesday, August 7, 2012; 2:45 p.m. – 4:45 p.m.)

*Planning, Developing, and Implementing IT Applications and Projects* (Wednesday, August 8, 2012; 1:00 p.m. – 2:30 p.m.)

*Information Sharing* (Thursday, August 9, 2012; 2:15 p.m. – 3:15 p.m.)

*Managing the IT Professional* (Friday, August 10, 2012; 8:30 a.m. – 10:00 a.m.)

Students must attend all sessions in order to receive full course contact hour credit.

## NCBC /MSU Student Graduation

The Michigan State University Judicial Administration Noncredit Certificate Program student graduation is slated for Thursday, August 9<sup>th</sup>, 2012. We encourage all NCBC conference attendees to attend the ceremony recognizing the personal and professional accomplishments of their colleagues. MSU is expecting approximately 10 student graduates this year.

## Additional Information

2012 NCBC Annual Conference: <http://www.canb.uscourts.gov/NCBC2012/index.html>

Michigan State University Judicial Administration Program: <http://judicialadministration.msu.edu/> or contact Cathy White, student and course administrator at [gamperca@msu.edu](mailto:gamperca@msu.edu).

**MSU looks forward to seeing you in San Francisco!**

As courts trim their budgets to handle leaner appropriations, training that requires court-paid travel and/or tuition often comes under the scalpel. IMPACT talked with Phyllis Drum, Education Specialist at the Federal Judicial Center, to get some ideas for a series of articles on no cost/low cost training programs. Our focus in this issue is FJC sponsored training where the FJC currently pays all expenses for a trainer to deliver the program right in your court (although on site availability could change). “The FJC is currently doing a top to bottom review of all programs to assess which programs are most useful and to see if our courses have to be face-to-face or whether they can be put on using blackboard or into electronic learning modules,” said Phyllis.

[Current FJC in-your-court programs that come highly recommended by Phyllis – \(Click here to see more on the FJC site\):](#)

**Code of Conduct** - Can I stick that campaign sign in my yard? Can I comment about a case on Facebook? Get answers to these and many other ethical dilemmas facing judicial branch employees with the FJC’s scenario-based Code of Conduct for Judicial Employees program. Help deepen your staff’s understanding of the Code of Conduct’s impact on their work and personal lives by hosting this program in your court.

2.5 hours

Contact: Oscar Poma 202.502.4145 [opoma@fjc.gov](mailto:opoma@fjc.gov) , or Dana Przesmitzki 202.502.4271 [dprzesmitzki@fjc.gov](mailto:dprzesmitzki@fjc.gov)  
[Click here](#) for more information.

**M.E.E.T. on Common Ground: Speaking Up for Respect in the Workplace** – The M.E.E.T. model teaches employees the four-step model for dealing with issues to create a more harmonious workplace. Video dramatizations whose resolution, according to the M.E.E.T. model is explored through group discussions.

3 hours

Contact: Phyllis Drum, 202-502-4134 [pdrum@fjc.gov](mailto:pdrum@fjc.gov)

**Preventing Workplace Harassment** – Participants learn what workplace harassment is and is not, how to minimize the occurrence of workplace harassment, how to deal with harassment if it arises, and what to do if they are involved in a workplace harassment investigation. Two modules: one for managers and one for all staff.

3 hours 15 minutes each

Contact: Jim Buchanan 202.502.4133 [jbuchanan@fjc.gov](mailto:jbuchanan@fjc.gov)

[Click here](#) for Preventing Workplace Harassment Brochure.

**Structured Writing – Same Content. Different Format. Improved Results** – Structured Writing is a method of analyzing, organizing, and presenting information so that information is easier to find and understand. Custom tools with macros for MS Word and WordPerfect are provided at the training.

Full day

Contact: Marlene Annoni 202.502.4111 [annoni@fjc.gov](mailto:annoni@fjc.gov)

[Click here](#) for Structured Writing Brochure.

Recommended lead time on requesting these programs is six to eight weeks.

***Coming up next time:*** Great no cost/low cost FJC sponsored training for managers and court executives.



### Interesting Facts About Alcatraz

- Nickname - The Rock
- Nation’s most famous penitentiary from 1933—1963
- No one ever successfully escaped Alcatraz despite 14 attempts by 36 prisoners over 29 years
- No female correctional officers or prisoners at Alcatraz
- Alcatraz was declared a national historic landmark in 1986
- Alcatraz is one of the most visited attractions in the U.S.

# Spotlight on Court Developed Programs



## McVCIS v2.0

John Caron, Project Manager and Sinan Mimaroglu, Systems Programmer

McVCIS(Multi Court Voice Case Information System)v2.0 is an Interactive Voice Response system managing multiple courts simultaneously from one centrally-located server. As of March 12, 2012, McVCIS provides service to 82 bankruptcy courts handling more than 6000 calls daily.

McVCIS 2.0 was developed by the District of Massachusetts Bankruptcy Court. From 2009 to 2011 the application was hosted in Massachusetts. In December of 2011, McVCIS v2.0 became a national application hosted by the Unisys Data Center, supported by the System Deployment Support Division (SDSD) in San Antonio. Ongoing development continues in Massachusetts.

McVCIS v2.0 provides speech recognition capabilities that greatly enhance the caller's experience. The telephony solution utilizes Voice Over Internet Protocol (VOIP) to route calls on Session Initiation Protocol (SIP) trunks on Cisco gateways located in Lisle IDC and Ashburn IDC. HP servers are used in a virtual environment located in Reston and Salt Lake to host the Prophecy software which provides web based access for maintenance and support. The COOP solution includes mirrored virtual servers in these locations while the Cisco gateways provide an automated redirect of calls from production server located in the Unisys Data Center in Salt Lake City, Utah, to the COOP server located Reston, Virginia, if connectivity issues arise.

McVCIS v2.0 provides information for both bankruptcy and adversary cases from local ECF servers at each court location. The connection to the court server is made through ODBC and terminates the connection once the call ends. Local court responsibility is minimal other than to provide initial server information and communicate any planned maintenance down time.

Court personnel have access to reports and statistics on the user friendly web based site located at <http://ckb.mcvcis.ao.dcn/>.

McVCIS v2.0 was developed using a W3C-standard voice browser markup language called VoiceXML. They are comprised of a series of "dialogs" between the caller and the VoiceXML application. A dialog is a conversation between the IVR application and a caller in which the caller responds to a series of prompts. The caller's response in one dialog, which is interpreted by a speech recognition engine, usually leads to another dialog, and then another, and so forth, until the caller has completed his or her task.

McVCIS v2.0 is compatible with all the current versions of CM/ECF and the new release of McVCIS will be compatible with CM/ECF 5.0 and it will provide Spanish Text to Speech engine.

For more information, call 866-222-8029 or go to <http://ckb.mcvcis.ao.dcn/>.

## Timeline

### Yet another way NCBC helps members by Yvonne Cherokee

