



NCBC IMPACT

Dedicated to the professional development of its members

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NCBC Welcomes New President

John Horner

The Mission of NCBC

Leadership, Advocacy, Education, and Solutions.

These four words state the mission of the National Conference of Bankruptcy Clerks. These words

remain more important than ever for the officers, board of governors, circuit liaisons, local representatives,

and our NCBC members as we continue to fulfill the conference's mission in the challenging environment facing the federal court system today. Although decreases in staffing and budget shortfalls in the future may necessitate a change in the way the NCBC fulfills its mission, the primary goal of serving our members and the federal court system will remain.



The Annual Conference

The 32nd Annual Conference held in San Francisco, California from August 7 – 10, 2012 is an example of how the NCBC continues to fulfill its mission. We extend our thanks to Gloria Franklin, Clerk, Eddie Emmons, Chief Deputy Clerk, and the staff of Bankruptcy Court for the Northern District of California for hosting the annual conference. They made the conference an enjoyable and memorable experience for all who attended. The conference provided our members with the opportunity to improve their skills and knowledge through the educational courses that were offered. It also gave NCBC members a chance to meet staff from other courts and discuss issues of mutual interest. A record total of 631 people attended this year's conference.

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The conference included two plenary sessions, 33 breakout sessions, several Michigan State University courses, and the information sharing program. A new course offering entitled "Ideas, Trends, and Innovations in the Courts" allowed for subject based discussion groups.

Special Conference Guests

The Honorable Alan Jaroslovsky, Chief Judge of the Bankruptcy Court for the Northern District of California, The Honorable Jeremy D. Fogel, Director of the Federal Judicial Center, Jill Sayenga, Deputy Director of the Administrative Office of the U.S. Courts, Mary Louise Mitterhoff, Acting Chief of the Bankruptcy Court Administration Division, and The Honorable Ray Mullins, President Elect of the National Conference of Bankruptcy Judges, were among the speakers at the conference. The Honorable Thomas S. Utschig, who has been appointed the liaison to the NCBC by the National Conference of Bankruptcy Judges, also attended the conference and met with the NCBC Board.

Acknowledgements

We thank the Education Committee for helping to make the annual conference a great success. Eddie Emmons and Teresa Underwood were the chairs of the Education Committee. They were joined on the committee by Lee Ann Bennett (FL-M), Kathy Bernart (CA-N), Kris Botts (IA-S), Eileen Garrity (MA), Stephanie Hemmert, (FJC), Barry Lander (CA-S), Kristen Mahoney (CA-N), Richard Marshall (FJC), and Ken Ridgeway (MD). The committee planned sessions that provided an opportunity for our members to expand their knowledge and skill sets in the various functional areas of court administration.

The NCBC also thanks the Administrative Office of the U.S. Courts and the Federal Judicial Center for providing speakers for many of the educational sessions. The expertise and knowledge that these speakers brought to the break out sessions was invaluable to our members.

Congratulations to all of this year's graduates of the Michigan State University Program. An article concerning the graduation is included in this issue of the Impact.

The annual conference also brought some changes to the NCBC Board of Governors. Congratulations to Eddy Emmons and Sharon Gardner who have been elected to the Board of Governors for two year terms. This will be Eddy's second consecutive term. Lee Ann Bennett, who has served on the Board of Governors for the past three years, has been elected to the position of President Elect. Lee Ann had one year remaining on her term as one of the Board of Governors. Teresa Underwood has been selected by the Board to complete the remaining year of the vacant Board of Governors position. John Ginocchetti has agreed to serve another term as Treasurer. We thank Lee Ann, Sharon, Eddy, John and Teresa for their service to our members during the upcoming year. We will benefit from the dedication and enthusiasm these individuals bring with them.

A special note of gratitude is extended to Ken Hirz as he assumes the position of Past President and Mark Hatcher who is leaving the Board after many years of service to the NCBC. We have benefitted immensely from the leadership that Ken and Mark have provided in their terms as President.

Since the Impact did not issue an August newsletter, my final address was delayed. Consider this my last President's Message, capping my two years serving NCBC and its members as the 19th President of this organization. It has been a pleasure to be a part of such a strong and committed organization and much has been accomplished over the last couple of years in no small part due to the hard work and dedication of the board. I want to thank those board members and staff that have served over these past two years including Mark Hatcher, John Horner, Lee Ann Bennett, John Ginocchetti, Trisha Harrington, Kathy Bernart, Milton Aguila, Kathy Gryzbowski, Eddy Emmons, Teresa Underwood, Kris Botts, Eileen Garrity, Celia Strickler, Mary Lynn Wilson, Ken Gardner, Laura Whitehead and Yvonne Cherokee. Due to our collective efforts and those of so many other contributing members serving on the various committees, much has been accomplished in fulfilling the goals and mission of the organization. This is OUR trade association and I am proud to have served. It gives me great pleasure to know that the board continues in its efforts under the new leadership of incoming President John Horner. John and I have served on the board since 2008, and I am confident that he will serve with distinction as the 20th President of NCBC. I wish John and the new board much success in the years to come.

Benefits Update - Federal First Introduces Pet Insurance

Lee Ann Bennett

A pet can quickly become part of the family, and often seems like a best friend. Dedicated pet owners are everywhere. We buy our pets high quality food, make regular visits to a vet, give them a comfortable place to sleep, and proper care and regular exercise.

Now through Federal First you have the opportunity to buy pet insurance for your pets. This includes dogs, cats, birds, and exotics. VPI Pet Insurance is available at a 5% group discount rate for employees of the Judiciary and NCBC members. Higher discounts are available if you purchase coverage for more than one pet.

VPI Pet Insurance created the pet insurance industry, is licensed in 50 states and Washington D.C., and insures nearly half a million pets. VPI is part of the "Nationwide" insurance family of companies.

To get a quote, call 1-877-PETS-VPI or go to <http://www.petinsurance.com/affiliates/federalfirst> , Payroll deductions will be available shortly. Check www.FEDERALFIRST.COM for more information as it becomes available.





California Central Conference Attendees Blogged To Keep Colleagues Informed

Members of the California Central Bankruptcy Court who attended NCBC in San Francisco this August got creative about how to keep our colleagues at home updated about our experiences. We blogged! The CACB blog provided an opportunity for those who attended the conference to keep colleagues back home informed about the rich educational opportunities we were able to benefit from, the people we met, and the activities we attended.

Staff that stayed behind to run the court were glad to participate by reading our commentaries and seeing the pictures that we posted. Best of all, several of those who didn't attend this year are thinking about joining NCBC!

Thank you to the NCBC board and our court family in San Francisco for putting on such a successful conference.

If you would like to view the CACB blog, just click the link below. See you in Baltimore!

<http://cacbncbc2012.blogspot.com/>

NOTE: If your court uses monitoring software such as Web Sense, you will not be able to access this blog through the DCN.



**District of Maryland to host 2013
Conference**

August 12, - 15 in Baltimore, Maryland



NCBC Educational Program Review

Kyle Crockett

The National Conference of Bankruptcy Clerks (NCBC) began with a plenary session presented by Garrison Wynn. Garrison's session, titled "Making the Most of Difficult Situations", combined relationship building with motivational techniques to discover solutions. He presented three ideas for relationship building: 1) Be Sincere; 2) Understand that there may be multiple solutions for a problem; 3) Give credit where credit is due. In addition, Garrison reinforced that we need to be ready to act and adapt to change. Garrison utilized his stand-up comedy background to keep the audience engaged and entertained.

The first breakout session I attended was Stephanie Hemmert's "Effective Communication Tools". In this course we discussed why excellent communication skills are critical to court operations and identified the components necessary for effective communication. Stephanie informed us that the "Golden Rule" (treat others how you want to be treated) has been updated to the "Platinum Rule" (treat others how they want to be treated). The session concluded with instructions on how to use "positive positioning" to be a better communicator.

The next session was "Ideas, Trends and Innovations". These sessions allowed conference participants to have open discussions on pre-selected topics. I attended the session dealing with training challenges facing the courts. This is one of my favorite sessions as it allows the participants to network and learn from others who have similar interests.

Lou Gil's "Doing More with More" was my third breakout session. The phrase "doing more with less" has become a common statement in the judiciary. However, in this class, Lou emphasized more communication, more teamwork, more innovation, and more leadership are necessary to avoid the pitfalls of doing more with less.

I also attended Richard Marshall's program "Special Orders Don't Upset Us – Customer Service". Throughout this course we discussed multiple techniques for outstanding customer service including: "Uncommon Service is Never Forgotten", "Avoid Complacency", "Customers are Like Snowflakes", and "It's Not Just Another Day at the Office". Richard used experiences he has had with Nordstrom's, McDonalds and the airlines to give both good and bad examples of customer service.

The final day of the conference included one more breakout session and one plenary speaker. I chose to attend another Richard Marshall presentation titled "Learning From Mistakes – How Great Leaders Analyze, Learn From and Prevent Errors". Richard used examples such as Abraham Lincoln, John F. Kennedy, Robert E. Lee, and Steve Jobs to demonstrate how these great leaders learned from the mistakes they have made to prevent further error.

The conference concluded with plenary speaker, Judy Carter. Judy's philosophy of "Don't get mad, get funny" had the audience laughing for nearly the entire presentation. Author of "The Comedy Bible", Judy revealed the trade secrets comedians use to turn problems into punch lines. She emphasized that when faced with a difficult situation, turn it into a "wahoo" moment by finding humor.

MICHIGAN STATE UNIVERSITY

JUDICIAL ADMINISTRATION NONCREDIT PROGRAM

Cathy White - Academic Specialist
Michigan State University



2013 NCBC CONFERENCE

The Michigan State University Judicial Administration Program will be offering the following noncredit certificate courses at the 2013 conference: *Education, Training, & Development* (5 contact hours) and *Essential Components of Courts* (5 contact hours).

NEXT FIVE-YEAR CYCLE (2014-2018)

The Michigan State University Judicial Administration Program and the National Conference of Bankruptcy Clerks are pleased to present the next five-year cycle (2014-2018) of noncredit certificate courses:

Courses Offered at NCBC Conferences
<p style="text-align: center;">2014</p> <p style="text-align: center;">Purposes & Responsibilities of Courts (6) Leadership (6)</p>
<p style="text-align: center;">2015</p> <p style="text-align: center;">Court & Community Communication (5) Caseflow Management (8)</p>
<p style="text-align: center;">2016</p> <p style="text-align: center;">Resources, Budget, & Finance (7) Human Resources Management (7)</p>
<p style="text-align: center;">2017</p> <p style="text-align: center;">Information Technology Management (6) Visioning & Strategic Planning (5)</p>
<p style="text-align: center;">2018</p> <p style="text-align: center;">Education, Training, & Development (5) Essential Components of Courts (5)</p>
<p style="text-align: center;">NCBC Total Hours Available: 60</p>

ONLINE COURSES

Our traditional and interactive online courses are both great ways for NCBC /MSU students to complete their coursework in the months between conferences. For information related to either of these distance learning opportunities, please contact Cathy White at gamperca@msu.edu.

Congratulations to 2012 Michigan State University Graduates



Front row left to right: Gull Weaver (FL-M), Teresa McBee (OH-N), Amy Stewart (NY-E), Roberta Yorkey (FL-M), Eileen Garrity (MA), Brenda Heminger (OH-N)

Back Row left to right: Ken Hirz (NCBC President), Dr. Maureen Connors (MSU), Tracy Bowers (WA-W), Heidi Wolven (IL-C)*, Jan Zari (CA-C), Maggie Bondi (AK), Heather Mize (IL-s)*, Elizabeth Wilbanks (IA-S)*, Barry Landers (NCBC/MSU Education Liaison)

* - Masters Degree





ELECTRONIC ACCESS TO UNCLAIMED FUNDS

Tina Preston, Case Management Supervisor

Program developed by Paul Malone, Manager of Information Systems
Western District of Kentucky

The Western District of Kentucky Bankruptcy Court has developed a program to allow users to search, view and print the unclaimed funds report via our court website. This program was developed to allow prompt response to the numerous requests we were receiving for this information by allowing access to the unclaimed funds report at any time without assistance from the clerk's office. Before the development of this program, anyone in need of a copy of the unclaimed funds report had to call the clerk's office, send in a check and self addressed envelope and then wait for the paper unclaimed funds report to arrive in the mail. This program has been a time-saver for those in need of this information and for the clerk's office as financial staff no longer have to process these requests.

The program allows for an interface with FINSYS (Financial System) which automatically updates the unclaimed funds report each night. From a simple click, anyone can easily search or view unclaimed funds information 24 hours a day. Users have the option to search by case number, creditor name or debtor name. They also have the option to view or print the entire unclaimed funds report.



Unclaimed Funds Search

Unclaimed funds are funds held by the court for an owner or recipient who is entitled to the money, but who has failed to claim ownership of it. Most unclaimed funds arise when dividends (assets) are distributed by the trustee to creditors pursuant to settlement of a bankruptcy case, but the property goes unclaimed.

Creditors desiring to recover funds previously submitted to the treasury as unclaimed may do so by filing a motion and proposed order, including proof of identity. For complete procedures, [click here](#).

To print the entire Unclaimed Funds Report, first change the "Search for" criteria to either "Creditor Name" or "Debtor Name", then type "%" (without the quotes) in the search field and click on the Search button. Use the Print option in your web browser to print the report.

Search for:

- Case Number (e.g. 99-12345)
- Creditor Name (wildcard=% e.g. %Bank%)
- Debtor Name (wildcard=% e.g. %Doe%)

For more information:

Visit our website at http://www.kywb.uscourts.gov/uncl_funds/uncsearch.html or

contact Tina Preston at tina_preston@kywb.uscourts.gov

Biking and the Budget

What Do They Have in Common?

Lee Ann Bennett, Clerk of Court, Florida Middle

When my chief judge, Judge Jennemann, suggested a biking trip from Washington D.C. to Pittsburgh, I jumped at the idea. Exactly the type of vacation I've always wanted to take – being outdoors, sightseeing along the way, and the bonus of including exercise.

Knowing that I've never really biked more than 5 miles at a time and knowing that the total mileage of this trip would be in excess of 250 miles, I was still confident in my ability to meet the challenge. To prepare for the trip, I trained twice on the local rails to trails routes (one 20 miles and one 30 miles). Near the end of the 30 mile ride, I started to feel a little apprehensive about my ability to accomplish the task at hand but still very excited about the challenge. I also talked with friends who are avid riders and researched in order to plan for the unexpected (and the expected).

The trip ended up being much more challenging than I could have anticipated but also much more rewarding. Biking an average of 60 miles a day proved to be extremely difficult. Many parts of my body hurt (some of which I don't care to discuss on paper)! Although we were prepared with rain gear (including rain shoes), we were not prepared for how difficult biking became after a day of rain (mud is not easy to bike through). I also didn't expect the detours along the way which made our trip longer and more difficult. However, the beauty of nature was breathtaking; everything was green and lush. Wildflowers paved our way through many miles. Deer grazed along the path and the sound of running water filled the silence. At the end of each day, I appreciated my biking mates – we encouraged each other during the difficult times; we helped each other overcome obstacles (carrying bikes and saddle bags up numerous steps); we shared food, fun and laughter; and in the end found that with teamwork and support, great things can be accomplished even in difficult times.

Near the end of our adventure, Judge Jennemann and I discussed how much the trip parallels what the courts will face in the coming year. Based on the budget outlook, we know we will experience storms which will make for a challenging year, not only for the courts but for NCBC. With the need to reduce staff, we will have to do more with less and overcome obstacles by becoming as efficient as possible and helping to carry one another's load. We will prepare as much as possible for the coming year by anticipating the challenges; knowing that there will be difficulties that we cannot predict. However, like the bike trip, we will encourage and help each other. Through teamwork and support we will discover great things can be achieved. No matter the unknown, at the end of the day, we will look back and appreciate each other, appreciate our accomplishments, and appreciate the support of NCBC.





Do you have a hard time remembering which court sponsored websites offer training opportunities? I did. As a new court employee, I was further confused when I realized that some courses, for example the Interactive Bankruptcy Online Training (iBOT), can be accessed through more than one portal (iBOT can be accessed through JENIE, CourtsLearn, and the FJC websites). Which was best and what was that URL, anyway?

Plus, some sites wanted my employee ID number for my username while others wanted my email address; some wanted my Lotus Connections password while others used a generic password such as “training.” Keeping track of which wanted what required frequent checking of my “cheat sheet.” Thus was born the handy, dandy **Quick Reference Guide** your one stop shop for **Great Training Opportunities for Court Employees**.

The Reference Guide is divided into the following sections:

- ◆ Portals for Personal Development, Certificates, CEUs, and College Credit Courses
- ◆ Portals for Function-Centric Courses (courses geared to specific tasks)
- ◆ Portals for Courses for Judges and Chambers
- ◆ Portals for Management and Leadership Development Courses

Each section provides:

- ◆ An overview of each Court approved website offering courses in this category
- ◆ Deadlines, prerequisites, and limitations (if any) for taking these courses
- ◆ Hyperlinks that take you right to the websites where courses are located. In some cases, there are links to specific courses, enrollment forms, and tutorials
- ◆ Username and password required for that portal

[Click here to view Quick Reference Guide](#)