



# National Conference of Bankruptcy Clerks

Issue #3

August 2016

## IMPACT Newsletter

*Dedicated to the professional development of its members*

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#OrlandoStrong

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### President's Message

By: Gina Thomas, NCBC President

I cannot believe that summer is here and the conference is only weeks away! When I was a much younger person, my mother told me that the older I got the faster the years would fly. As usual, she was right. It feels like yesterday that Tom Bruton, FCCA President and I did hotel site visits in Washington, D.C. for a conference that seemed years away. Well, the future is now. It has been a great experience working with Tom, and so many of the dedicated professionals of the FCCA, to develop a program that will provide our 900+ attendees with an excellent learning experience.

Please continue to visit the [conference website](#) where we will post the conference book, information about accessing the mobile app, and any last minute announcements. There is already lots of information about transportation, restaurants, and things to do before and after conference activities. We look forward to welcoming everyone to the conference and "Celebrating our Partnership in Service."

As my first year as NCBC president comes to a close, I reflect on my many opportunities and experiences. The volunteer officers, directors and committee members of this organization continue to amaze me. Not one time in the past 12 months have I asked for someone's help and been told "no" or "I am too busy." What I have heard over and over is "I will" or "I can" or "what else do you need for me to do." It has been so gratifying and humbling – and I know I can count on all of you to make my second term as amazing as the first.

A special thanks to the following for their service for the 2015-2016 year:

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## The NCBC IMPACT

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**M. Regina Thomas**  
President

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are always welcome.

Please email **Jan Zari**, Impact Editor at  
[Jan\\_Zari@cacb.uscourts.gov](mailto:Jan_Zari@cacb.uscourts.gov)

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# Out of Tragedy Comes Love

By: Lee Ann Bennett



June 12, 2016 tragedy hit Orlando, and the nation, when a gunman killed 49 people and injured 53 others inside the Pulse nightclub. The deadliest act of violence since September 11, 2001 happened in our community. Orlando Mayor Buddy Dyer stated “We will be defined by how we respond, how we treat each other.” Oh how we have responded! From numerous vigils, not only in Orlando, but in cities across the nation and in other countries, to blood drives, interfaith services and several memorials. Many court staff attended the vigils and participated in other events to support the victims and our community.

In addition, fund drives (GoFundMe and OneOrlando) have raised millions of dollars for the victims, a record for GoFundMe. Love and support have been overwhelming in this city we love. It was so fitting that a beautiful rainbow appeared over the city during a vigil held at Lake Eola, attended by 50,000.

Last Saturday during a run through my neighborhood, I was struck with the number of signs placed in the yards of my neighbors. Some homemade signs, some purchased signed. The messages on the signs reflect how this community in the Middle District of Florida responded – “Orlando Strong,” “Orlando One City, One Heart,” “Orlando Love Wins,” “Orlando United, We Stand Together As One Community.” The signs were in the yards of the elderly, in the yards of the young, in the yards of the single and the married, and in the yards of those with children and teenagers. I couldn’t help but choke up over seeing how our community has responded. I have never been prouder that my Court is in the city that stands united. Orlando is called “The City Beautiful” and the response to the tragedy truly demonstrates how fitting that title is. Words in our mission statement also came to mind “treat everyone with dignity, integrity, and respect.” May we always live by those words, may we always stand united, may we always love.



Photo credit @Tweags



1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,39,40,41,42,43,44,45,46,47,48,49.

Love Wins

Orlando United, We Stand Together As One Community

One Court, One Team.

## NCBC Scholarship Reflection

By: Christa Langohr, 2016 NCBC Scholarship Recipient

I am a Case Administrator for the Southern District of Florida (Fort Lauderdale). I began my career with the Federal Courts almost 8 years ago. I started in the Eastern District of Michigan and transferred to the Southern District of Florida in October of 2014.

I have been an NCBC member for 6 years and will be attending my third NCBC conference in Washington, D.C. in August. Being a member of the NCBC has been a great experience. The conferences have allowed me to network with other court employees, attend the wonderful breakout sessions and become familiar with different programs/processes that other courts use. In addition, NCBC introduced me to MSU's Judicial Administration Program. The program thus far has given me a wealth of knowledge and a better understanding of the judicial system as a whole.

I am beyond grateful to the scholarship committee for choosing me as a scholarship recipient. The scholarship award will help me in completing the Judicial Administration Program this fall.

## Lifetime Membership

By: Sabrina Palacio-Garcia

A big heartfelt "thank you" is extended to the 20 plus individuals who have joined the NCBC as lifetime members.

As an acknowledgment of this commitment, each of these individuals will be presented with a certificate and a lapel pin at the conference in Washington, D.C.. in August.



### Lifetime Members as of June 2016:

**Andrea Redmon, Anne Gaska, Antonio Diaz Jr., April Colling, Beverly Griffeth-Bryant, Brian Cary, Christine Castelloe, Cindy Fan, Dailin Pena, Eileen Butler, Hellena Joseph, James Bagni, Jim McNabb, Lori Stanley, Lucie Fleurimond, Lynn Chest, Mo Wong, Mona G. Sparks, Patricia Turner, Rebecca Volz, Tammi Boswell, Valencia Valentine, and Yamileth Valencia**

Please be sure to pick up your certificate and pin at the conference registration table. Anyone who is not attending the conference will receive their items at a later date.

If you want to be a part of this exclusive group, please sign up as a lifetime member during membership drive early next year. The lifetime membership is \$150.00 and is open to deputy clerks who are currently working for a United States Court. Lifetime membership includes voting membership for life.

## NCBC Member Survey — What a Response!

By: Vito Genna

Thank you for completing the National Conference of Bankruptcy Clerks Satisfaction Survey. Your time and feedback is greatly appreciated. We received an overwhelming number of responses with very useful information and we will be hard at work implementing your recommendations. All active NCBC members that completed the survey on or before June 30, 2016 were eligible for a drawing to win one of four \$25 gift cards. And, the four winners are:

**Carri Marshall** - Case Administrator, Michigan Eastern Bankruptcy

**Julie Gibson** – Data Quality Analyst/Trainer, Florida Northern Bankruptcy

**Catherine Thomas** – Case Management Specialist, Georgia Middle Bankruptcy

**Carolyn Sweeney** – Case Administrator, Rhode Island Bankruptcy

Congratulations!! Again, thank you for your support of the NCBC.





# MSU Happenings at the 2016 NCBC Annual Conference

By: Catharine M. White, Academic and Student Services Administrator



## MSU Courses and Orientation/ Information Session at the Washington, D.C. 2016 Conference

For students who are just joining the MSU program or those continuing their studies, **Resources, Budget, and Finance** for 7.0 contact hours and **Essential Components of Courts** for 5.0 contact hours will be offered at the 2016 NCBC conference in Washington, D.C.. Complete course session information is listed below:

### Resources, Budget, and Finance

Students must attend all of the following required sessions in order to receive course contact hour credit for the **Resources, Budget, and Finance** course (**7.0 contact hours**). **REQUIRED** session information is as follows:

<b>Session Name:</b> Building the Judiciary Budget  <b>Date:</b> MON, Aug 8, 2016; 8:30-10:30 am	<b>Session Name:</b> Understanding and Managing the Courts Budgets – Part One  <b>Date:</b> MON, Aug 8, 2016; 10:45 am-12:15 pm
<b>Session Name:</b> Understanding and Managing the Courts Budgets – Part Two  <b>Date:</b> MON, Aug 8, 2016; 1:15 -3:15 pm	<b>Session Name:</b> Safeguarding the People's Money - How Internal Controls, Audits, and the Self Assessment Tool Work Together to Protect Employees and Clerks from Bad News.  <b>Date:</b> MON, Aug 8, 2016; 3:30 -5:00 pm

### Essential Components of Courts

Students must attend all of the following required sessions in order to receive course contact hour credit for the **Essential Components of Courts** course (**5.0 contact hours**). **REQUIRED** session information is as follows:

<b>Session Name:</b> Deciding Cases - The Role of District and Bankruptcy Courts in the Federal Judiciary  <b>Date:</b> TUE, Aug 9, 2016; 1:30-3:00 pm	<b>Session Name:</b> Courthouses: An Introduction to Space and Facilities Planning in the Federal Courts  <b>Date:</b> WED, Aug 10, 2016; 10:00-11:30 am
<b>Session Name:</b> It's More Than Rock 'n' Roll Collaborate. Communicate. Create.  <b>Date:</b> WED, Aug 10, 2016; 2:30-4:00 pm	<b>Session Name:</b> Wrap Up Session  <b>Date:</b> WED, Aug 10, 2016; 4:00-4:30 pm

The MSU orientation and information session for new and returning students will be held again this year at the conference. We welcome everyone to this session. During the session, we discuss the credentialing opportunities offered through the NCBC and MSU partnership. Additionally, students will receive information on how they can get credit for seminars and programs offered by other partner organizations such as FCCA, FJC, and the Administrative Office of the U.S. Courts. For students who will be writing their capstone projects within the next year, we recommend attending the session to discuss project ideas.

**MSU Orientation Session for New and Continuing Students**  
**Monday, August 8th, 2016 @ 8:00 am-8:30 am**

# MSU/NCBC Student Graduation Ceremony at the Washington, D.C. 2016 Conference

A Michigan State University Judicial Administration Noncredit and Credit-Bearing Program student graduation ceremony is slated for the 2016 conference. We encourage all NCBC conference attendees to attend the ceremony recognizing the personal and professional accomplishments of their colleagues.

**MSU NCBC FCCA Student Graduation**  
**Wednesday, August 10th, 2016; 8:30 am -9:45 am**

## MSU/NCBC Student Graduation Ceremony at the Washington, D.C. 2016 Conference

The NCBC board approved a five (5) year plan for courses offered through the 2018 conference year. The schedule of courses offered, along with the number of contact hours, appear below:

NCBC
<b>2014</b>
Purposes & Responsibilities of Courts (6)
Leadership (6)
<b>2015</b>
Court & Community Communication (5)
Caseflow Management (8)
<b>2016: Combined FCCA and NCBC Conference*</b>
Essential Components of Courts (5)
Resources, Budget, & Finance (7)
<b>2017</b>
Information Technology Management (6)
Human Resources Management (7)
<b>2018</b>
Education, Training, & Development (5)
Visioning & Strategic Planning (5)
<b>NCBC Total Hours Available: 60</b>

MSU students are reminded that, in addition to this schedule of courses offered at NCBC conferences, they can also complete the required coursework for any MSU/JA program course by participating in either of MSU's two online course delivery options: traditional and interactive.

## More Information

For more information about the MSU/JA program, please visit the program's website at <http://judicialadministration.msu.edu>. If you have any questions about building your education portfolio, please contact Cathy White at [gamperca@msu.edu](mailto:gamperca@msu.edu).



## Interactive Online Course Delivery Option

The MSU Judicial Administration Program is again offering students the option of enrolling in instructor-led courses as a means of completing their required coursework toward the Judicial Administration Non-Credit certificate. In these courses, a program graduate, with a specialty in a given area, facilitates discussions with students throughout the duration of the online course. Students have the opportunity to exchange ideas, share thoughts, ask questions, and provide feedback with their court colleagues. Students are responsible for reading the online course material, participating in discussion groups, and completing the final course evaluation. These courses are offered between September and April. The schedule of available interactive courses appears on the following page.



## Interactive Online Course Delivery Option (Continued)

Date	Noncredit Online Course Offering	Contact Hours	Course Fees
September 5 <sup>th</sup> - September 25 <sup>th</sup> , 2016	Purposes and Responsibilities (Core)	6	\$72.00
September 26 <sup>th</sup> - October 9 <sup>th</sup> , 2016	Court and Community Communication (Elective)	5	\$60.00
October 10 <sup>th</sup> - October 30 <sup>th</sup> , 2016	Resources, Budget, and Finance (Core)	7	\$84.00
October 31 <sup>st</sup> - November 13 <sup>th</sup> , 2016	Education, Training, and Development (Elective)	5	\$60.00
November 28 <sup>th</sup> - December 11 <sup>th</sup> , 2016	Visioning and Strategic Planning (Elective)	5	\$60.00
January 9 <sup>th</sup> - January 29 <sup>th</sup> , 2017	Caseflow Management (Core)	8	\$96.00
January 30 <sup>th</sup> - February 12 <sup>th</sup> , 2017	Leadership (Core)	6	\$72.00
February 13 <sup>th</sup> - February 26 <sup>th</sup> , 2017	Essential Components of Courts (Elective)	5	\$60.00
February 27 <sup>th</sup> - March 19 <sup>th</sup> , 2017	Information Technology Management (Core)	6	\$72.00
March 20 <sup>th</sup> - April 2 <sup>nd</sup> , 2017	Human Resources Management (Core)	7	\$84.00

## FJC Programming for New Court Unit Executives and Deputy Court Unit Executives

The Federal Judicial Center, as part of its ongoing efforts in building a competency-based leadership curriculum for judiciary executives, is offering two upcoming programs to assist newly appointed court unit executives (CUEs) and deputy CUEs develop and strengthen their leadership and management skills and abilities.

The one-day [New Court Unit Executives Preconference Workshop](http://fjconline.fjc.dcn/content/307451/new-court-unit-executives) (<http://fjconline.fjc.dcn/content/307451/new-court-unit-executives>) will be held July 25 in Portland, OR, and is for district, bankruptcy and probation and pretrial services court unit executives (CUEs). The workshop will help new CUEs to communicate and lead organizational change effectively and to become more resilient leaders. Participants will also have the opportunity to engage in roundtable and small group discussions with teams of experienced CUEs on topics of importance to the new CUE role. This program is being held one day prior to the [National Conference for Court Unit Executives](http://fjconline.fjc.dcn/content/307335/cue-leadership-and-management-conference) (<http://fjconline.fjc.dcn/content/307335/cue-leadership-and-management-conference>).

For more information about this workshop and programming for new CUEs in general, please contact Senior Education Specialist Garbo Cheung-Jasik at 202-502-4103 or [gcheung-jasik@fjc.gov](mailto:gcheung-jasik@fjc.gov).

The first 2.5 day [New Deputy CUE Program](http://fjconline.fjc.dcn/content/312191/new-deputy-court-unit-executives-program) (<http://fjconline.fjc.dcn/content/312191/new-deputy-court-unit-executives-program>) is scheduled for August 16-18 in Omaha, NE, and will focus on the roles, responsibilities and learning needs of new deputy CUEs. Participants from all court units (appellate, district, bankruptcy, and probation & pretrial services) will have the opportunity to explore the unique facets of the new deputy CUE role and gain strategies and tools to enhance their leadership and performance effectiveness. Program topics include transitioning from a supervisory to an executive role, working effectively with the CUE, and navigating and working within the court culture to achieve organizational goals. Additional New Deputy CUE Program dates will be announced soon.

For more information about this program and programming for new deputy CUEs in general, please contact Education Specialist Missy Cross at 202-502-4057 or [mcross@fjc.gov](mailto:mcross@fjc.gov).

# Michigan State University Judicial Administration Program—Alumni Spotlight

By: Heather Burse

The MSU Alumni Spotlight is a new feature of the IMPACT that allows NCBC members across the nation to get to know graduates of the MSU Judicial Administration Program. If you would like to be featured in a future MSU Alumni Spotlight, please contact [Heather Burse](#) or [Cathy White](#). In this issue, we talk to MSU Alum and NCBC Impact Editor, Jan Zari.

**Name:** Jan Zari

**Title:** Administrative Specialist

**Court:** California Central Bankruptcy Court (CACB)

**MSU Program:** Judicial Administration Non-Credit Certificate

**Graduation Date:** June 2012, Recognized at 2012 NCBC Conference in San Francisco, CA

## How has your participation in the MSU program impacted your career?

I started the MSU program within a year after I began working for my court. Fresh out of undergrad with no background or experience in courts, I knew that this program would be a great way to give me some background and understanding about the judiciary, its many moving parts, and how they all work together. The program did all this, and more, allowing me to learn not only from our instructors, but from my peers from courts across the nation at different levels of the judiciary. I can safely say that the program has positively impacted my career, as I have been promoted into a position that I love in an area that I am passionate about.



## What other benefits has the program brought into your life?

Meeting and networking with people has never been my greatest strength, but the program has allowed me the opportunity to be able to do so not only with Dr. Conner, Cathy White, and our instructors, but with court professionals from all over the world. Sharing experiences and stories with others has proven to be invaluable and has allowed us to learn from one another and adopt some best practices that we might never have considered from a court that could be similar or very different from our own. Additionally, I've been able to put on my teacher hat! I've had the opportunity to facilitate a couple of the JA classes in the online interactive format and I've found it to be extremely rewarding.

## What was the time commitment for your program? How did you integrate that into your lifestyle?

The time commitment is sizable, but certainly not impossible! When attending the classes at NCBC, you have to attend all of the MSU courses in order to receive credit for completing the 2 classes being offered, which for me, made choosing my sessions at NCBC very easy even though I missed out on some of the other sessions I wanted to attend. With the online courses, you have to be a bit more self-disciplined. Courses are either 2 or 3 weeks long with due dates for assignments throughout the week. I would take time late at night or during lunch breaks to do my reading and complete my assignments. Being able to access the information online also meant I could do my reading on my phone or iPad while out to lunch, on the train, or anywhere at any time. For me it was always about rearranging my priorities and making time to do my work. The capstone experience was the most time-consuming portion of the program, but the guidance offered by Cathy and Dr. Conner was extremely helpful in getting my paper completed.

## What format (or formats) did you use to complete your program? What did you like best about each one?

I completed the program using an even split of live classes offered during the NCBC Annual Conferences and the online interactive courses offered by MSU. Taking the classes during the conferences was extremely convenient and I loved being able to interact with the instructor and other students in real time and face-to-face. Discussions were always lively and I loved how people were always willing to share their experiences. The online interactive courses were great too and I loved being able to access the information 24 hours a day to complete my work. I loved that there was still an interactive element with the online courses, and because we were able to write out our responses to one another, comments were well thought out and articulate. Since time was relatively short with these classes, it forced me to be more organized and attentive in order to meet the deadlines for our assignments.

## What tips or ideas can you share about finding a work/life balance that is conducive to achieving success in this program?

I will say this--there is never going to be a "perfect" time for anyone to go (or go back) to school! Life is busy and we all have so many things in our lives that compete for our time and attention. Make a commitment to yourself before starting the program and make it a priority. Set goals for yourself that are specific, measurable, attainable, relevant, and time-bound (SMART goals!). Map out a plan that you can follow and stick to it as best as you can. Don't afraid to seek out help and guidance either! There is no one perfect approach for success in this program so tailor your plan to meet your needs. Come in with a positive attitude and be ready to learn and you will do just fine.

## Are there any last thoughts or maybe a piece of advice you'd like to share with us?

First, a shameless plug: Take my classes! I will be teaching Human Resources Management, Court and Community Communication, Education, Training, and Development in the next cycle of online interactive courses. But seriously: Don't be intimidated at the thought of pursuing this opportunity! Just because you haven't been in school for a long time doesn't mean that you will struggle. There is plenty of support available within this community of learners--and so much to learn for both new and experienced judiciary professionals.

## Do you have any ideas for getting the word out about the MSU JA Program?

Positive word of mouth from students goes a long way!



# Double Down on Security: Protect the Way You Connect

## From: Administrative Office of the US Courts

The ability to remotely access the judiciary's private network (the DCN) is a fundamental part of how we do our work—especially after hours, while on travel, or during an adverse weather event. Whether you are connecting to the DCN using a hotel kiosk or from your judiciary laptop at a coffee shop, untrusted computers or wireless networks pose risks to your user IDs and passwords (collectively referred to as “credentials”).

For example, malicious software installed on a computer in a conference's business center could collect your keystrokes, which a hacker could use to reconstruct and reuse your credentials. In 2014, a significant compromise of healthcare information was attributed to this precise kind of harmful software.<sup>1</sup> If the only thing between you and access to the DCN is your user ID and password, taking full advantage of compromised credentials to access judiciary information is a simple process—just click on a link to JPORT, enter the user's credentials, and go! But what if logging in required more than a password—something that couldn't be readily used over the Internet?<sup>2</sup>



### More than something you know

The key to protecting remote access is to use something in addition to a password to log in—to require a “second factor.” The “first factor” is something you know, such as a PIN code or a password. The second factor can be something you have (such as a single-use code sent to your mobile phone) or something you are (that is, biometric data, such as a fingerprint).<sup>3</sup>

### You've already been using two-factor authentication

While two-factor authentication is new for remote access to judiciary accounts, you've probably been using this concept for banking for years. When you use a debit card at an ATM, for example, you need both your card (something you have) and your PIN (something you know) to complete the transaction. More recently, several Internet email providers (and even commercial banks<sup>4</sup>) have begun offering two-factor authentication for improved security when accessing your account.<sup>5</sup> If you haven't adopted this model, consider doing so—with hacker activity ever increasing in volume and sophistication, everyone should take advantage of the available options for protecting sensitive accounts.

### The value of two-factor authentication

The strength of two-factor authentication is that if one factor is compromised, an attacker has another significant obstacle to overcome before being able to break into the account. Furthermore, one of the factors (the something you have) requires physical proximity to compromise—it can't be compromised over the Internet. Lastly, the second authentication factor can be temporal, that is, it can change every time you enter it. Hence, it cannot be reused, which makes each connection a unique experience that cannot be repeated. Typically, this is achieved through the use of smart apps, key fobs, and other similar methods for creating that one-time experience. Implementing two-factor authentication in this manner provides substantive gains in security.

In the spring of 2016, judiciary users will be leveraging two-factor authentication for remote access in order to reap the benefits of this authentication model. Look to the JNET for more information on this exciting initiative.<sup>6</sup> For additional information about your options for two-factor remote access, contact your local IT staff.

<sup>1</sup> [Keylogger hack at root of HIPAA breach](#)

<sup>2</sup> [Changes to Remote Access Coming Soon](#)

<sup>3</sup> The judiciary's options for two-factor authentication are limited to “something you have” and do not include biometrics. See [Remote Access with Two-Factor Authentication: Methods and Use Cases](#).

<sup>4</sup> SANS Technology Institute: [Two factor authentication for online banking](#)

<sup>5</sup> [Google 2-Step Verification](#) and [Hotmail Single-Use Code](#)

<sup>6</sup> [Remote Access Authentication Upgrade \(RAAU\)](#)



# Advice for Bond Buyers

## By: James De La Torre, CRPC

A bond is a debt security, similar to an IOU. Borrowers issue bonds to raise money from investors willing to lend them money for a certain amount of time. When you buy a bond, you are lending to the issuer, which may be a government, municipality, or corporation. In return for the money, the issuer provides you with a bond in which it promises to pay a specified rate of interest during the life of the bond and to repay the face amount of the bond (the principle) when it matures or comes due.

The types of bonds available for investment are U.S. government, municipal, corporate, mortgages and asset-backed securities, federal agency securities and foreign government bonds. Bonds can also be called bills, notes, debt securities, or debt obligations.

Bonds are a unique and important part of any investment portfolio and its essential for investors to get comfortable with them. Buying or selling a bond is different from buying or selling a stock. When you buy stocks, it's easy to see what it's selling for and what you see is what you pay. You also know what you will pay in commissions. The price of bonds is too often out of the public eye. Dealers and brokers include their markups in the spread – the difference between the price that buyers are willing to pay (the bid price) and the price that sellers are seeking (the ask price).

Shopping around for bonds can save you hundreds of dollars on commissions and markups. Investors should consider assembling a portfolio of high-quality corporate and Treasury or municipal bonds. Mutual funds offer a one-stop bond diversification, but a portfolio of them typically costs more to maintain than a portfolio of individual bonds.

If you decide to look into individual bonds look to establish a relationship with at least two brokers. Whether you use an individual broker or an online service, try to get as much information as possible before you buy, including the bond's rating. Ask the following questions:

**What is the spread between the bid and ask price?** The closer you buy to the bid price, the smaller the markup will be. Also, a wide spread may serve as a warning that the bond may not be easy to sell quickly later on. Because brokers quote different spreads, it pays to check with a couple before you place an order.

**Is the bond callable?** Bonds may be called (that is, redeemed by the issuer) when falling interest rates make it worthwhile for the issuer to pay off old bonds and issue new ones at lower rates. If a bond is callable, find out what the lowest potential yield is by requesting what is called the "yield-to-worst call". Any yield above that should be considered gravy.

**Which yield are you quoting me?** A bond yield is the amount of return an investor will realize on a bond. Though several types of bond yields can be calculated, nominal yield is the most common. This is calculated by dividing the amount of interest paid by the face value.

### Resources for Bond Buyers

You can research and get information on bonds by visiting the Financial Industry Regulation Authority (FINRA) web site at [www.finra.org](http://www.finra.org). FINRA is a not-for-profit organization authorized by Congress to protect America's investors by making sure the securities industry operates fairly and honestly. FINRA is dedicated to investor protection and market integrity through effective and efficient regulation of the securities industry.

If you are looking for corporate bonds you can search for an issuer by typing the name of the company in the search field on the FINRA site.

If you are looking for Municipal Bonds you can search for an issuer by visiting the Electronic Municipal Market Access site at [www.emma.msbr.org](http://www.emma.msbr.org). EMMA is the official repository for information on virtually all municipal securities. EMMA provides free public access to official disclosures, trade data, credit ratings, educational materials and other information about the municipal securities market.

If you are looking for Treasuries you can go to Treasury Direct [www.treasurydirect.gov](http://www.treasurydirect.gov) to learn more about or buy Treasury bills, notes, bonds, and Treasury Inflation-Protected Securities (TIPS) directly from the government.



*James De La Torre has conducted federal benefit and financial planning seminars in all of the country. He is a key note speaker at federal conferences and works with federal professional organizations on ways to improve the communication of federal benefits to their membership. Jim has appeared as a guest on "Fed Talk" on the Federal News Radio network, discussing the gaps in federal benefits and the financial impacts employees face. Jim holds a Charter Retirement Planning Counselor's (CRPC) designation from the College of Financial Planning and is a member of the Financial Planning Association. Please direct questions or comments directly to James at [jdelatorre@fedadvantage.com](mailto:jdelatorre@fedadvantage.com).*

## NCBC Member Spotlight: Veronica Magno, CACB



The NCBC Member Spotlight is a new feature coming to the IMPACT that allows NCBC members across the nation to get to know one another. If you would like to be featured in a future NCBC Member Spotlight, please contact a member of the Editorial Staff. In this issue, we meet NCBC Member Veronica Magno!



Name: Veronica Magno

Position: Financial Specialist

Court: U.S. Bankruptcy Court— Central District of California, Los Angeles Office

Time with the Judiciary: I have been with the same court for 16 years, 2 months, and counting!

How long have you been a member of the NCBC and how do you get involved?

I have been an NCBC member since 2011. Since then, I've actively encouraged my co-workers to join NCBC and become active participants in the annual conferences.

What is your favorite NCBC Conference experience?

I can't think of just one! After joining NCBC in 2011, I was thrilled to have the opportunity to attend my first NCBC Conference in San Francisco in 2012. I have also attended St. Louis, MO in 2014 and Atlanta, GA in 2015. All have been extremely enjoyable and rewarding experience to learn from and network with fellow Bankruptcy clerks across the country and to share my own experiences as well.

How would you like to be more involved with NCBC in the future?

My experience as a member of NCBC has been very valuable so I do plan to stay on as an active member! In the future, I hope to recruit more members at my court. Additionally, I am also interested in serving as an NCBC Local Representative for my District and I plan to become part of the Awards and Scholarship Committee. I am looking forward to attending future NCBC conferences!

## Local Court Spotlight: United States Bankruptcy Court, Eastern District of Michigan



**Chief Judge:** Phillip J. Shefferly

**Clerk of the Court:** Katherine B. Gullo

**Divisions:** 3; Detroit, Flint and Bay City

**Authorized Judgeships:** 5

**Number of Employees:** 84

**NCBC Local Representative:** Jennifer Mahar

### Local Innovations:

eCAP allows for shareable work to be allocated district wide. This program allows the supervisors to account for scheduled and un-scheduled time off, redistribution of work throughout the day and adjustment of work levels for those on special projects, training or committees.

Our Detroit office has a Pro Se Law Clerk that is situated in the Intake department and staffed by our law clerks who rotate on a daily basis. Procedural assistance is provided to individuals that are filing without an attorney. For those individuals who wish, the pro se law clerk can be contacted via phone or email.

The Innovation Club is comprised of Clerk's office staff, chambers staff, supervisors and members of the management team. The club's objective is to develop ideas through the process of shared creative thinking that improve the way the Clerk's office meets its mission. Since 2013 the club has distributed the calls court wide, expanded captive, had input into space reduction, gave supervisors feedback regarding Intake, Case Manager CM/ECF training and created the Dictionary streamline committee.

The Engagement Committee's mission is to serve as the bridge between the Strength-Based instrument and different facets of the Court to build a sustainable culture, which promotes using one's talents in the daily life of the Court to improve engagement and well-being of the employee.

## Court Membership Awards!! Coming Soon

By: Mona Sparks

Gold, silver or bronze. How did your court rank this year?



Every court could be a winner depending on the percentage of staff who are NCBC members. Check out your court's certificate and celebrate with your court staff. Print and display your certificate proudly. In 2016, nine courts achieved gold membership level and overall 72 courts have certificates awaiting you.

Congratulations and keep up the good work. 2016 certificates will be available soon after the conference. See <http://www.ncbcweb.com/awards>

## NCBC Scholarship

By: Mona Sparks

Did you know the NCBC provides scholarship opportunities each year? Just by being an NCBC member, you are eligible to apply for a scholarship. Your odds of winning an NCBC scholarship are better than your odds of winning the lottery! Scholarships can be used to help reimburse the registration fees for the annual conference, or reimburse the costs associated with taking MSU classes or other curriculum that meet scholarship guidelines. Sadly, you have missed the deadline for applying for a 2016 scholarship but watch the Impact for the 2017 deadlines to be announced. You can read more details about the NCBC scholarship program at <http://www.ncbcweb.com/scholarship-info/>.



In 2016, NCBC awarded almost **\$4,000** in scholarships. Congratulations to one of our recent scholarship recipients, Robin Beacham. Read below to see how Robin is using the scholarship.

## Leadership in Project Management

By: Robin Beacham,

2016 NCBC Scholarship Recipient

I am nearing completion of a Bachelor of Science degree in Project Management at Colorado State University's online global campus (aka CSU-Global). A key component of managing projects is solid leadership. Leadership in Contemporary Criminal Justice Environments is one of five required electives in my degree program. Leadership in Contemporary Criminal Justice Environments explores the unique characteristics and attributes of leadership in general. Theories of leadership most applicable to the unique working environments of criminal justice practice were also discussed. The course focused on leadership issues and dilemmas that arise within any justice organization including the judiciary; it provided tools to recognize and address ethical dilemmas and challenges. Throughout the modules and lectures there were self-checks for the students to drill down into key theories and characteristics of successful leadership in general and the criminal justice system in particular. Required coursework included critical thinking papers on ethical challenges inherent and implicit in the criminal justice system and how one might understand and address the issues one will face and need to consider upon entering the field. The course also emphasized investigation of, and development of, course participants' personal leadership qualities, traits and characteristics. The theories and tools covered in this course can easily apply to a leadership role at the Bankruptcy Court. Lastly, an online university is perfect for me to work full time at the Bankruptcy Court during the day while completing coursework at night and on the weekends.

## The Mentors are Coming!

## The Mentors are Coming!

By: Mona Sparks

Have you heard about the awesome mentorship program sponsored by the NCBC? We are currently recruiting for additional mentors and mentees. See the program requirements at <http://www.ncbcweb.com/mentor-program>. It might be your time to give back to the Judiciary by serving as a mentor. Or you might be a recent Judiciary hire who could benefit from the experiences of a mentor. Maybe you recently received a promotion and you need someone to mentor you in your new duties. Consider submitting your application today as either a mentee or a mentor. We are currently wrapping up a six month mentorship group and hope to begin another group in the fall or early winter. Don't delay. Apply today. Stop by the mentorship booth during the annual conference Infosharing session and say hello or to find out more information. See you in Washington, D.C.!



## President's Message (Continued)

By: Gina Thomas

We have had tremendous committee involvement this year but a very special thanks to the members of the Website Committee who have done so much in advance of the joint conference, including the development of the mobile app, electronic conference book, e-mail blasts, and so much more.

I look forward to seeing many of you in Washington, D.C. in August. Safe travels!





## Editor's Note

By: Jan Zari



We are in the middle of the dog days of summer, and only mere days away from our annual conference in Washington, D.C.! I hope you've got your bags packed, travel arrangements finalized, and hotel reservation booked, and are ready for another exciting conference experience! This year's conference will allow us the unique opportunity to share our conference experience with our colleagues

at the Federal Court Clerks Association (FCCA) in what promises to be a fantastic opportunity to gather, learn from, and network with one another in the heart of our nation's capital.

Thanks again to my talented and hard-working committee members, Dailin, Monica, Meredith, Shawna, Jennifer, and Justin for their work on this issue. Stop by and meet us at this year's NCBC Information Sharing Session!

If you have any questions, comments, or suggestions or are interested in joining the Editorial Committee, submitting an article for a future issue, or featuring you or your court in our NCBC Member Spotlight or Local Court Spotlight, please feel free to contact me at [Jan\\_Zari@cacb.uscourts.gov](mailto:Jan_Zari@cacb.uscourts.gov).

See you in Washington!

## NCBC Website Committee Updates

By: Joe Markley

The NCBC Website Committee has been working with the NCBC Board to create a website that is informative, visually appealing and easy to navigate. For the past couple of months, there has been an emphasis on adding content regarding the upcoming 2016 conference in Washington, D.C.. There is also a mobile app that is on the verge of being released as I write this article. It will enable conference attendees to access important information about the conference right from their mobile devices.

The technological innovations we proudly make available to the NCBC community are a direct result of the very talented members of the website committee. I commend each of them for their contributions.

### Website Committee Members

Dorenda Turner (INSB)  
Eileen Garrity (MAB)  
Kimberly Rubal (CACB)  
Matt Brittain (NCMB)  
Rosette Montes-Hempler (NVB)  
Joe Markley (NCMB)



## The Feds Are Coming!

By: Sandi Brask, CACB

### THE FEDS ARE COMING

Friday, March 11 • 8am - 1pm

Valencia Campus • Aliso Hall - 108



### Federal Careers Day

#### KEYNOTES:

**The Honorable Consuelo B. Marshall,**  
U.S. District Judge for the Central District of California

**The Honorable Maureen Tighe,**  
U.S. Bankruptcy Judge

- Talk to representatives from the FBI, US Marshal Service, Department of Defense, Secret Service, CIA and more!  
(a full list of participants can be found at [www.canyons.edu/SOC](http://www.canyons.edu/SOC))
- Get information about student loans and how they relate to federal career opportunities!
- Learn about training, internships, salaries and the education needed for these types of careers!

Reservations Required

Contact & Reservations: [Anne.Marenco@canyons.edu](mailto:Anne.Marenco@canyons.edu)

Earlier this year, the U.S. Bankruptcy Court and the U.S. Probation Office for the Central District of California partnered with the College of the Canyons in Santa Clarita, California to host a Federal Career Day. We were honored to have U.S. District Judge Consuelo B. Marshall serve as keynote speaker. The event would not have been possible without the organizational skills and leadership of Bankruptcy Judge Maureen A. Tighe, U.S. Probation Officers Shannon Angelidis and Brett Udolph, and College of the Canyon Professors Anne Marenco and Katie Coleman. Nineteen different court units and federal agencies descended upon the College of the Canyons to speak to more than 120 students and community members about career opportunities in the Federal Government. The event was intended to give those in attendance a glimpse of what they could achieve by staying in school and realizing that despite obstacles they may face, pursuing an education has a tremendous payoff.

Bankruptcy Court staff members filmed and edited a short video, not quite nine minutes long, encapsulating the day's exciting events. The video includes interviews with students who attended, inspirational words from Judge Marshall and Judge Tighe, as well as entertaining, heartfelt messages from all the presenters.

I hope you have an opportunity to watch the video and enjoy the wonderful day we all experienced! [Click here](https://www.youtube.com/watch?v=r3HfmWLS5KI&feature=youtu.be) to view the video, or visit: <https://www.youtube.com/watch?v=r3HfmWLS5KI&feature=youtu.be>.

# When In Washington, D.C.

## Places to Visit:

- ♦ **A Walk to Remember:** View the illustrious monuments and memorials constructed in the National Mall, including the [Lincoln Memorial](#), [Washington Monument](#), [National WWII Memorial](#), [Vietnam Veterans](#), [Korean War Veterans](#), amongst others that are open to the public for free



- ♦ **An Inside Scoop:** Bordering the Mall, is [The White House](#), [Library of Congress](#), and [U.S. Capitol](#). Make sure to book a tour even though admission is free!

- ♦ **Put Your Walking Shoes On:** The Mall features a plethora of free iconic museums, including the [United States Holocaust Memorial Museum](#), [National Gallery of Art](#), [Smithsonian National Air and Space Museum](#), and [National Archives](#).



- ♦ **A Tranquility Away From Traffic:** Visit the [National Arboretum](#) for a stroll through the free National Bonsai Exhibit and Herb Garden, then enjoy a picnic there.



- ♦ **Architecture of Our Ancestors:** With purchased tickets, you can access the [Washington National Cathedral](#)—a wonder where President Woodrow Wilson is buried, [Ford's Theater](#)—the site of President Lincoln's assassination, and [Mt. Vernon](#)—the estate of First President George Washington and his collection of swords.

## Dining Options:

-Price Guide: \$= \$5-\$10, \$\$= \$10-\$30, \$\$\$= \$15-\$45

- ♦ [Eastern Market](#)—\$ : A variety of eats featuring local vendors, including a fried oyster sandwich and burgers
- ♦ [Chaia](#)—\$ : A healthy restaurant serving fresh tacos and salads, including a zucchini and goat cheese taco



- ♦ [&Pizza](#)—\$ : Includes vegan and vegetarian options in their menu of artisan pizzas

- ♦ [Nooshi](#)—\$ : A Pan-Asian spot to sample multiple Asian cuisine favorites like Pad Thai and Salmon Skin Roll
- ♦ [Rasika](#)—\$\$ : An authentic Indian restaurant serving cuisine favorites like chicken tikka
- ♦ [Café Dupont](#)—\$\$ : A sophisticated café with an eclectic menu including branzino, sweet corn risotto, and a collection of wines and cocktails
- ♦ [Old Ebbitt Grill](#)—\$\$ : A restaurant open until 2 A.M. serving classic seafood dishes, like crab cakes, and soups
- ♦ [Zaytinya](#)—\$\$ : A Mediterranean dining place, creating dishes like mushroom couscous



- ♦ [Rose's Luxury](#)—\$\$\$ : A scrumptious menu featuring rich dishes like foie gras and chicken liver pate

- ♦ [Fiola Mare](#)—\$\$\$ : A waterfront Italian restaurant serving luxe dishes including lobster ravioli and homemade gelato

- ♦ [Joe's Seafood, Prime Steak, and Stone Crab](#)—\$\$\$ : Classic meals created with rich ingredients, including Steak Tartare



- ♦ [DC Chop House](#)—\$\$\$ : A steakhouse restaurant with a rustic menu with dishes like Angus Top Sirloin and 9-Ounce Lobster Tail