



National Conference of Bankruptcy Clerks

Issue #1

February 2016

IMPACT Newsletter

Dedicated to the professional development of its members

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President's Message

By: Gina Thomas, NCBC President

I recently returned from the NCBC Mid-Year Board Meeting in Washington, D.C. It was a very productive meeting and I am happy to report that plans for the coming months, as well as the joint conference, are well underway. I am also happy that our meeting took place two weeks before the historic snowfall of 2016! While in DC, we had the opportunity to meet with some of the FCCA leadership and they are just as excited as we are about the opportunity to bring our associations together in July. Joe Markley and the Website Committee will soon begin to work on the 2016 conference website so stay tuned for lots of good information.

Until then, here's a sneak peak of our conference logo and theme, "Celebrating our Partnership in Service." I hope you agree that this simple sentence speaks to what we do as judiciary employees.



It's that time of year - renew your membership (or join) the NCBC! The Membership Committee, led by Board Member Sabrina Palacio-Garcia, has fun activities planned for Member Appreciation Week to be held February 22-26, 2016! This edition of the newsletter contains everything you need to know so read on...

Do you want to serve the NCBC in some capacity? If so, think about running for a NCBC position. This year, there are two board positions and one Treasurer position available at the end of this year's conference. Additionally, the president-elect position, currently held by Eddy Emmons, will be included on the ballot. You may recall that because of the resignation of Lee Ann Bennett, I moved up to the president position. The board elected Eddy to serve the remainder of my unexpired term. In order to serve a two year term as president elect, Eddy must be elected by the membership. Terms for board members and officers are two years, beginning from the close of the annual conference in the year in which they are elected. The NCBC by-laws allow the secretary, treasurer and at large board members to run for one additional term at the conclusion of their initial two year term. A call for nominations will be sent by NCBC Secretary, Eileen Garrity in mid-February. Please feel free to reach out to me or any other officer/ board member with questions.

Wishing you all a wonderful winter!

Gina Thomas
President, NCBC

The NCBC IMPACT

Is the official newsletter of the National Conference of Bankruptcy Clerks

M. Regina Thomas
President

Published by the IMPACT Editorial Committee. Suggestions and comments are always welcome.

Please email **Jan Zari**, Impact Editor at Jan_Zari@cacb.uscourts.gov

Administrative Office Recognizes

Lee Ann Bennett with 2015

Director's Award for Outstanding Leadership

The Director's Awards, given by the Administrative Office of the U.S. Courts, recognize the outstanding leadership and excellence in court operations of federal court employees nationwide.

The Director's Award for Outstanding Leadership recognizes managerial-level employees who demonstrate exemplary stewardship of court resources, while advancing programs with a nationwide impact that improved service to the public. The 2015 recipients are:

- Bankruptcy Clerk of Court Lee Ann Bennett, Middle District of Florida
- Chief Probation Officer Melissa Alexander, Middle District of North Carolina



The Director's Awards for Excellence in Court Operations recognize employees who have contributed to excellence in operating with economy and efficiency, in provided innovations that improve service, or in establishing community outreach programs or enhancing the public's awareness of the federal Judiciary. The 2015 recipients are:

- Christopher Newton, Information Technology Manager, District of Connecticut
- The National e-Voucher Team
- The Case Management Assist Team for the Western District of Oklahoma Bankruptcy Court
- Judiciary's Service Validation Initiative Team
- Chief Probation Officer Edward Scott Chinn, District of Connecticut

Read more about the 2015 [award recipients](#).

From: <http://www.uscourts.gov/news/2015/11/19/2015-directors-awards-honor-court-employees>

NCBC Mentorship Committee

By: Mona Sparks



A big shout goes out to our volunteers serving on the NCBC Mentorship Committee. We appreciate those members who are returning and we thank the new members joining us this year for the first time. The NCBC relies greatly on our volunteer committee members. Serving this year are

Eileen Garrity (MAB), Adair Kowach (COB), Shontelle McCoy (MOEB), Lia Aure-Spiver Reid (MDB), Johanne Remy (CACB) and La Tia Sanders Terrado (CANB). Mona Sparks (KYEB) chairs the committee.

NCBC Awards and Scholarships

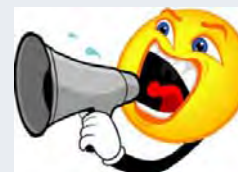
Committee

By: Mona Sparks

The following volunteers are serving on the NCBC Awards and Scholarship Committee: Evangeline Alexandris (MDB), Melissa Brearey (NVB), Maggie Ferere (FLSB), Shannon McKenna (MDB), Amy Smith, (KYEB) and Jan Zari (CACB). Mona Sparks (KYEB) chairs the Awards and Scholarship Committee. Thank You for your role assisting the NCBC with this very important task!!



IMPORTANT - The committee will receive scholarship applications beginning **March 15 through April 30, 2016** so mark your calendar now. Scholarship applications and guidelines can be found on the website at <http://www.ncbcweb.com/scholarship-info>. Don't miss out on this opportunity to receive a scholarship or tuition assistance.

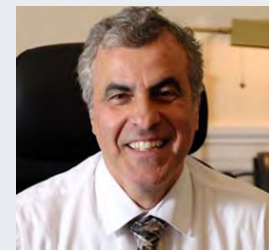


NCBC Outreach Committee

By: Vito Genna

The NCBC Outreach Committee (OC) recently had its kickoff strategy meeting. Its mission is to focus on initiatives to increase long term commitment to our members. The OC will consult with all other NCBC committees, its members and non-members, in addition to other external entities, as needed, in order to offer you meaningful and valuable information year round. A first step is a planned suggestion box on the NCBC newly designed website. In addition, I will be happy to receive emails with suggestions and recommendations, please sent to Vito Genna in Lotus Notes email and add NCBC Outreach in the subject line. The members of this committee are:

Vito Genna, NYSB (Chair)
Eddy Emmons, CANB
Sandy Smith, CAEB
Kathy Campbell, CACB
Eva Roeber, NEB
Joe Falzone, FLSB
Meredith Klassen, CACB
Barry Lander, CASB



National Conference for Court Unit Executives, July 26-29, 2016 From: The Federal Judicial Center

The FJC is currently working with a diverse group of court unit executives to plan all aspects of the [National Conference for Court Unit Executives](#) (July 26–29, 2016) and the one-day pre-workshop for *new* court unit executives (July 25, 2016). The planning committee comprises members from the Center’s [Executive Education Advisory Committee](#) and the [Probation and Pretrial Services Advisory Committee](#), as well as other court unit executives from across the judiciary.

The national conference is for all court unit executives in district and bankruptcy courts, bankruptcy administrator offices, and probation and pretrial services offices. The one-day pre-workshop is for new court unit executives with two years or less in that role.

The planning committee recently held its first meeting via webinar to discuss the focus of the national conference and to share ideas on learning and skill-building opportunities for attendees.

The Center and committee will continue to collaborate to determine which of the leadership competencies for court unit executives will serve as the educational platform for the national conference, as well as work together to draft curricula and to design learning activities.

Court unit executives recently received a survey in January 2016 soliciting ideas for the conference. Those with ideas or suggestions for the conference are encouraged to contact members of the planning committee or Center staff.

Please contact Center staff Lori Murphy, Assistant Division Director, Executive Education, at lmurphy@fjc.gov or 202-502-4109 for additional information.

For more information, please visit: <http://fjconline.fjc.dcn/content/307335/cue-leadership-and-management-conference>

Local Court Spotlight: United States Bankruptcy Court, Southern District of New York (NYSB)



**United States Bankruptcy Court,
Southern District of New York**
Hon. Cecelia G. Morris, Chief Judge
Vito Genna, Clerk of Court

Divisions: 3 (Manhattan, Poughkeepsie, White Plains)

Number of Judges: 9 authorized

Number of Employees: 62 in clerk’s office and 22 law clerks

NCBC Local Representative: Awilda Rodriguez

Local Innovations:

- Wireless calendar kiosks by courtroom entrances, using iPads, to display the current daily hearing calendar.
- Loss Mitigation program for debtors and lenders to reach a consensual resolution regarding a debtor’s residential property.
- Electronic Case Folder providing all necessary case information to judge while on the bench.
- Overflow courtrooms with audio/visual for handling large crowds.
- Ecrotime: An application that automates Electronic Court Recorder Operator (ECRO) deployment and track ECRO hours. Includes a calendar view of entire court and also downloads calendar to XML for use with Liberty Digital recording software, for CHAP courts.
- Property Pass: An application to track equipment loans. Generates a PDF property pass that can optionally be printed and signed. Keeps track of property loans. Allows search by inventory tag, employee or equipment type.



NCBC Board Holds Mid-Year Meeting in Washington, D.C.



From January 9 to January 11, the NCBC Board and staff members gathered in our nation’s capital, Washington, D.C. to meet and discuss plans for this coming year, and to tour the facilities for this year’s joint FCCA/NCBC Annual Conference which will be held from August 8 to August 11. Stay tuned for more exciting updates regarding this year’s conference!

*Pictured: From Left: Mona Sparks, Mary Lynn Wilson, Teresa Underwood, Eddy Emmons, Lee Ann Bennett, Ken Hirz, Regina Thomas, Joe Markley, Eileen Garrity, Jan Zari, Vito Genna.
Not Pictured: Yvonne Cherokee, Sabrina Palacio-Garcia, Jennifer Paro*

Cybersecurity for Electronic Devices

From US-CERT - United States Computer Emergency Readiness Team

When you think about cybersecurity, remember that electronics such as smartphones and other internet-enabled devices may also be vulnerable to attack. Take appropriate precautions to limit your risk.



US-CERT

UNITED STATES COMPUTER EMERGENCY READINESS TEAM

Why does cybersecurity extend beyond computers?

Actually, the issue is not that cybersecurity extends beyond computers; it is that computers extend beyond traditional laptops and desktops. Many electronic devices are computers—from cell phones and tablets to video games and car navigation systems. While computers provide increased features and functionality, they also introduce new risks. Attackers may be able to take advantage of these technological advancements to target devices previously considered "safe." For example, an attacker may be able to infect your cell phone with a virus, steal your phone or wireless service, or access the data on your device. Not only do these activities have implications for your personal information, but they could also have serious consequences if you store corporate information on the device.

What types of electronics are vulnerable?

Any piece of electronic equipment that uses some kind of computerized component is vulnerable to software imperfections and vulnerabilities. The risks increase if the device is connected to the internet or a network that an attacker may be able to access. Remember that a wireless connection also introduces these risks (see [Securing Wireless Networks](#) for more information). The outside connection provides a way for an attacker to send information to or extract information from your device.

How can you protect yourself?

- **Remember physical security** - Having physical access to a device makes it easier for an attacker to extract or corrupt information. Do not leave your device unattended in public or easily accessible areas (see [Protecting Portable Devices: Physical Security](#) for more information).
- **Keep software up to date** - If the vendor releases updates for the software operating your device, install them as soon as possible. Installing them will prevent attackers from being able to take advantage of known problems or vulnerabilities (see [Understanding Patches](#) for more information).
- **Use good passwords** - Choose devices that allow you to protect your information with passwords. Select passwords that will be difficult for thieves to guess, and use different passwords for different programs and devices (see [Choosing and Protecting Passwords](#) for more information). Do not choose options that allow your computer to remember your passwords.
- **Disable remote connectivity** - Some mobile devices are equipped with wireless technologies, such as Bluetooth, that can be used to connect to other devices or computers. You should disable these features when they are not in use (see [Understanding Bluetooth Technology](#) for more information).
- **Encrypt files** - If you are storing personal or corporate information, see if your device offers the option to encrypt the files. By encrypting files, you ensure that unauthorized people can't view data even if they can physically access it. When you use encryption, it is important to remember your passwords and passphrases; if you forget or lose them, you may lose your data.
- **Be cautious of public Wi-Fi networks** - Before you connect to any public wireless hotspot – like on an airplane or in an airport, hotel, train/bus station or café:
 - Be sure to confirm the name of the network and exact login procedures with appropriate staff to ensure that the network is legitimate.
 - Do not conduct sensitive activities, such as online shopping, banking, or sensitive work, using a public wireless network.
 - Only use sites that begin with "https://" when online shopping or banking. Using your mobile network connection is generally more secure than using a public wireless network.

The Capstone Project: MSU and NCBC Making a Difference in Courts

By: Dr. Maureen Conner, Professor and Director, MSU Judicial Administration Program

The Michigan State University Judicial Administration Program requires students to apply what they learned in the Judicial Administration Certificate Program to a challenge, opportunity, problem, or trend. The goal of the capstone project is for students to put into practice what they learned through their courses. It allows students to demonstrate their passion, knowledge, and skill in service to a greater good. In other words, the capstone project allows students to act on their values, speak their truth, and make a difference in the world.

Through the partnership with NCBC, the certificate program courses are offered at every conference in a sequence that allows students to complete the program within five years of starting—or sooner if they want to supplement their NCBC courses with the online MSU options. Each year Barry Lander, as the NCBC/MSU liaison, works with the NCBC education committee and the conference hosts to insure that students have the best learning experience possible, so that they are prepared to complete their capstone projects.

The question is: What did the MSU students do—what issues or topics did they tackle for their capstone projects? How did they improve the profession, the judicial branch, or their courts? Perhaps, the more important question is: What can you learn from the MSU Judicial Administration Graduates? A review of past capstone projects demonstrate that the students had broad interests. Those interests resulted in the projects listed below by category heading.

Human Resources Management and On-Boarding New Employees

- *Where Do I Belong? Finding Your Place in the Federal Bankruptcy Court* by Heather Burse

Succession Planning and Enhancing Employee Performance

- *Succession Management and Judicial Training* by Tracey Couling
- *Succession Planning: A Road Map to Measuring Success* by Sabrina Palacio-Garcia

Professional Development and Court Improvement through Education, Training, and Mentoring

- *Cross-Training Challenges: Seasoned Model vs. Newer Model* by Eileen Garrity
- *New Employee Orientation Program for the Illinois Central Bankruptcy Court Clerk's Office* by Ronald Hayward
- *Development and Automation of Individual Training and Development Plans* by Kathy Noel
- *Training Programs as They Relate to the United States Bankruptcy Court and the Private Sector* by Laurie Maldonado
- *Pre-Employment Education and Development of Paralegal Students* by Teresa McBee
- *Staff Training Program: Implementing Cross Training into Courtroom Services* by Monette Warren
- *The Effectiveness of E-Learning: The Evidence of Change* by La-Tia Sanders
- *CM/ECF Attorney and Staff Training: From In-Person to On-Line* by Lynn Baldwin Bergmeyer
- *The Impact of Positive Power on Employee Performance* by Velda Coleman
- *Mentoring within the Federal Courts* by April Elderkin
- *Knowledge and Learning Management in the Judiciary (FCLP Final Paper)* by Dailin Pena

Budgets and the Impact on Due Process, Service, Staffing, and Morale

- *Budgetary Effects on Morale and Motivation* by Maggie Bondi
- *Managing the Workload: Surviving in an Era of Decreased Staffing* by Heather Mize
- *Effect of Staff Reduction and Efficiency* by Amy Stewart
- *Balancing Due Process with the Budget* by Gull Weaver
- *Shared Administrative Services: A Balance Between Courts* by Kathleen Chamberlin

The Future and the Courts

- *Bridging the Gap to a Better Tomorrow* by Laura Brundage
- *The Court's Mission Statement: A Vision into the Future* by Stephanie Armstrong
- *Differences and Similarities between Millennials and Other Generations and How to Keep Millennials Engaged in the Workforce* by Kristen Batty
- *Small Courts of the Future: Examining Problems Facing Courts Today* by Cheryl Rapp

[Continued]

The Capstone Project: MSU and FCCA Making a Difference in Courts (Continued)

By: Dr. Maureen Conner, Professor and Director, MSU Judicial Administration Program

Improving Services for Internal and External Customers

- *Help Desk Service Center (HDSC)* by April Colling
- *Pro Se Filers and Help Desk Assistance Project* by Casenia Stripling
- *Pro Se Handout* by Megan Moore
- *How Social Media and Mobile Technology Can Enhance Court Customer Service* by Susan Thurston
- *“How May I Help You?” A Study of the Relationship between Federal Court Employees and the Public* by Shawna Dahl
- *Measuring the Effectiveness of Communication between the Bankruptcy Court and the Trustee’s Office* (FCLP Final Paper) by Holly Kelley
- *Improving Internal Customer Service* (FCLP Final Paper) by Katherine Schneider

Improving Courts through Technology

- *On-Line Completion Form: Putting Your Mission Statement to Work* by Haley Poindexter
- *Delivering Justice with No Boundaries: Utilizing Telework in the United States Bankruptcy Court, Central District of California* by Jan Zari
- *Connect IT with Operations “Bridging the Gap”* by Kathy Bernart
- *Conversion from WordPerfect to Word in the District of Idaho* by Jackie Hildebrand

CM/ECF

- *CM/ECF Automatic Closing Report* by Brenda Heminger
- *CM/ECF Testing Procedures* (Judicial Administration Conversion Project) by Rhonda Hylton

Mediation

- *The Development and Implementation of a Mediation Plan* by Tracy Bowers

Courtrooms

- *Courtroom Use Study* by Crystal Lightfoot
- *Court Size—Does it Make a Difference?* by Roberta Yorkey

Organizational Assessment

- *Assessing the Progress of My Court* by Paul Dickson

Communication

- *Communication is Key* by Pat Reed

Problem Identification and Project Management

- *Project Management: Back to the Basics for Project Success* by Jackie Enderle
- *Filing Deficiencies and Overdue Installment Payments: The Fast Track to Show Cause* by Anita Pribula

The capstone projects are categorized here by their major themes but each paper addresses multiple aspects of court operations or professional development. Therefore, each project demonstrates the richness that is evoked through the court community. Contact the students who did the work that resulted in the capstone projects. They will tell you, it was one of the most rewarding experiences of their respective careers.

For more information about the MSU Judicial Administration Program go to <http://cj.msu.edu/programs/judicial-administration> or Google Judicial Administration @ Michigan State.

Have You Seen my Laptop?!

From: Administrative Office of the U.S. Courts

Across the judiciary, laptops (and other similar devices) are widely used to bring the office to you—while traveling, teleworking, attending meetings, and even practicing your continuity of operation plans! Compact and powerful, their portability makes them a desirable tool for staying connected and productive—your files, email, and more remain at your fingertips when away from your desk. Unfortunately, with convenience, comes risk.



A 2010 study of 329 U.S. private and public sector organizations reported that 86,455 laptops were lost or stolen over twelve months. Of those, 46% contained sensitive or confidential information, and only five percent were recovered. *Where did they go missing?* 40% from seemingly safe off-site locations, such as homes, conferences, and hotel rooms; 30% occurred at transportation sites, such as airports, train stations, and taxis; 12% occurred in a worker's own office environment; and another 12% vanished without explanation. Whether at home, in the office, or elsewhere, be vigilant in retaining possession of your portables.

The costs of losing a laptop are greater than the purchase price

Replacing a lost laptop, carrying case, and software costs money—and there may even be expensive collateral physical damage, such as broken windows or damaged locks—but there are potentially greater “hidden” costs. For example, unauthorized access to sensitive information may result in notifications to affected parties and the associated reputational harm. Also, data that was not backed up will need to be recreated, which may be a time consuming and inexact process. Additional time may need to be spent supporting an investigation. Lastly, time is required to procure and configure a replacement laptop, which may result in lost productivity and the associated burden to help desk staff.

Limiting the likelihood and impact of a lost or stolen laptop

Here are a few tips for limiting the likelihood that your laptop will be lost or stolen and that potentially will limit the impact of the incident:

- **Physically secure your laptop in your office or off-site workspace.** Use a locking docking station in the office. When out of the office, or if a docking station is not available in your office, use a laptop security cable and attach it to a heavy table, desk, or other immovable object. If neither a docking station nor a cable are available, store it securely, such as in a locked room, a locked drawer, or a hotel room safe.
- **Secure your laptop while in transit.** Always carry your laptop with you while traveling. Never check it with your luggage. If you're traveling by car, keep your laptop out of sight. If you can't take it with you, lock it in the trunk. When you go through airport security, don't lose sight of your laptop and retrieve it as quickly as possible.
- **Protect your laptop with a strong password.** Make sure your laptop is configured to require a strong password at start-up or when the screen is locked.
- **Store passwords securely.** If you want to save your passwords on your laptop, use password-management software (also known as a “password vault”) to store your passwords securely. Don't store any of your judiciary passwords in an unencrypted file on your laptop or have your Internet browser “remember” any of your login information (such as your JPort ID and password).
- **Ensure the information on the hard drive is encrypted.** Work with your local IT staff to have full-disk encryption installed on your laptop. The encryption/decryption is done for you automatically and behind the scenes. You won't notice the encryption, but someone who gains unauthorized access to your laptop or who tries to bypass the laptop password by taking out the hard drive and attacking it directly won't be able to access your files.



What should you do if your laptop is lost or stolen?

If your laptop is lost or stolen, immediately report the incident to your local IT staff and supervisor. They will decide what should be done in response. Be prepared to assist in any investigation, particularly in the determination of what sensitive information may have been on the laptop.

For more information about laptop security, see the Awareness Brochure [Best Practices for Laptop Security](#).

So You Want to Invest on Your Own? Better Hit the Books

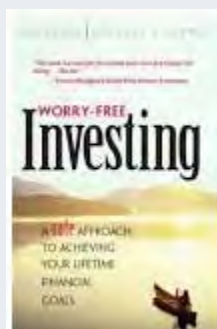
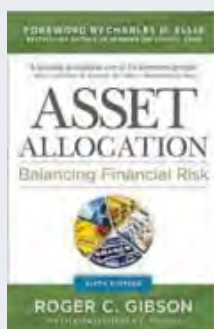
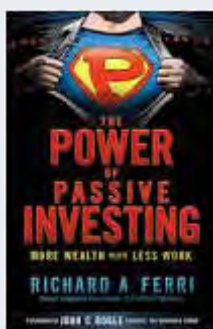
By: James De La Torre, CRPC

From an investing perspective, 2016 has started off with a dud. The markets have experienced a lot of volatility and as usual investors begin to question their investment selections. Whether you are investing solely in the TSP or have added an outside investment program to your portfolio, it's very difficult to consistently beat the financial markets, and as an active investor you owe yourself the opportunity to gain every edge possible to be successful. During these times I often get questions from concerned employees on where they can go to better educate themselves on investing.

If you want to help yourself start reading, but skip the how-to-beat-the-market books and spend your time learning about financial history. Over the course of the past few years, I have read a number of books around investing and am going to provide for you a list of books you might find helpful. I believe that before you invest your money, you should invest in your education, so you are better prepared to deal with the financial markets today. If you haven't already, invested your time in reading really smart books on investing, or if you are looking to discover a few, let me provide a few of my favorites:

- "The Four Pillars of Investing" by William Bernstein,
- "The Power of Passive Investing" by Richard A. Ferri
- "Asset Allocation" by Roger C. Gibson,
- "Worry Free Investing" by Zvi Bodie and Michael J. Clowes,
- "What Investors Really Want" by Meir Statman
- "The Little Book of Common Sense Investing" by John Bogle.

Each of these books will provide you with a sound investment perspective and reading a few great investing books is my recommendation as a first step for all perspective do-it-yourself investors. These books are written with the focus on achieving sound long-term investment objectives, as opposed to the pie in the sky investment theories that sound good but aren't worth the paper they are written. After reading all these books, you'll have a pretty good idea as to whether or not you can do-it-yourself, or you should consult with an investment professional.



James De La Torre has conducted federal benefit and financial planning seminars in all of the country. He is a keynote 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 jdeltorre@fedadvantage.com.

Finders--Givers!

By: Mary Lynn Wilson



Lately I've spent some time cleaning out, rearranging, and organizing things around my house—it just seems appropriate for the New Year. Sometimes it's good to get a fresh perspective in your home....and in your office.

If you've been engaged in these kinds of activities, I hope you'll take a few moments and see if you have items that you've brought back from past NCBC conferences. Conference bags, programs, pictures, memorabilia: things you may have shared with your colleagues who were unable to go, but now you're not sure that you need to hang on to all of it.

Fortunately, I have a solution for you! I am always looking for items from past conferences to add to the history display. Look around your office; ask your colleagues; even get in touch with retirees and see if you have materials that you would be willing to share as part of the ongoing NCBC archives. I am particularly looking for material from some of the earlier conferences. Some of the more "seasoned" court employees may remember when we actually held a Conference in Acapulco! I have just a few pictures from that particular meeting (1991), and would very much like to acquire more. Clerks of Court: if you were a member of the organization prior to 1987, and have copies of programs, agendas, etc., I'll even be happy to take photocopies of those records, should you wish to keep the originals. My contact information is below: please get in touch with me and let me know what you have to contribute. This year's Conference will be in Washington, D.C., and as always, I'll have the display set up. If you wish to bring items with you, I'll be more than happy to take them there. I look forward to seeing many of you at the Conference. And... happy house (and office) cleaning!

Mary Lynn Wilson
NCBC Historian
Mynn55@comcast.net
423.304.1535

What Do You Want to Showcase in Washington, D.C.?

By: Sandi Brask

Can you believe that 2016 is here and that the annual conference is only six months away!? With that being said, the Information Sharing Committee is eager to see what courts have developed and want to exhibit at this year's conference.

One of the strengths of the bankruptcy courts is that we are an imaginative bunch and have been leading the charge in creating and collaborating on new and innovative projects, programs, and ideas for many years. Each year at the conference, time is carved out to permit our innovative colleagues to share their dozens of good ideas. If your court has such an initiative, consider participating at the Information Sharing Session in August.

If you would like to share how your court has tackled a difficult or time-consuming practice, please email your exhibit information to Sandi Brask or Josh Wiker.



We look forward to helping your court showcase your ideas at this year's Information Sharing Session!

2015 NCBC Conference Reflection

By: Monica Yepes, 2015 NCBC Scholarship Recipient

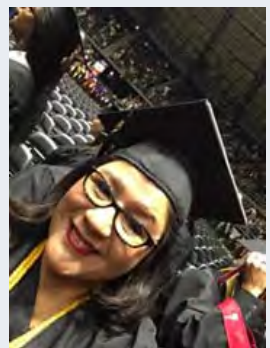


Let me first express my appreciation and gratitude to the NCBC scholarship committee for granting a scholarship award to me. Because of this award I was able to participate in the NCBC Atlanta conference, and take advantage of the numerous valuable opportunities that positively impact my personal and professional development. In addition, I also had the chance to interact and collaborate with my peers from across the nation. The most rewarding aspect of the conference is being in control of building our own schedule ... meaning that we can tailor our sessions to suit our needs and interests relevant to our work assignments and also in preparation for our future endeavors. The session offerings cover a variety of topics including technology and innovation, enhancing leadership, personal finance, retirement planning, communication, time management, employee engagement, wellness, improving work environment, and personal enrichment. From the many different engaging and educational courses to choose from, I must say the most beneficial were Michigan State University sessions. The MSU Judicial Administration Program is a key advantage for NCBC members; we are fortunate to be partnered with such a well-respected university. It is always such a delight to be in one of Barry Lander's, Clerk of Court, Southern District of California, MSU courses. His courses are very interactive and informative while being fun and engaging. This year he instructed along with Brian Karth, Clerk of Court, Arizona District Court, *Case flow Management* which delved into the history of the basic principles of case flow management in federal district court and bankruptcy court. They covered topics such as *the Magna Carta*, Roscoe Pound, historical cases of *Marbury v. Madison* and *Gideon v. Wainwright*, Thomas Jefferson, and John Marshall, which are significant major influences that shaped our judiciary system. Another MSU course that I attended, Barry Lander also instructed, was *"Presenting Like a Pro – How to Turn Presentations into Something Incredible and Get Your Message Heard!"* He focused on how to successfully deliver your message by creating effective presentations by captivating audiences, and understanding how they can be used as powerful communication tools.

Although I have been a NCBC member for a few years, this was my first year as a member of the NCBC Impact editorial committee and local representative for my home court, California Central, and was fortunate to be an exhibitor at the information sharing for the Impact Newsletter, and getting to see things from the opposite side of the table! Each and every time, I'll bring home with me some gold little nuggets of knowledge that I bring back and apply to my current work assignment or special project. I'm grateful to be a part of such a wonderful and organization and look forward to what the New Year ahead brings!

NCBC Scholarship Reflection

By: Patty Nelson, 2015 NCBC Scholarship Recipient



I would like to thank the National Conference of Bankruptcy Clerks for awarding me one of their 2015 Tuition Scholarships. About two and a half years ago my husband Raleigh and I were sitting on the sofa and he asked me what my biggest regret was. I quickly answered that it was never completing my degree. "I dropped out of college as a senior," I explained, "due to family and work obligations." After a long talk my husband had planted a seed and urged me to pursue my goal of earning my diploma. Slowly the idea of going back to school was growing on me. After meeting with an advisor, I found that not all my credits would transfer and soon I was admitted as a junior at The University of the Incarnate Word in San Antonio, Texas.

Going back to school at age 48 was difficult. If it were not for my husband, daughter Claudia, and the support of my Clerk Yvette Taylor, I would have never made it. "What can I learn about Human Resources after already being in this career for 30 years?" I thought to myself. Well I am here to tell you that we are never too educated, too experienced or too old to learn. My experience in the last two years has been immeasurable and has taught me that I can do what I put my mind to as long as I was dedicated. Thanks to the help, dedication and sacrifices made by my family I graduated with a Bachelor of Arts Degree in Human Resources, Cum Laude this past December.

I encourage all public servants to continue to reach for your goals and to constantly seek to increase your knowledge. Each year the NCBC awards funds to help you get to the yearly Conference or to take another type of class. It is one of the many benefits of being an NCBC member!

The only real limitation on your abilities is the level of your desires. If you want it badly enough, there are no limits on what you can achieve." — Brian Tracy

February 15, 2016 - March 15, 2016

Declare your Candidacy Days

By: Eileen Garrity



Elections of the following NCBC officers will be held this year, and the winners announced at the annual conference in Washington, D.C.:

President Elect – 2 year term

Eddy Emmons was elected by the Board to complete the president-elect term of Regina Thomas who succeeded Lee Ann Bennett as NCBC President at the time of Lee Ann's resignation. Eddy will announce his candidacy for President-Elect and must be elected by the membership in order to complete a two-year term.

Treasurer – 2 year term

Two (2) Board of Governor positions – 2 year terms

If you are interested in declaring your candidacy, please email NCBC Secretary Eileen Garrity at eileen_garrity@mab.uscourts.gov with your candidate statement introducing yourself and why you are seeking the position. Be sure to include a picture of yourself that can be included on the ballot. Please look for an email from the President opening this nomination/candidacy process. This year's election will be conducted sometime in June and you will receive an email with a link to the ballot at that time.

Thank you for your support of the NCBC!

New Member Spotlight:

Miguel Lara, MAB



Hello everyone, my name is Miguel Lara and I am a recent college graduate, a current graduate student pursuing an MBA, and a new Case Administrator with the Massachusetts Bankruptcy Court. I have been in Boston for about 8 months now and have really enjoyed my experience here. As I have mentioned, I

am a current graduate student at Clark University in Worcester, MA pursuing an MBA in Management with a concentration in operations. In my spare time, I exercise, travel, hang out with friends, and referee soccer. I wanted to join NCBC as it seems like a perfect place to network but to also learn more about the courts. I am very excited and looking forward to meeting some of you in the future.

Editor's Note

By: Jan Zari



Hello and Happy 2016 NCBC members! The new year is officially in full swing here at the NCBC. The NCBC Board, staff, and committees are all gearing up for this year's joint NCBC/FCCA Conference Washington, D.C.! 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.

On behalf of the Editorial Committee, Monica, Dailin, Shawna, Meredith, and I hope that you have enjoyed this first issue of the Impact for the year! Again, we invite you to share your stories, accomplishments, innovations, and all the great things you are doing at your court! We are open to all of your great ideas and we want to share them with all of our members.

If you have any questions, comments, or suggestions, would like to be a part of the Editorial Committee, or submit an article for the next issue of the IMPACT, please feel free to contact me at Jan_Zari@cacb.uscourts.gov.

2016 Federal Holidays

From: Office of Personnel Management

Friday, January 1	New Year's Day
Monday, January 18	Birthday of Martin Luther King, Jr.
Monday, February 15	Washington's Birthday
Monday, May 30	Memorial Day
Monday, July 4	Independence Day
Monday, September 5	Labor Day
Monday, October 10	Columbus Day
Friday, November 11	Veterans Day
Thursday, November 24	Thanksgiving Day
Monday, December 26	Christmas Day



National Conference of Bankruptcy Clerks

NCBC Membership Drive 2016

The NCBC invites you to become a new member or renew your membership by submitting a new member form or membership renewal form on the NCBC website, <http://www.ncbcweb.com/join-us/>. Annual dues for deputy clerks is only \$15, or deputy clerks may select the new lifetime membership option for \$150, and never pay dues again. Please take a moment to join us, or renew your membership today. We thank you for your continued support, and look forward to meeting your member needs in 2016.

The National Conference of Bankruptcy Clerks (NCBC) is an independent professional organization that is committed to the support of its members, the Judiciary, and the United States Bankruptcy Court System. Its focus is to provide members with the leadership, advocacy, and education necessary to make lasting contributions to the court community.

News and Networking

- Impact Newsletter
- NCBC Website
- Conference Discussion Panels and Networking Sessions
- National Association of Court Managers (NACM) Partnership

Career Development and Education

- MSU Certificate of Judicial Administration
- Court-Specific Courses for Various Areas of Operation
- Mentoring Program designed to support succession planning efforts and build professional skills
- Scholarships: \$500 for education purposes

Benefits, Retirement and Financial Planning

- Insurance Plans: dental, vision, pet, disability, life, long-term care
- Retirement seminars at conferences or in your court
- Financial Planning Information

Contribution and Service Opportunities

- NCBC Board
- Circuit Liaisons and Local Representatives
- Committees: Education, Bylaws, Membership, Benefits, Awards
- Member Voting Rights

Leadership Development



Class of 2015

Michigan State University Judicial Administration Graduates

As a result of collaborative efforts between Michigan State University (MSU) and the National Conference of Bankruptcy Clerks, in August 2015, eleven deputy clerks were recognized for completing 60 hours of court-specific training towards a Certificate of Judicial Administration. The Judicial Administration Program is designed to provide graduates with the skills necessary to assume greater responsibility in the court community.

Conferences



The NCBC has established a history of providing professional development to its members through affordable conferences that include a wide range of training and networking options. Please mark your calendar for another spectacular conference to be a joint FCCA/NCBC conference held in Washington, D.C. on August 8-11, 2016.



National Conference of Bankruptcy Clerks

Membership DRIVE

NCBC continues to be instrumental in influencing matters that impact the bankruptcy system and its employees. The membership drive reminds us of the benefits of **NCBC membership** and the important functions of the organization. The president of NCBC sits as an ex-officio member of the Bankruptcy Clerks Advisory Group, which works with the **AO** to make recommendations on long range planning, work measurement, and budget issues and is the **ONLY** independent voice of bankruptcy court employees. NCBC strives to focus its efforts on **Leadership, Education, Advocacy, and Solutions**, all which have been incorporated into everything NCBC does, highlighted by the annual educational conferences. These are just a few of the benefits of becoming a member of this growing organization.

BECOME A MEMBER OR RENEW YOUR CURRENT MEMBERSHIP

For more information please contact **Sabrina Palacio-Garcia, Membership Chair** via email: Sabrina_Palacio-Garcia@caeb.uscourts.gov

February 1 – February 5, 2016

NCBC memberships now EXPIRE at the END of each CALENDAR YEAR regardless of when you renew. It's best to renew **NO EARLIER** than January 1 for the biggest bang for your buck!

2016 Member Appreciation Week

In recognition of all our members and their continued support



February 22- February 26

To participate, membership dues must be current by **February 16, 2016**

National Conference of Bankruptcy Clerks

Join us in NCBC's third annual Member Appreciation Week!

We will hold contests and raffles through the week. Prizes include gift cards and paid memberships!!

All members in good standing will also get a small token of appreciation from the NCBC.

