



NCBC IMPACT

Dedicated to the professional development of its members

Issue #5

September/2013

In This Issue

John Ginocchetti—Memorial

President's Message

Board Corner

Conference Highlights

Meet New Board Members

NCBC Vacancies

Benefits Corner

MSU Graduation

NCBC Membership Challenge

Spotlight on Court Developed
Programs

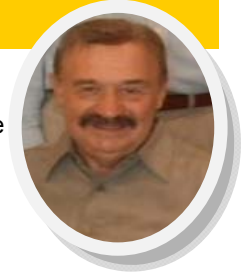
Live Chat

CM/ECF NextGen Update

Meet Us in St. Louis

Editors Note

In Memoriam - John Ginocchetti



John Ginocchetti, Pennsylvania Middle Bankruptcy Court's long time financial administrator died unexpectedly on August 11, 2013. John started his service with the court in 1992, worked under three Clerks and saw many changes during his tenure. As most of you know, John also dutifully served as Treasurer to NCBC for the past seven years. John was married with three children and belonged to a local church, a church in fact that his family help start when he was young. John grew up in Wilkes-Barre, PA and after graduating from Plains Memorial High School, he attended Wilkes College graduating with a B.S. degree in Accounting and Finance. He served almost two years active duty in Vietnam, manning Chinook helicopters. John was 68 at the time of his death.

As his Clerk, I worked closely with him and in the days leading up to his unexpected death, we exchanged a few emails but also talked on the phone including on Friday, 8/9. (I work in our Harrisburg office while John worked out of Wilkes-Barre). So, for the day after and days following his death, it was very difficult for me and other staff who talked with him or saw John on what turned out to be his last day working in the office. We were of course comparing notes and finalizing plans for NCBC's annual conference. John was integral to NCBC as its treasurer and he always looked forward to participating in them.

John was excellent at his job but if there was one "detraction," he didn't like to use computers or, was it that computers didn't get along with him? Nevertheless, he always took his job seriously and as many of his fellow financial administrators can attest, got a great sense of accomplishment every time the court received a "clean" cyclical audit. He also for many years, performed the annual internal audit for the Federal Public Defender's Office. Their office too felt John's loss, as he was considered by them as part of their "family." He was very proud to work for the court because he felt, as many of us feel, working for our federal government means working for your country, your fellow citizens. John was a wonderful family man. He loved his wife and children and was very proud of them. He was good-natured and had a sense of humor. He genuinely cared about other people. He would often ask about other staff's family. He loved the Steelers and during football season, he and I would "repartee" about his team versus mine (the Ravens). I'll miss that, but most of all I'll miss someone who loved working for the court.

Terry Miller

Clerk, USBC - PA Middle

2013 Publication Dates

January 4

March 8

May 3

July 5

September 6

November 1

Articles are due to the editor by
the 25th of the month preceding
publication

laura.whitehead@nceb.uscourts.gov

A Message From the President

John Horner



The Annual Conference

The 33rd Annual Conference of the National Conference of Bankruptcy Clerks was held in Baltimore, MD from August 12 to 15, 2013. As always, the conference provided our members with the opportunity to enhance their skills and knowledge while networking with their colleagues from courts throughout the country.

The NCBC remains a strong organization with over 920 NCBC members. The organization has 12 circuit liaisons and 100 local representatives. In addition, there are members who serve on the *Impact* editorial board, the membership committee, the benefits committee, the awards committee, and the education committee. We are grateful to all those individuals who volunteer their time to serve the NCBC in one or more of these roles.

Acknowledgements

We extend our thanks to all of those involved in making this year's conference a success.

Clerk Mark Sammons, Ken Ridgeway, the Conference Planner, and the staff of the Bankruptcy Court for the District of Maryland deserve our appreciation for making this year's conference a success. The conference included two plenary sessions, 26 breakout sessions, several Michigan State University courses, and an Information Sharing Program.

Dana McWay, Clerk in the Eastern District of Missouri, stepped in to provide the plenary presentation on ethics when the scheduled speaker was unable to attend.

The Education Committee planned an exceptional program. Eddie Emmons was the chair of the committee. Beth Pfister, Diana Durkee-August, Eileen Garrity, Joshua Wiker, Ken Ridgeway, Kirsten Mahoney, Kris Botts, Lee Ann Bennett, Rhonda Patterson, Richard Marshall, Sandi Brask, Barry Lander, and Teresa Underwood were members of the committee.

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

The Honorable Jeremy D. Fogel, Director of the Federal Judicial Center, the Honorable Joan N. Feeney, Past-President of the National Conference of Bankruptcy Judges, and Jill C. Sayenga, Deputy Director of the Administrative Office of the United States Courts, addressed the attendees at the opening session of the conference. Chief Judge Nancy V. Alquist, Bankruptcy Court for the District of Maryland, discussed the Rule of Law during the opening session.

Congratulations to all of this year's graduates of the Michigan State University Program. Please read the story about the graduation in this issue of the *Impact*.

Board Corner



The results of the annual election were announced at the Annual Conference held in Baltimore.

Regina Thomas, Northern Georgia, and Yvonne Cherokee, North Carolina Eastern, have been elected to the Board of Governors. Kris Botts has been reelected to the Board of Governors for a second term.

Eddy Emmons, California Northern, and Sharon Gardner will continue their current terms on the Board of Governors.

Kathy Bernart, California Northern, has been reelected for a second term as Secretary. John Horner, President, and Lee Ann Bennett, President Elect, continue their terms as officers.

A vacancy was created in the Office of Treasurer when John Ginocchetti passed away. Section 5.3 of the By-Laws of the NCBC provide that a vacancy in the Office of Treasurer shall be filled for the duration of the former incumbent's term of office by a majority vote of the Board of Governors. The Board of Governors unanimously approved the appointment of Ken Hirz for the remaining one year left on the incumbent's appointment. Ken is the Clerk for the Bankruptcy Court in Northern Ohio. He has served the NCBC as its President, President Elect, Past President, and as a member of the Board of Governors. The NCBC is fortunate to have a person with Ken's experience willing to step into the role of Treasurer.

Special Service Awards were presented to Eileen Garrity, Massachusetts, and Teresa Underwood, Ohio Northern, at the Annual Conference as their terms on the Board of Governors expired. Our thanks to Eileen and Teresa for having served on the board.

Conference Pictures Coming Soon!



Conference pictures will be posted on the NCBC website in the near future.

NCBC Board Welcomes Two New Members

M. Regina Thomas

I am honored to begin my term on the Board of Governors of the NCBC. Throughout my career, I have planned conferences and educational programs for legal and professional groups. It is my hope that this experience, and the many lessons learned, will benefit the NCBC.

I have held many positions in the bankruptcy system which has allowed me the opportunity to meet attorneys, trustees, judges and court personnel throughout the country. When needed, I will reach out to these contacts for assistance in achieving the mission and goals of the NCBC.

President John Horner asked that I serve as Chair of the Membership Committee. I look forward to meeting and working with our Circuit Liaisons and Local Representatives. Our members, and meeting the needs of our members, are paramount to the success of the NCBC.

I was appointed Clerk of the United States Bankruptcy Court, Northern District of Georgia, on September 1, 2009. The Court maintains Divisional Offices in Atlanta, Newnan, Rome and Gainesville, Georgia.

I am the President of the NACTT Academy for Consumer Bankruptcy Education, Inc. and is a member of the Board of Governors of the National Conference of Bankruptcy Clerks.

Prior to my appointment, I was Managing Attorney for the Bankruptcy Group at the law firm of McCalla Raymer, LLC in Atlanta, GA. and served as Assistant United States Trustee for the Southern District of Florida for three years. Beginning in 1992, I served as the Standing Chapter 13 Trustee for the Northern District of Georgia for almost 12 years. During this time, I administered the largest Chapter 13 caseload in the country and was responsible for approximately \$90 million per year in disbursements to creditors and attorneys. During my tenure as Chapter 13 Trustee, I served as President of the National Association of Chapter 13 Trustees for the 2000-2001 year and was chair of the annual educational seminar in New York City in 1999.

Since 1992, I have been a frequent speaker at bankruptcy and business seminars. In 2009, I edited the ABI publication *Chapter 13 in 13 Chapters*, written by William J. McLeod, which was among the ABI's top selling reference guides.

Yvonne Cherokee

Thank you for voting for me to serve on the Board of Governors for NCBC. I started my career with the government in 1982 when I accepted a temporary position with the U. S. Attorneys Office. In 1997, I moved to the U. S. Bankruptcy Court, Eastern District of North Carolina, where I still work. I have been involved with the NCBC for many years and served as the editor of the Impact newsletter for three years.

I am the proud parent of two children and three grandchildren. When away from the office, I enjoy spending time with my husband, my grandchildren, and my roses.

My grandchildren are the love of my life and time spent with them reminds me to enjoy life even with its ups and downs. This is a lesson I also carry to the workplace. The economic state of the government also has its ups and downs. Let's ride this roller coaster out together and find ways to improve our workplace. If you have any suggestions, concerns, or questions you would like me to bring to the attention of the board, please email me at yvonne_cherokee@nceb.uscourts.gov. One of my favorite quotes is



Favorite Quote: "Life is ten percent what happens to you and ninety percent how you respond to it". - By Holtz, Lou



NCBC Vacancies

NCBC Historian

The National Association of Bankruptcy Clerks (NCBC) is seeking qualified candidates for the position of Historian. NCBC members are welcome to apply for this position. The successful candidate will be appointed by the NCBC Board for a three year term. The Historian serves without monetary compensation.

The Historian maintains all historical records of the NCBC. The responsibilities of the Historian include:

- Documenting the activities of NCBC by taking and retaining photos, videos and collecting items of historical value.
- Retaining copies of the *Impact* newsletter, flyers, programs, letters of acknowledgment, and newspaper articles.
- Reporting to the NCBC Board on a periodic basis.
- Displaying items of historical interest at the annual conference.
- Providing materials for the *Impact*.
- Responding to requests for historical records and information.
- Recording oral histories.
- Creating a digitized record of historical documents.

In order to apply for the position of Historian, please submit a resume and cover letter highlighting your qualifications and the reasons you should be considered. Responses are to be sent to John Horner at john_horner@pawb.uscourts.gov no later than 4:00 PM ET on Tuesday, October 1, 2013.

For additional information, please refer to the by-laws on the NCBC website at <http://ncbc.memberclicks.net/>.

NCBC Business Manager

The National Association of Bankruptcy Clerks (NCBC) is seeking qualified candidates for the position of Business Manager. NCBC members are welcome to apply for this position. The successful candidate will be appointed by the NCBC Board for a three year term. The Business Manager currently receives a stipend of \$1,000 each month.

The responsibilities of the Business Manager include:

- Collecting membership dues and maintaining the NCBC membership database.
- Maintaining checking and savings accounts.
- Processing invoices and all other payables.
- Reconciling accounts receivable and payable under the supervision of the Treasurer.
- Acting as the conference registrar for the annual NCBC Education Conference by handling registration fees and all other transactions associated with the conference.
- Maintaining and safeguarding the financial records of the association.
- Determining the percentage of NCBC membership in each clerk's office.
- Soliciting sponsors for the annual conference.
- Processing payments from *Impact* advertisers.

In order to apply for the Business Manager position, please submit a resume and cover letter highlighting your qualifications and the reasons you should be considered. Responses are to be sent to John Horner at john_horner@pawb.uscourts.gov no later than 4:00 PM ET on Tuesday, October 1, 2013.

For additional information about this position, please refer to the by-laws on the NCBC website at <http://ncbc.memberclicks.net/>.

Benefits Corner

Lee Ann Bennett, Benefits Committee Chairperson, FLM



The NCBC Benefits Committee is pleased to announce that Federal First and fedADVANTAGE have formed a partnership to expand their services under the Federal First Banner. As many of you know, Federal First has had a long standing relationship with NCBC providing gap insurance programs and education programs to our members. FedADVANTAGE is a similar program, started by Jim De La Torre focusing primarily on the executive branch. You may remember Jim from his days with Federal First. Susan Young, our primary contact at Federal First, was inspirational in bringing Jim and fedADVANTAGE back together.

Both Susan and Jim met with our board this past month during the conference in Baltimore. At the meeting they shared their key initiatives with the board and will continue to work closely with the benefits committee to introduce these programs as they come online. The collaboration and enthusiasm of the Young / De La Torre team was infectious and they seem eager to tackle head on the problems our members face with new ideas and enhancements on our existing programs. They're looking for ways to offer more value to our members. As a result of this new partnership, over the next few months our members can expect to see:

Updated website – Federal First is working to improve their website with interactive tools to help educate our members.

Supplemental disability insurance program – A redesign of the supplemental disability insurance program making the plan more relevant to the needs federal employees face today. Look for more details in the coming issues of Impact.

New Accident Insurance Plan – With the FEHB open season around the corner, NCBC members can take advantage of an Accident plan designed to protect their families against the unexpected costs that are tied to accidental injuries. This program pays cash benefits directly to you regardless of your health plan.

Professional Liability Insurance – Federal First has a relationship with FEDS Protection to offer professional liability insurance for managers.

Michigan State University

2013 Graduation Ceremony

2013 MSU/NCBC Noncredit Certificate Program Graduates

Graduate Capstone Experience Project Title

Stephanie Armstrong* (OHNB) *The Court's Mission Statement: A Vision Into the Future

Kathy K. Bernart (CANB) Bridging the Gap: Connecting Information Technology with Court Operations

Kathleen Chamberlin (WAEB) Shared Administrative Services: A Balance Between Courts

Sabrina Palacio-Garcia (CACB) Succession Planning: A Road Map to Measuring Success

La-Tia Sanders (CANB) The Effectiveness of E-Learning: The Evidence of Change

2013 MSU/NCBC Graduate Certificate in Judicial Administration

Daniel J. Lynch* (USDC-NH)



Barry Lander, NCBC/MSU Education Liaison, Dr. Maureen Conner, MSU Director and Professor and John Horner, NCBC President

The Graduates



Kathy K. Bernart



Kathleen Chamberlin



Sabrina Palacio-Garcia



La Tia Sanders

* Unable to attend

Take the NCBC Membership Challenge

Sharon Gardner - AO's Office of Systems Deployment & Support

Many, many, many years ago, I joined NCBC. Why? Because I thought it would be beneficial to me in my career. Exactly how it would be beneficial, I did not know, other than another plus on my resume. Throughout the years, I have continued to benefit from being a member of NCBC. How have I benefitted?

First, in the early nineties, NCBC offered dental insurance long before any dental insurance was offered by my medical insurance and/or the AO. The nice part of having the dental insurance is that one does not have to wait two years before getting orthodontic work done.

Second, I have served on the Awards Committee a number of times. The committee members and I reviewed the nominations and decided if the nominees met the criteria to receive awards. I have submitted several *colleagues* to receive one of the many NCBC Awards.

Third, NCBC partnered with Michigan State University (MSU), and MSU offers a variety of educational classes on-line and at the annual conference. NCBC members can obtain a non-credit bearing certificate, a credit bearing certificate, or a Master's Degree in Judicial Administration. Currently, the cost is \$12 per credit hour for an educational course relating to the non-credit bearing certificate. I plan to receive my non-credit bearing certificate next year.

Fourth, I served as District Representative for two years, promoting and fostering NCBC membership. After serving my term, I was appointed Circuit Liaison for the Seventh Circuit. I did not, and have not, limited myself to my district and circuit. I have continued to reach out to people promoting and encouraging people to join NCBC and enthusiastically telling them the many benefits of being a member of this wonderful, professional organization.

Fifth, I am representing all of you as I serve on the board working with the Membership Committee. This past year I worked with the Membership Chair, Teresa Underwood, and all the Circuit Liaisons creating a membership drive themed "*What \$15 Can Do For You,*" promoting NCBC, and filling District Representative and Circuit Liaison positions. This past year has been wonderful, and I look forward to continue serving you and working with the board.

Six, NCBC joined the Federal Court Clerk's Association (FCCA) advocating for FERS employees sick leave to count towards retirement. Effective January 1, 2014, **100%** of FERS employees' sick time counts toward retirement.

Seventh, NCBC offered long-term health insurance long before the AO. I enrolled in the program when it was first offered. Why? I know at some point in my life I may need to enter a nursing home. (My daughter says she's entering me into a nursing home as soon as I retire.) Also, having been an ombudsman advocating for nursing home residents' rights, I see the kind of care they currently receive. I want to know I will be taken care of without any burden to my daughter.

Eighth, I have met and continue to meet a wealth of colleagues, including Clerks of Courts, from all over the judiciary, some of whom I count as my close, personal friends. In addition, I have met a number of AO and FJC personnel, including but not limited to, former Director James Duff, former Chief of BCAD Glen Palman, Stephanie Hemmert, Corrin Gee, Lou Gil, and John Leonard. A friend of mine once told me if I could introduce myself to Director Duff, I did not need anyone to watch, assist me.

Ninth, I have received a wealth of education and training attending the annual NCBC Conference.

The NCBC also offers pet insurance (don't think your pet qualifies; you might be surprised), life, auto, and homeowners insurance, financial educational workshops, a mentor program, scholarship money and retirement seminars for a limited number of courts each year.

Finally, I am challenging each NCBC member to recruit one person to (join or re-join the NCBC. The person can be in your court or another court. NCBC is only as strong as its members. Deputy clerks can join for \$15 per year, which is only four cents per day, twenty-nine cents per week, \$1.25 per month. You can also become a Lifetime member for only \$150; and the benefits are better than a venti, non-fat, decaf, mocha, extra hot, no whip.

Please visit the NCBC website for additional information regarding the programs and services referred to in this article.

Spotlight on Court Developed Programs

Court History Project

Pamela Smith - North Carolina Eastern



In 2011, the U.S. Bankruptcy Court for the Eastern District of North Carolina allowed me, a case administrator, to work full-time as a teleworker. This was viewed as an opportunity to “think outside of the box.” Stephanie J. Edmondson, clerk of court, knew my daily work could be completed faster because I would be able to focus on work without the normal office interruptions. A major concern was to make sure I had enough work for the day so a decision was made to increase my case number assignment. In addition to regular case administration duties, I was assigned an ambitious project to collect an oral history of the court and to prepare a written history. The clerk understood the importance of collecting and documenting the history of the court, capitalizing on my history degree and passion in this area.

As of this date, interviews of former law clerks, trustees, and employees of our bankruptcy referee and first judge, the Honorable Thomas Moore, have been conducted and archived on a court server. The interviews provide insight to the court’s formalities and informalities. Stories were collected of the court administrative duties prior to the implementation of technology. Some of these duties included maintaining an original petition and distributing copies of the petition, date stamping the case number on each copy of the petition, creating file folders, and many hours dedicated to filing pleadings in the respective file folders. The stories created a picture of the change in social mores concerning the filing of bankruptcy. My words could never express how much I have enjoyed listening to the stories and how much I have learned about our court and the Honorable Thomas Moore.

My next step is to prepare the written history to post on the court’s public website and to continue conducting oral histories of our second judge, the Honorable A. Thomas Small. History reveals the past, but it is important to retain focus on how current events shape the court as well. This project concentrates mainly on documenting the past while maintaining a record of current events. In addition, pictures, index ledgers, gavels and notes have been stored for local archives.

A history project for a court may not be the first thing on a clerk’s mind. Budget concerns and maintaining an effective court with less money and resources are enormous issues that take priority. We should consider that oral histories are perishable if not documented, and documentation is not useful if not collected, related and published. A history of the court will reflect how each court led and managed through challenging times and that speaks volumes to employees and attorneys.

I would like to encourage any court that has not done so to start a history project. If one is underway but has taken lower priority, I would suggest that you consider revitalizing the project in order to retain your court’s history. I have found fabulous resources and I would love to share those with anyone who is interested. If you have any questions or comments, please contact me at 919.334.3847 or Pamela_Smith@nceb.uscourts.gov.

Live Chat: Your Website Alive and Effective

Paul Glancy, Sales Manager, Website Alive

Courts around the nation are finding unexpected, as well as, expected benefits from adding live chat to their websites. Live chat provides website users the ability to chat online with court personnel, and meets several important goals many US Courts have identified.

Make the public's website experience better. Despite the best efforts of website developers, information is sometimes challenging to find. Case numbers, jury information, personnel contact information, court addresses/locations and more. Live chat provides live concierge help. Communications are streamlined and issues and questions are resolved immediately.

Serve the public and legal community. Phone lines can get jammed at times. Trained live chat personnel can handle 3-5 chats simultaneously. Chats can be routed to different departments using a drop-down menu for chat users. For example, specific chats from the legal community can be routed to one group of chat agents and the public's chats can go to another group.

Document all conversations with those contacting the courts. In the legal community, documentation is key for reference and as an accuracy check-and-balance. Since the website user can get a copy of the chat transcript, as well as the court, everyone is literally on the same page. No ambiguities or reliance simply on one's memory. No "he said, she said" or "they told me this date..."

Save money. A recent study by Gartner indicates that telephone support costs are reduced by 12% when adding live chat. Again, chat agents can handle multiple chats at once. Not possible with the telephone (let's hope!). With chat, there's less phone overhead, equipment and maintenance. Such resources can be used for other vital needs.

Keep up with how people want to communicate. Another recent study indicates that for the first time, web users prefer to use online chat over the telephone. That trend is growing within all age groups but especially for the younger generation as the world increasingly moves toward text-based communications. Chat fits this trend perfectly.

WebsiteAlive, a US company working with government, private industry and organizations; and the developer of [AliveChat](#), is already working with many US Courts across the nation. A special program for all US Courts has been worked out:

- **A 30% discount for all US Courts.** Pricing runs from \$21 per month to \$69 per month for the AliveChat service depending upon whether courts use Lite, Pro or Pro+. Each level has increasing capabilities.
- **A one-month, no obligation free trial.** Try all features and capabilities and see which makes sense moving forward.
- **Month-to-month agreement.** No long-term contracts to worry about.
- **Free training** for those you assign to take the chats. We'll show you how to organize your program, including setting up pre-scripted hotkey responses that save time.

WebsiteAlive is easy to install, taking no more than 20 minutes with no website disruption, easy-to-use and is backed by 24/7 customer support. We can show you how AliveChat works through a live GoToMeeting demo – it takes 30 minutes. Check out our website www.websitealive.com to sign up for a free trial and/or chat with us. Or give Paul Glancy, Sales Manager, a call at 888-696-4513 x 88 or paulglancy@websitealive.com.

CM/ECF Next Gen Update

Used With Permission by BCAD

As a reminder, before a court may install and go live on NextGen CM/ECF the court must have completed the transition to centrally hosted CM/ECF servers. As of **July 30, 2013**, one district court, two appellate courts and nine bankruptcy courts have their CM/ECF systems centrally hosted. Two more district courts, one more appellate court and three more bankruptcy courts are in the process and all the remaining appellate courts, 11 district and 11 bankruptcy courts are on the list of interested courts. SDSL maintains a status report of completed, in process and interested courts at ftp://sdsd.gtwy.dcn/pub/AD/ECF/0000/CM_Centralization_Status.pdf.

Informix 11.7 is also a prerequisite for NextGen. At this point, the current version of Informix will be installed on the new servers and when Informix 11.7 is ready for distribution, it will be released as an upgrade. Courts will receive the servers with the following software installed:

- RHEL 6.4 (new version)
- Informix 11.5 FC8 (current version)
- Bankruptcy CM/ECF Release 5.1

SDSD can support the migration of about 10-12 courts per month to centrally hosted servers, so if your court is interested in installing and testing NextGen Release 1 when it becomes available (currently scheduled for August 1, 2014) you should contact SDSL soon to be added to the central hosting list. Not all courts can be migrated by August 2014. Once migration to the new hosting environment starts, each court controls the progress of the migration, which takes between 30-90 days, depending on court size, etc.

Local applications, including those that use ODBC connection, are allowed in the centralized hosted environment, but of course the local court must carefully set up and test any local changes and applications.

In addition to significant cost savings* (primarily from software licensing fees) resulting from the centralized hosting of CM/ECF servers, other benefits include:

- The technology used to create the centralized infrastructure provides greater hardware redundancy and flexibility, resulting in improved up time for court operations;
- The court is no longer responsible for hardware installations, upgrades, or replacements;
- Resource additions (such as disk space) require minimal to zero down time;
- The WWW server centralization option allows you to discontinue your PACERNet line,

which will result in some local court savings;

- The servers are backed up **by SDSL-SB** using an Enterprise backup solution and tapes are stored offsite at Iron Mountain, therefore the courts are no longer required to perform daily tape rotations or send tapes offsite.

Contact Matthew Kessel or Shawn Butz at SDSL to schedule an Initial Overview conference call to have all of your questions answered.

Meet Us In St. Louis

Dana McWay - Clerk of Court Missouri Eastern



Calling all NCBC members! Make plans to attend the NCBC conference in St. Louis July 15-18, 2014. Co-sponsored by two host courts, Missouri Eastern and Illinois Southern, the conference will carry on the tradition of past conferences by offering valuable educational sessions, by partnering with Michigan State University, and by providing opportunities for networking among members.

Our conference theme is displayed in our logo: New Heights We Climb and New Bridges We Cross. With the many challenges facing the bankruptcy courts in the coming years, we know that meeting and working together at the conference along with learning from each other will serve our community well.

The conference is offered at the perfect time in the summer – mid July. This allows NCBC members to bring their families with them to the conference as school is out no matter where you live in the country. St. Louis is a very affordable city, with many attractions offered at no cost to visitors: the Zoo, the Art Museum, the Science Center, the History Museum, and more.

Our conference hotel is well situated in the heart of downtown. Several well known attractions are located within walking distance of the hotel: The Gateway Arch, the Old Courthouse (where the Dred Scott trial was held), Busch Stadium, the Washington Avenue entertainment district, and more.

We welcome you to St. Louis for NCBC 2014 and hope to see you there!



E NOTE

Dear readers,

I hope everyone enjoyed the Labor Day holiday! The 2013 was a huge success. The Baltimore court is to be commended for a job well done.

The editorial committee has worked hard to provide another issue filled with information to help courts perform their mission in the most efficient manner possible. The Impact provides a forum for courts to showcase programs and procedures they have created which may be beneficial to other courts. If you have information to share, please contact me. We would love to publish an article in an upcoming issue. If you would like to share, but don't like to write, an editorial staff member will be assigned to work with you or write the article on your behalf.

We are always looking for ways to improve the newsletter. This is your newsletter. If you have suggestions for enhancing the quality of the newsletter, please contact me. I would love to talk with you.

Laura Whitehead, Editor

Editorial Staff: Allyson McNeill, NCE, Deanna Anderson, NYS, Ellen Haas, FLS, Jeffrey Peirce, NJB,

And Louis Phillips, TXWB

2014 Conference St. Louis, Missouri

July 15—18, 2014

Host Courts: Missouri Eastern and Illinois Southern

