



# IMPACT Newsletter

Dedicated to the professional development of its members

## NATIONAL CONFERENCE OF BANKRUPTCY CLERKS



### President's Message

By: M. Regina Thomas, NCBC President

For many of our friends and colleagues, Spring may still seem weeks away! Here in Georgia, our version of snow is the yellow pollen everywhere! Not nearly as much fun as real snow but easier to navigate on the roads.



After almost three years, this is my next to last President's message. It is bittersweet. I am so proud of this association and all its good work. The NCBC is all about service to its members and providing the best educational opportunities possible. It has been my honor to work on four education conferences (Atlanta, Washington, DC, Denver and NYC) and experience first-hand the dedication and excitement of Court employees. I recently had a longtime member email me about her fond memories of conferences back in the 90s, before courts could reimburse expenses, when members shared rooms and car-pooled to various locations. Now most courts reimburse most or all of conference expenses and we regularly have attendance over 600. The conferences may not be as intimate as they used to be but I am confident that the education being offered to court staff is second to none. Thank you for the opportunity to serve the NCBC and make memories (and friends) that will last a lifetime.

#### 2018 Membership Drive and Member Appreciation Week

Thanks to the hard work of Membership Committee Chair, Sabrina Palacio-Garcia, and her committee, we had another fun and successful membership drive. Congratulations to the winners of the local court raffles and to these daily contest winners:

**Crossword Puzzle**  
**Scavenger Hunt**  
**NY Fun Facts**  
**Word Search**

Margaret Kelly, District of Arizona  
 Rose Jones, Louisiana Western  
 April Galimba, Illinois Northern  
 Stacey Jones, Georgia Northern

You should have received your 2018 Member Appreciation Gift and we hope you like it! We appreciate you!

#### EDR Training

The NCBC/FCCA EDR Training in Omaha was a tremendous success! Almost 250 participants from Bankruptcy, District and Appellate Courts, and Probation/Pretrial units, benefitted from the important training. This is the second specialized training program we have offered since

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### The NCBC IMPACT

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 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](mailto:Jan_Zari@cacb.uscourts.gov)

## President's Message

### (continued)

2017, the first being our co-sponsorship of the HR Forum with Tennessee Western Bankruptcy Court. President Elect and Outreach Committee Chair, Eddy Emmons, and his committee are working on the next offering, so stay tuned for more information!

#### NCBC Elections

I am thrilled to announce that we had a tremendous response to the call for nominations for our upcoming elections. There are eight candidates for two open board positions so it is critical for members to review the candidate statements and cast a ballot! Please vote!

#### NCBC 2018 Education Conference – New York City!

This newsletter contains lots of good information about the upcoming coming conference. A few important reminders:

- The tentative date to open registration is May 8, 2018.
- There is a slight change in the conference schedule – MSU and the Board Meeting are Sunday (8/12); the conference is Monday (8/13), Tuesday (8/14) and concludes at 12Noon on Wednesday (8/15).
- Please make sure that you can access MemberClicks and your contact information is correct. We have many instances each year where a member has a personal email listed (rather than a work address) and the email is no longer valid. Also, check your preferences to be sure you are set to receive email notifications from the NCBC.
- There are a limited number of government rate rooms nights before and after the actual conference dates at the host hotel. When you successfully complete conference registrations and receive the link to the hotel, narrow your arrival/departure dates if you receive a message that no rooms are available.
- There is a great overflow hotel literally around the corner from the host hotel and that information will be provided during registration. If the host hotel is unavailable, check the overflow hotel. One important note – to receive the government rate at the overflow hotel, your stay must include Sunday night. That should not be an issue since the conference begins Monday morning.

Thank you for your continued support of the NCBC and its mission. The officers, board and staff are just a phone call or email away, so please let us know how we can be of service.

## Website Committee Update

By: Joe Markley

This year's annual conference in New York City is quickly approaching. Keep checking the website for helpful information and tips on the conference and on the city. We are adding information to the conference webpage frequently. Visit our website, [www.ncbcweb.com](http://www.ncbcweb.com), and click the New York City graphic to see the most current information:



Consistent with past conferences, this year's conference promises to be another dynamic opportunity for members to network with peers and attend many enriching training sessions.

We thank you for your support of the NCBC and ask for your continued feedback on our website so we can better serve our member community. We hope to see you at the 2018 Conference in New York City!



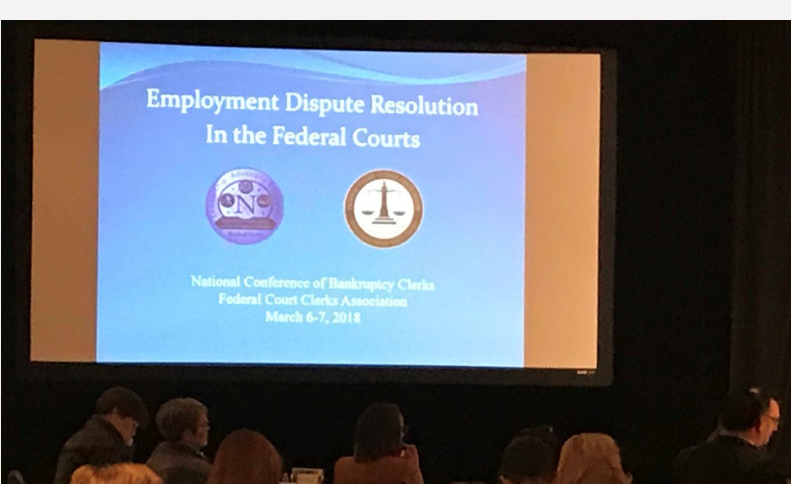
# Employee Dispute Resolution Training Held in Omaha, Nebraska

March 5-7, 2018

From March 5 to March 7, 2018, over 250 Human Resources Professionals, Supervisors, Managers, Chief Deputies, Court Unit Executives, and other Judiciary personnel from court units across the country gathered in snowy Omaha, Nebraska for Employee Dispute Resolution (EDR) training. The NCBC partnered with the Federal Court Clerks Association (FCCA) and the United States Bankruptcy and District Courts for the District of Nebraska to host the conference. Attendees from various court units, including Bankruptcy, District, and Appellate Courts, Probation and Pretrial Services, and others enjoyed the unique opportunity to meet and discuss important topics in EDR. Subject matter experts from the Administrative Office of the U.S. Courts and various court units were also in attendance to help facilitate the training and answer questions from attendees.

With sexual harassment and related workplace issues prominent in the news, courts are eager to hone their response skills. Much of the first day's program was led by Jill Langley, the lead EDR coordinator for the Tenth Circuit, who presented an overview of EDR, followed by in-depth discussions of the counseling, complaint, hearing, and review stages of an EDR claim. A session with the Tenth Circuit's chief mediator, David Aemmer, covered the mediation stage of a dispute, and Tenth Circuit staff attorneys Niki Heller and Taye Sanford looked at the relationship between employment laws and the EDR plan.

On the second day, FEPS Attorney Advisor Amaal Scroggins and AO Assistant General Counsel Shirley Sohrn described the AO's EDR resources, and Tenth Circuit HR Administrator Jessica Kremheller talked about how to avoid EDR complaints in the first place. The training benefited from the expertise of AO personnel and experienced court staff, who provided attendees with resources, guidance, and valuable information.



# The Core of Education

## New York City 2018

August 12 - 15, 2018



At this very moment, Vito Genna and his crew at the United States Bankruptcy Court for the Southern District of New York are hard at work, gearing up for what promises to be a larger-than-life NCBC Annual Conference in New York City!

This coming August, NCBC Members and members of the Bankruptcy Community from across the nation are invited to come and experience the educational offerings that NCBC has to offer. The educational program will run from August 12-15 and will feature two courses from the Michigan State University Judicial Administration program, Visioning and Strategic Planning and Education, Training, and Development, as well as a wide assortment of breakout sessions with topics including career planning, conflict resolution, communication, finance/budget, leadership, safety/security, teamwork, project management, information technology, and much more!

The conference will also feature a welcome reception at the U.S. Bankruptcy Court, updates from the Administrative Office of the U.S. Courts and the Federal Judicial Center, and exciting plenary speakers, Amy E. Herman, and The Water Coolers.

Registration for the conference will open on Tuesday, May 8 at 2:00 PM EST. An email announcement will be sent to all current NCBC members when conference registration is open.

The conference registration fee is \$400.00 for NCBC members (current member as of April 2, 2018) and \$450 for non-members.

For more information, please visit the [2018 NCBC Conference Website](#).

## New York City Tips

- New Yorkers don't cross streets according to the crosswalk sign, so if you are going to do so, move your group to the side to let them pass.
- Don't walk more than two abreast on the sidewalks.
- When trying to figure out directions on your phone, MOVE OVER!
- Be confident when hailing a taxi. Step out as far as possible and put your hand up very matter-of-factly like you know what you are doing. Only hail the ones that have their lights on (and not the "Off Duty" light). They turn off their lights when they have passengers. When you get in the taxi, tell them the cross streets of where you are going, not the exact address. They will let you out somewhere close. Never get in an unmarked car (usually dark sedan). They will overcharge you and are not licensed for cab fare. If they pull over, shake your head "no." Be aware that taking a taxi may take you longer than taking the subway, because of traffic.
- Eat street vendor food. But ask first about prices and check what you are being charged.
- Wear comfortable shoes or add Dr. Scholl's gel pads. Take Band-Aids and Neosporin in your purse. Your feet are not accustomed to the amount of walking required in this city. Don't wear new shoes. Duane Reade is the local drugstore if you need items for hurting feet.
- Tip 20% in restaurants and taxis. Tip \$1 per bag at hotels.
- Don't be afraid of the subway. Study the maps ahead of time, but don't expect to fully understand it. Use Google maps or a subway app to figure out which train to take. Remember there is no internet service once you descend. Ask a New Yorker if you are confused (they are the ones who don't look confused and are reading a book or newspaper). Buy a Metro Card as soon as you enter the station. For groups, buy 1 card per 4 people, as you cannot swipe the same card more than 4 times per entry. When purchasing, the automated machine will instruct you to "dip" your card, which means swipe. Don't stand in front of the doors of an approaching train. Let people off first. There is time.





## Spotlight on the Big Apple

### A Letter from the United States Bankruptcy Court, Southern District of New York NCBC Member Spotlight: Emmanuel Tanopo, NYSB



Dear Attendees,

New York City is the home to some of the most illustrious places of higher education in the world. In the heart of the city, mere blocks from famous sites and well-known landmarks, are places of higher learning such as New York University (NYU), Columbia University, Cornell University, and Fordham University. There are schools of art, culinary schools, schools known for fashion such as FIT, a School of American Ballet, if dancing on pointe is your preference, and Julliard if there is a song or a soliloquy in your soul. Set amongst this amazing backdrop of renowned institutes of educational instruction, the **National Conference of Bankruptcy Clerks (NCBC)** is hosting its **2018 Core of Education Conference from August 12-15th**.

Great minds from courthouses across the country will come to New York City to share expertise in multiple topics with NCBC attendees. Court staff will learn how to improve their work and their organizational effectiveness by attending multiple workshops created to enhance staff and court operations. From those attending the four-day conference, leaders will emerge, great ideas will be shared and innovations will flow. It will be an opportunity for great thinkers and innovators to be amongst their peers.

On behalf of the New York Southern Bankruptcy Court judges and staff, we open our hearts, our doors and our city to you with the greatest pleasure and immense pride. Please enjoy the conference and all it has to offer.

We welcome you to visit the 2018 NCBC Conference Website:  
<http://www.ncbcweb.com/2018-home>

Vito Genna  
Clerk of Court  
United States Bankruptcy Court, Southern District of New York



The NCBC Member Spotlight is a feature 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 NCBC Editorial Staff. In this issue, we meet NCBC Member Emmanuel Tanopo!



**Name:** Emmanuel F. Tanopo  
**Position:** Administrative Analyst/  
Deputy Clerk  
**Court:** US Bankruptcy Court for the  
Southern District of New York

**How long have you been with the  
Federal Judiciary?**

I have been with the Judiciary for seven  
years.

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

I have been a member of the NCBC for the past 3 years, and I am  
currently involved in the planning and preparation for the 2018  
NCBC Conference in New York City.

**What is your favorite NCBC Conference experience?**

My favorite conference experience was the 2015 NCBC  
Conference held in Atlanta, Georgia. It was my first NCBC  
conference.

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

I will be on hand during the 2018 conference in New York City,  
and will gladly offer inside information on where local New  
Yorkers go for food and entertainment in Midtown and  
Downtown Manhattan!

# Info Share is the Place to be in New York City!

By: The Information Sharing Committee

We all know that New York has some pretty spectacular things happening in their city. But who knew that one of the hottest tickets this year is a chance to check out all of the innovative ideas that bankruptcy courts around the country are dreaming up and making a reality. You guessed it: Info Share! It is where all the hipsters come to check new applications, ideas, programs, and systems.

Attending this year are some of the favorite exhibitors including CHAP, JFinSys, ePOC, CourtSpeak, Statistic Dashboard, and Case Management Assist.

Illinois Northern will be there sharing their 14 year strength journey. The Bankruptcy Best Practices Working Group is eager to share some of the best practices they have discovered.

Pennsylvania Middle will be showcasing their Procurement Tracking Application (POP) for the very first time. Also new this year, is a JAVA ADI Model presented by staff from the Minnesota court.

You will also be able to learn a little about SharePoint, what the FJC has to offer, and see what the NCBC committees are working on.

Only you can prevent suffering from the “fear of missing out” by simply attending Info Share. We know you don’t want to miss any of these or any of the other exciting exhibitors.

There is still time to sign up to demonstrate your court’s innovative programs. It is easy to let us know you are interested, just complete this [survey](#).

See you in Times Square!

The 2018 Info Share Committee

Sandi Brask, Gerald Edwards, Autumn Porter, and Josh Wiker



## Peer to Peer—New York City 2018

By: Eileen Garrity



This year the Education Committee and its sub-committee for Peer to Peer listened to the feedback we received after last year’s conference and have made Peer to Peer one of the breakout sessions.

We surveyed our members for topics they would like to discuss. The sub-committee reviewed the responses and developed discussion items that will start each session. Volunteers will facilitate the sessions to help keep the conversation/discussion moving along.



- **CA (Case Administrators)** – Legal Advice/Procedures/*Pro Se*
- **CA (Case Administrators)** – Next Gen/Dictionary/QC/CM Assist
- **CRD (Courtroom Deputies)** – Calendaring/Procedures/Telework
- **CUE-CD-DIC (Clerks, Chief Deputies and Deputies in Charge)** - Managing Telework/Staffing/Budget
- **Fin-Bdgt (Finance and Budget)** – Best Practices/JIFMS/JFINSYS
- **HR (Human Resources)** – ePerformance/Employee Engagement Programs/HRMIS
- **IT (Information Technology)** – Forms Development/Automation Training/Software Programs
- **SUP-MGR (Supervisor/Manager)** – Career Advancement/Development/Performance Management/Staff Motivation
- **Training** – Training Information of JNet/Office 365 Training/Interactive Training

We hope you will enjoy the new and improved Peer to Peer!



# The Core of Education

## NCBC 2018 Educational Offerings

We are all anxiously awaiting this year's NCBC Education Conference in New York City. Vito Genna and the NYSB team have been working hard preparing for all of us to descend on their exciting city.

This August, NCBC Members and members of the Bankruptcy community from all over the country are invited to come and experience this year's educational offerings. Here is what is planned:

Sunday, August 12 will feature two courses from Michigan State University Judicial Administration program, **Visioning and Strategic Planning and Education, Training and Development**.

The conference officially begins on Monday, August 13 and ends at noon on Wednesday, August 15. A dozen court trainers will present this year and some of the courses are:

- **Dealing with Burnout in the Workplace**
- **Don't Worry Be Happy**
- **Can you hear me now?**
- **Motion to What? Bankruptcy Law made easy**
- **HR Position Description Library**
- **"Curtains –Up Presentation Lessons"**
- **How Rude! Etiquette and Manners in the Workplace or Anywhere Else**
- **Meeting Expectations: What's Your Style**
- **Planning your Career (Where you want to be and How do you get there?)**
- **Live, Learn, Love your Strengths**
- **Staff Training Program/CR Services**
- **Let me Be Clear!**



We will also welcome trainers and staff from the Federal Judicial Center, the Administrative Office and FedAdvantage. We are thankful for all they do for our membership and the Bankruptcy community. Their offerings include:

- **Retirement & Withdrawal Considerations for TSP**
- **Cash Management**
- **Taking Control of Financial Strategies**
- **Resolving Conflict**
- **Next Generation Status and Implementation Updates**
- **Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail**
- **Put the Fun in Fundamentals! Tips on how to make Learning and Training Engaging, Informative, and Worthwhile**
- **Respect in the Workplace**
- **What's Your Problem? Techniques to Transform Obstacles into Opportunities**
- **Transition to Outlook and Office 365**
- **National IT Initiatives**
- **Cyber Security**
- **Hot HR Topics Affecting the Courts/Performance Evaluations**
- **JIFMS is Here, Now What? Tips and Tricks**
- **How to Plan for a Successful Judiciary Retirement**
- **The Inner Workings of the Bankruptcy Notice Center (BNC)**



For the latest agenda and course descriptions, be sure to check out the [NCBC 2018 Conference Website](#).

## Introducing our Plenary Speakers: The Water Coolers and Amy Herman

The 2018 NCBC Conference in New York City is only a few short months from now. The New York Southern Bankruptcy Court cannot wait to welcome us to the Big Apple. Every year we try to tie our speakers with the city in which our conference is held and this year is no different. Our first plenary will be a little different from what you would expect, but since we are in New York we thought we would go with a little New York City Broadway flair. So here it goes!

### About The Water Coolers...



**The Water Coolers**  
Satirical Musical Comedy Troupe

For over 15 years, *THE WATER COOLERS* have entertained audiences around the world, as far-reaching as Singapore and Australia, with their high energy, uncommonly funny, authentic take on work and life. Smartphones, conference calls, kids, co-workers, errant emails, and travel are just a few topics this group of top NYC talent turns into hilarious sketch comedy and song. Imagine the funniest YouTube song parody you've ever seen performed live and you're there. They are one of the few acts to win Event Solutions magazine's **Spotlight Awards for Entertainment of the Year** multiple times.

Besides their long-standing place as a top comedy act in the events world, they've recently added a keynote presentation to their offerings. Using their unique mix of music and comedy combined with real-world practical tips, their laugh-out-loud keynote, "Getting to Great Performance" has been described as engaging, motivational, amazing, relevant, on point, unforgettable, and brilliant by audience members.

*THE WATER COOLERS* writing team is a mix of professional comedy writers and people working in the "real world" and headed up by one creator of New York's longest-running comedy hit ever, "Tony 'N Tina's Wedding."

The performing cast is made up of New York professionals with resumes including top comedy clubs like Igby's, the Improv, the Comic Strip, and the Icehouse and Broadway productions of such shows as "Wicked," "Rock of Ages," "Legally Blonde," "The Adams Family," "Chicago," "Hair," "Pippin," "In The Heights," "Les Miserables," "Mamma Mia," and many more.

Our next plenary speaker is also from New York City and here is a little about what she does:



**Amy E. Herman**  
President, The Art of Perception

Amy Herman is a lawyer and art historian who uses works of art to systematically sharpen observation, analysis, and communication skills. By showing people how to look closely at painting, sculpture, and photography, she helps them hone their visual intelligence to recognize the most pertinent and useful information and recognize biases that impede decision making.

She developed her Art of Perception seminar in 2000 to improve medical students' observation and communication skills with their patients when she was the Head of Education at The Frick Collection in New York City. She adapted the program for a wide range of professionals and leads sessions internationally for the New York City Police Department, the FBI, the French National Police, the Department of Defense, Interpol, the State Department, Fortune 500 companies, first responders, the military, and the intelligence community.

In her highly participatory presentation, she demonstrates the relevance of visual literacy across the professional spectrum and how the analysis of works of art affords participants in her program an innovative way to refresh their sense of critical inquiry and reconsider the skills for improved performance and effective leadership. The program has been featured in *The New York Times*, *The Wall Street Journal*, *The CBS Evening News*, and *Smithsonian Magazine*, among others.

Ms. Herman holds an A.B., a J.D., and an M.A. in art history. Her book, *Visual Intelligence*, was published in May 2016 and was on the New York Times and Washington Post best sellers' lists.



## Federal Judicial Center Celebrates 50 Years of Service to the Judiciary



The Federal Judicial Center celebrates 50 years of service to the judiciary by unveiling the 50<sup>th</sup> Anniversary web page on the Center's [FJC.dcn](http://fjc.dcn) and [FJC.gov](http://fjc.gov) web sites. The 50<sup>th</sup> Anniversary web page will be appear on both web sites for the remainder of 2018.

In early 1967, at the urging of the Chief Justice Earl Warren, the Judicial Conference of the United States recommended the establishment of a Federal Judicial Center. The Conference and the Chief Justice saw a need for an institution dedicated to helping the federal courts to identify and implement effective practices and

policies to manage the increasing volume and complexity of the courts' workload. On February 27, 1968, the Judicial Conference elected the first members to the Center's Board, pursuant to enactment of the Center's statute on December 20, 1967.

Throughout its five decades of existence, research and education have been the core of the Center's work. As the Center helped courts to grow and adapt to changing conditions, so did the Center itself evolve.

The Center's half-century of service to the judiciary is highlighted in several sections on its 50<sup>th</sup> Anniversary web page.

- General History: legislative history of the Center, a compilation of all Board member from 1968-present, messages from all the Center's directors, and the Center's annual reports;
- Research: examples of the Center's major research reports and activities as well as manuals and resource guides;
- Education: sampling of programs from the past 50 years and the evolution of educational and training content and delivery to judiciary audiences;
- International Judicial Relations: the Center's work with foreign judiciaries and in assisting other nations build accountable judicial branch institutions;
- Federal Judicial History: a timeline in the creation of the Center's history program to bring the history of the judicial branch to light; and
- Websites: A visual history of the Center's intranet and internet websites.

To learn more about the rich history of the Federal Judicial Center's half-century of service, please visit the 50<sup>th</sup> Anniversary web page on the Center's [intranet](http://fjc.dcn) and [internet](http://fjc.gov) web sites.

## Federal Judicial Center Introduces Executive Edge, A New Audio Podcast

The FJC is introducing Executive Edge, a new audio podcast designed to bring cutting edge thinking about public and private-sector leadership to the attention of judiciary executives. Each episode will include a conversation with one or more thought leaders whose research and expertise are relevant to the work of executives in the federal courts.

[Episode 1](#) features a 27 minute interview with [Sydney Finkelstein](#), Steven Roth Professor of Management and Faculty Director for the Tuck Center for Leadership at Dartmouth College and author of [Why Smart Executives Fail: And What You Can Learn From Their Mistakes](#).

Episode 1 can be streamed or downloaded at this link: <http://fjc.dcn/content/329068/executive-edge-episode-1>. Listeners are encourage to complete a short evaluation of the episode at this [link](#) afterwards. Feedback comments will help the FJC improve the podcast and provide ideas for future episodes.

For more information about *Executive Edge* Episode 1, please contact Senior Education Specialist Michael Siegel, 202-502-4107, [mesiegel@fjc.gov](mailto:mesiegel@fjc.gov).

For general information on leadership and management education for judiciary executives, visit the Center's [Executive Education](#) web page.

# Spear Phishing...Don't Take the Bait!

From: Administrative Office of the U.S. Courts



The bad guys love having you do their dirty work for them. They trawl the internet—and even send mail to your inbox—with their baited (with malicious software!) links, hoping you will click on the ad that sounds too good to be true or voluntarily take a survey in hopes of winning a prize. While standard phishing emails are sent to thousands of users in anticipation of a small percentage clicking on a malicious link, spear phishing emails are customized expressly for *YOU*.

## Getting Personal

Spear phishing emails are made just for you. Cyber criminals research their victims and create emails tailored to their interests—sometimes even impersonating people known to them (such as friends and professional contacts identified in social media platforms). How does this work? Chances are, you have **safely** experienced the **very same** techniques criminals use for nefarious purposes. For instance, if you've ever 'liked' or given a 'thumbs up' to a group on Facebook or LinkedIn, you know that these social networks use this information to personalize advertising to your interests. Cyber criminals use this same kind of information to personalize their messages to you—only with malicious intentions!

## Uh-oh. With all that can be learned about me online, what can I do now?

The good news is ... even tailored messages follow a formula that should alert you to potential harm. They ask you to open a file, click a link, and, often, to enter sensitive information (such as your credit card or user name/password) into a form. Never provide this information in response to an unsolicited email. Even if the message comes from your boss, a trusted vendor, or even a reliable friend, take the time to verify the request by phoning the sender. A quick call today may save you a lengthier call later to your help desk (or bank or credit card provider or credit bureau) in the event you just were spear phished!

**SMART TIP #1:** Hover over the link contained in the suspicious email—if the name changes to something not associated with the request, delete the email immediately (and empty your email trash bin). If you are at work, call your local help desk to see if additional action steps are advised.

**SMART TIP #2:** Configure your social media privacy settings to ensure that only friends (not friends-of-friends) can see your personal information.

## Caught by a Spear Phisher?

Criminals are clever. If you think you may have been fooled, do the following as soon as possible:

- Contact your local IT helpdesk (if at work),
- Run a full-system anti-virus scan, and
- Change your system login password—and any other passwords you think may have been affected.

If you have any additional questions about spear phishing or phishing in general, contact your local IT staff, Circuit IT Security Officer, or ITSO for more information.

1 Security Tip: [Social Media: Hello, World! Goodbye, Privacy?](#)

2 FBI News: [Business E-Mail Compromise](#)



**Michigan State University**  
**Judicial Administration Program News**  
By: Catharine M. White, Academic and Student Services Administrator

**Noncredit Certificate in Judicial Administration Closure Plan for the  
National Conference of Bankruptcy Clerks (NCBC)  
Approved by the Michigan State University School of Criminal Justice**

The MSU Judicial Administration Program will offer two live noncredit certificate courses and a student graduation ceremony at the National Conference of Bankruptcy Clerks (NCBC) annual conference in summer 2018.

A student graduation ceremony will be held in summer 2019. However, no live noncredit certificate courses will be offered in 2019.

**2018 NCBC MSU Student Program Completion Activities and Deadlines**

Activity	Deadline
Visioning and Strategic Planning Live Offering (5.0 contact hours)	August 2018
Education, Training, and Development Live Offering (5.0 contact hours)	August 2018
Certificates Issued at NCBC Student Graduation Ceremony	August 2018
First Five Interactive Online Courses Offered (See table on next page)	September to December 2018

**2019 NCBC MSU Final Student Program Completion Activities and Deadlines**

Activity	Deadline
Last Five Interactive Online Courses Offered (See table on next page)	January-March 2019
Completion of Online Traditional and Interactive Courses	March 30, 2019
Payment of All Course and Capstone Experience Project Fees	April 30, 2019
Submission of Capstone Proposals	April 30, 2019
Submission of Final Capstone Papers	July 1, 2019
Certificates Issued at NCBC Student Graduation Ceremony	August 2019
Program Officially Closes	August 2019

***\*No live courses will be offered in 2019.***

***\*No extensions will be granted for any deadline identified above.***

# Final MSU NCBC Student Program Completion Activities and Deadlines: Online Courses

## Interactive Online Course Schedule

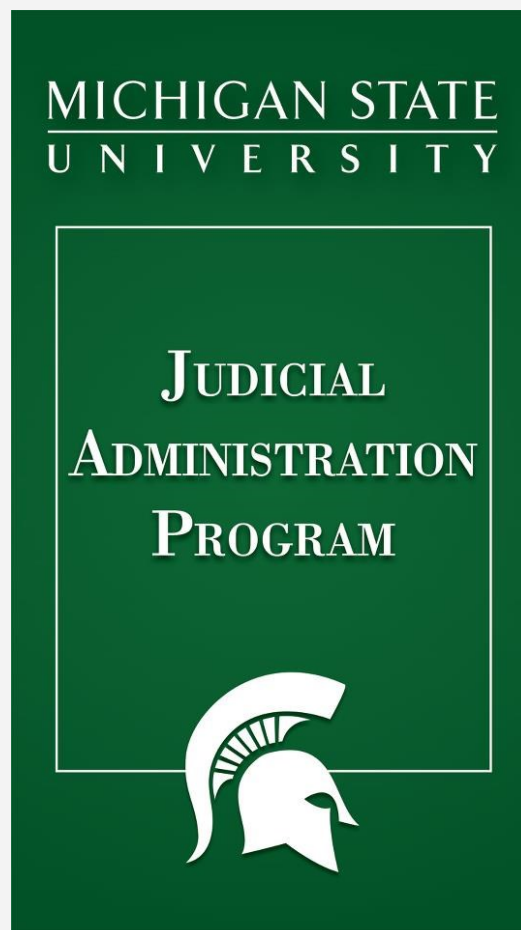
The ten (10) interactive online course series will run from **September 2018** until **March 2019**.

Noncredit Online Course Offering	Dates of Course Offering
Purposes and Responsibilities of Courts	September 2018
Court and Community Communication	September 2018–October 2018
Resources, Budget, and Finance	October 2018
Education, Training, and Development	October 2018–November 2018
Visioning and Strategic Planning	November 2018–December 2018
Caseflow Management	January 2019
Leadership	January 2019–February 2019
Essential Components of Courts	February 2019
Information Technology Management	February 2019–March 2019
Human Resources Management	March 2019

## Self-Paced (Traditional) Online Course Schedule

The ten (10) self-paced online course series will remain available to students from now until **March 2019**.

Noncredit Online Course Offering
Purposes and Responsibilities of Courts
Court and Community Communication
Resources, Budget, and Finance
Education, Training, and Development
Visioning and Strategic Planning
Caseflow Management
Leadership
Essential Components of Courts
Information Technology Management
Human Resources Management





# Michigan State University Judicial Administration Program

## Alumni Spotlight: Shenitha Burton

By: Heather Burse

The **MSU Alumni Spotlight** is a 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 Shenitha Burton.



**Name:** Shenitha Burton

**Title:** Team Leader

**Court:** Illinois Northern Bankruptcy Court, Eastern Division

**MSU Program:** Graduate of the Judicial Administration Non-Credit Certificate (*Currently enrolled in the Credit-Bearing Certificate Program*)

**Graduation Date:** July 1, 2016

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

Because of the skills, knowledge and information acquired through the MSU program, I've been able to be a better resource for the Court. Because of MSU, as well as of Judiciary Programs I have invested in, I was promoted from a Courtroom Deputy to a Team Leader for the U.S. Bankruptcy Court, Northern District of Illinois! Going through the MSU program really gave me a better understanding of the Court processes, and how some of those processes were brought about. I really enjoyed learning about the history of the Court.

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

Knowing the purpose/history behind what I do at the Court has made me passionate about the mission and the vision of the Court. The MSU program gives you a general education, and a broad overview of just about all of the components of a Court, and how it operates. Because of my passion, I am able to deliver customer service with a smile, serve the public and our staff, and be confident about the knowledge I share.

MSU also allowed me the benefit of getting taught by several Clerks of Court, and other Court staff around the United States. One of my professors was my Clerk of Court, Jeffrey Allsteadt. That was a positive but interesting experience because I saw him in a different light. Not only did I have the opportunity to be taught by some amazing people, my classmates included professionals from different Courts and agencies. It was great to learn and grow together. It was also educational to hear the different experiences and scenarios that play out in other agencies.

### What was the time commitment for your program?

MSU was very convenient for the several hats that I wear (being a mother, daughter, wife, employee, friend, mentor, etc.). The MSU non-credit bearing program is made up of 10 courses that can be taken at the NCBC Conferences in-person, on-line with an instructor & classmates, on-line by yourself, and classes can be brought to your Court!!!

When MSU classes were presented at an NCBC Conference and/or brought to our Court, I was able to allot the specific time for that particular course with no interruptions. I also took some classes on-line. Taking classes on-line, I definitely had to set time aside each week to communicate with my fellow classmates and give feedback for questions asked for that particular segment/week.

### How did you integrate that into your lifestyle?

Again, with the several avenues in which you can take an MSU course, it was easy to incorporate the courses into my daily lifestyle. Learning is one of my top signature themes, so having the opportunity to take classes and work is and will always be a beautiful benefit to me. It's a win-win to be able to work and continue to be educated!

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

I was able to complete the MSU non-credit bearing certificate fairly quickly because I utilized every way in which you can take the courses. The format that I enjoyed the best was at the NCBC Conferences because you are face to face with the instructor and your classmates. Not to mention, when taking the class through MSU, those are 1-2 day classes.

On the other hand, I also enjoyed the format of the on-line courses with an instructor because you have some time to digest all of the information given to you. You spend a week at the time for a 4-6 week period, going over things and talking it over with your classmates and professor.

# MSU Alumni Spotlight: Shenitha Burton

## (continued)

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

The MSU program works for the busiest person to the not so busy person. Anyone who knows me will tell you I may be the busiest woman in America. If I can do it, you can do it! However, when getting into the credit bearing certificate program, you definitely have to set aside time to devote to your studies. I would say with any of these classes to use your classmates as a resource. I learned so much from the conversations with my classmates.

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

To hold in my hand that beautiful MSU Certificate that listed all 10 classes was such an accomplishment to me, but building relationships throughout the program was even better. Not to mention, this is something you can include on your resume. It's really all about the wisdom and knowledge you will be able to bring as you serve your company.

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

Word of mouth is a great way to get the word out about MSU. Being a Team Leader now, as well as being a part of the USBC Toastmasters Club, I have been sharing MSU with the staff and encouraging them to join! If this is not already being done, I would definitely recommend to our Human Resources department to add the MSU information within the welcome packets for new employees!

## Spring Cleaning Reminders

By: Yvonne Cherokee, NCEB

Spring cleaning is not just for your home, it also applies to your finances and benefits! With the new 2018 IRS withholding tables, remember to check your withholding to protect against having too little tax withheld.

- You will need your most recent pay stubs.
- Have your most recent income tax return handy to help you estimate your 2018 income
- Calculator's results will only be as accurate as the information you provide.
- IRS Withholding Calculator <https://apps.irs.gov/app/withholdingcalculator/>

To change your withholdings in Jenie

- Human Resources
- Login to HRMIS
- Main Menu
- eService
- Manage My W-4 Tax Information



The Benefit for Life Hour Program provides live and on-demand recorded educational webinars regarding the Federal Judiciary Benefit Programs. Each month will feature webinars specifically geared toward a particular theme. The 2018 Schedule for our live events and instructions on how to access these and past events can be found at <http://jnet.ao.dcn/human-resources/benefits/benefit-life-hour>. No worries if you miss one, you can view past webinars.

### **APRIL - Spring Cleaning**

- 4/17 – Benefits Check-Up

### **MAY - Expect the Unexpected**

- 5/8 – The Importance of Having a Will
- 5/22 – Designating Beneficiaries

### **JUNE - Changing Tides**

- 6/12 – Planning Your Retirement Lifestyle
- 6/26 – Planning Your Financial Future

National Center for Health Statistics: [Tables of Summary Health Statistics for U.S. Adults: 2015 National Health Interview.](#)  
Prevention: ["9 Highly Effective Solutions For Your Miserable Spring Allergies"](#)

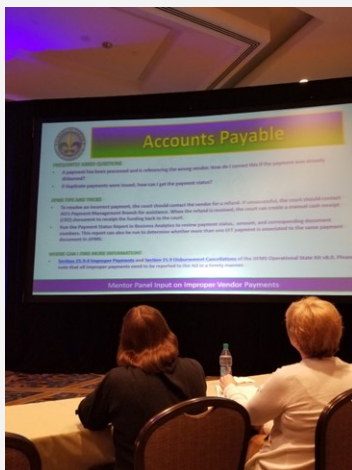


## 2018 Financial Forum Held in New Orleans, Louisiana

By: Veronica Magno, CACB

In almost 18 years of working for the United States Bankruptcy Court, Central District of California, I have always sought opportunities for professional and personal development, and I have always tried to be as involved as I could be in the organization. This April, I was thrilled to have the opportunity to attend my first Financial Forum. The Financial Forum is a recurring event that is hosted by the Administrative Office of the U.S. Courts. It is a training event targeted towards finance, procurement, budget, and audit/internal controls personnel. From April 3 to April 5, over 500 attendees representing different agencies from across the country, including the AO, District Court, Bankruptcy Court, Probation, and Pretrial Services, gathered in New Orleans, Louisiana to attend the forum.

As a Financial Specialist for the Court, I attended sessions related to finance, including "JIFMS Tips and Tricks," "Daily Payment Activities Tips and Tricks," "Dos and Don'ts of Judiciary Travel," "Tips and Tricks for Monthly Reconciliation Reporting," and "Viewing and Making Use of your Financial Data in JIFMS." Additionally, I was also able to attend sessions that gave me an overview on areas outside of my usual financial duties, including "Government Travel Charge Card" and "All You Want to Know About Airfare." Each of the sessions that I took were valuable and offered new and insightful knowledge. It was an extremely enjoyable and rewarding experience to learn from and network with my peers and to share my own experiences as well.



## Spring Benefits Reminders

By: Matt Brittain

Happy spring! I hope you have been able to enjoy some warmer weather and the extra sunlight that each day brings. The Benefits Committee is pleased to announce our Pet Insurance Referral Program. If you are interested in purchasing an insurance plan for your furry (or not-so-furry) friend, visit <http://www.ncbcweb.com/benefits/pets> for a list of companies that provide insurance plans for pets. Please note that this is a referral program only. These plans are not sponsored by NCBC or FedAdvantage.

Springtime also signals the arrival of the dreaded allergy season. According to a study by the National Center for Health Statistics, approximately 20 million people in the U.S. age 18 and over suffered from seasonal allergies (or hay fever) in 2015. For those of you who experience seasonal allergies, you probably are aware of the common treatments such as antihistamine pills and sprays, eye drops, and even prescription medications.

Here are some additional tips from the Prevention magazine for combatting allergy season:

- Treat Early – Most medications work best if they are taken before pollen begins to spread through the air.
- Close Windows – When at home or in the car, close your windows and use the air conditioning instead to keep pollen out.
- Use High-Efficiency Filters – When used in your air conditioning system and air purifiers, these filters can trap pollen and other allergens, thereby keeping indoor air cleaner.
- Check the Pollen Count – Before heading outside, check your local news or favorite weather website/app. If the pollen levels are high, limit the amount of time you spend outdoors and remember to take allergy medication.
- Schedule Outdoor Activities for the Afternoon – Pollen count tends to be highest between the hours of 5AM and 10AM.

As always, if you have any benefits-related questions, feel free to contact me or the Benefits Committee. The Benefits Committee can be reached via email at [benefits@ncbcweb.com](mailto:benefits@ncbcweb.com).

# Four Financial Numbers You Should Know

By: James De La Torre, CRPC



Our daily lives are full of numbers, and some matter more than others. When it comes to planning your financial future some numbers are obvious and others can be overlooked. Here are four numbers that are critical to many aspects of the financial planning process now and into retirement and are key indicators as to your financial well-being.

## Retirement Plan Contribution Rate

What percentage of your salary are you contributing to a retirement plan? Making automatic contributions through an employer-sponsored plan is a convenient way to save for retirement, but this out-of-sight, out-of-mind approach may result in a disparity between what you need to save and what you are actually saving. There is no magic number, but one common guideline is to save 10% - 15% of your (you and spouse) salary. If you are starting later, you'll need to look for ways to save more.

If that seems like too much, you should at least contribute enough to receive the full company match (if any) that your employer offers. Each year that you receive a salary adjustment look to increase your contribution, this provides you a simple way to increase your contribution percentage you're saving over time.

## Credit Score

When you apply for credit, such as a mortgage, a car loan, or a credit card, your credit-score will likely factor into the approval decision and affect the terms and the interest rate you'll pay.

The most common credit score is a FICO Score, a three-digit number that ranges from 300 to 850. At one time, you had to pay a fee in order to check your credit score, but many credit-card companies now offer this as a free service to customers. You should also regularly check your credit report, which contains the information used to calculate your score. You're entitled to one free copy every 12 months from each of the three major credit reporting agencies. To request a free report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com).

Sometimes borrowing money is not something that is planned out well ahead of time, therefore, maintaining a strong credit score will save you money when it is necessary for you to borrow.

## Debt-to-income Ratio

Your debt-to-income ratio (DTI) is another number that lenders may use when deciding whether to offer you credit. A DTI that is too high might mean that you are over extended. Your DTI is calculated by adding up your majority monthly expenses and dividing that figure by your gross monthly income. The result is expressed as a percentage. If your monthly expenses total \$2,000 and your gross monthly income is \$6,000, your DTI is 33.3%.

Lenders decide what DTIs are acceptable, based on the type of credit. For example, many mortgage lenders usually look for a ratio of 43% or less. While this is an average number, it is important to understand that DTI percentage could vary depending on specific situations.

Once you know your DTI, you can take steps to reduce it if necessary. You may be able to pay off a low-balance loan to remove it from the calculation and/or avoid taking on new debt that might negatively affect your DTI. Check with your lender if you have a questions about acceptable DTIs or what expenses are included in the calculations.

Managing your DTI, is also a key number financial planner's look to when assessing a person's ability to retire and meet their monthly obligations.

## Net Worth

Your net worth provides a snapshot of where you stand financially. To calculate your net worth, add up your assets (what you own) and subtract your liabilities (what you owe). Ideally, your net worth will grow over time as you save more and pay down debt, at least until retirement. The formula used is: **Assets – Liabilities = Net Worth**.

If your net worth is stagnant or even declining, then it might be time to make some adjustments to target your financial goals, such as trimming expenses or rethinking your investment strategy. It is recommended to review your net worth at least once a year to make sure you are on track.



# Now Accepting Award Nominations

## By: The Awards and Scholarships Committee

**Wouldn't you like to make a difference in the life of a Bankruptcy Court shining star?** The National Conference of Bankruptcy Clerks invites you to recognize someone in your court or the Bankruptcy Court community for an outstanding accomplishment. Each year the NCBC recognizes deserving members for well-noted contributions. Keeping with tradition, the NCBC Awards Committee will publicly recognize deserving recipients at the Annual Conference in New York City during the week of August 12-15, 2018. If you wish to recognize a few shining stars please take a few minutes to submit your nominations now. There is no limit on the number of awards you can submit for consideration.

### What types of awards are there?

The NCBC Awards Program provides the ideal platform to celebrate court staff. There are several award categories, which include Outstanding Service, Outstanding Achievement, Special Service, Administrative Excellence, Outstanding Public Service, Distinguished Service, and the prestigious Judge Ralph H. Kelley Outstanding Achievement Award. To view the full descriptions for awards, visit the Awards webpage on the NCBC website <http://www.ncbcweb.com/awards>.

### How do I submit my nomination and when?

Visit the Awards section of the NCBC website at <http://www.ncbcweb.com/awards> to submit your on-line nomination by **May 25, 2018**. Tell us who you're nominating, select the relevant award for the nominee, and describe in 200 words or less the unique or outstanding service the nominee has contributed to the court community. Nominations will remain anonymous unless you choose to share your personal information.

### What if I have Questions?

If you have questions about the awards process, contact an Awards Committee member, your circuit representative, or your local representative. You may also submit questions via the [Tell Us What You Think](#) link at the bottom of the NCBC home page. We welcome and appreciate your feedback!





## Historian's Corner

By: Jeff Davis

**This Month in History** - Twenty years ago, the Impact detailed the release of a new application—Electronic Case Filing. Bankruptcy Courts in Arizona, Northern Georgia, Southern California, Southern New York, and Eastern Virginia were selected to pilot the application. The article forecasted a paradigm shift in work performed by the Clerk's Office. With the implementation of ECF, court work would shift from data entry to quality control. Courts would also need significantly less space to store paper records. As of the date of the article, 112 cases were filed in the Northern Georgia bankruptcy court electronically.

# 1998

## NCBC Elections

By: Shannon Morris

In the next few weeks, NCBC members will receive an email ballot to vote for the four open positions on the Board of Governors. The open positions for the term 2018-2020 are:

- President-Elect
- Treasurer
- Two (2) Board of Governors positions

The candidates' statements are included in this newsletter. Please review the statements and be prepared to cast your vote when the ballots are sent out. Thank you for your support of the NCBC!



## Editor's Note

By: Jan Zari



Hello and Happy Spring, NCBC members! We are only a few short months away from our annual conference in New York City! You'll notice that this jam-packed edition has a lot of great content about this year's host court and city, and I know that Mr. Vito Genna and his crew are all excited to welcome everyone to "The Concrete Jungle." We have a very exciting and informative educational conference in the works, so there is much to look forward to! Once again, the Editorial Committee will be hosting a booth at this year's Information Sharing session, so please stop by and say hello!

This past March, I was able to meet and reconnect with many of you at the EDR Training held in Omaha, Nebraska, hosted jointly by the NCBC and the Federal Court Clerks Association (FCCA). Many thanks to the host court and to the leaders from both associations for putting together such a wonderful event! It was a great experience collaborating with and learning from HR professionals and court leaders from across the federal judiciary. I hope to see many of you again in New York!

Please take a moment to read through the candidate statements in the following pages for those running for positions on the NCBC Board of Governors or as the President-Elect or Treasurer. Each of these individuals is worthy of your consideration and should be commended for their willingness to serve our organization and our members. Voting information will be made available to all active voting members in the coming weeks.

Lastly, I'd like to thank the members of the editorial committee, Jennifer Mahar, Leslie Murin, Jeff Peirce, Shawna Taylor, Dailin Pena, Meredith Klassen, Monica Yepes, and Heather Burse for their hard work and contributions on this issue. As usual, I would like to extend an invitation to everyone to get involved in our newsletter and our organization. Submit an article, get interviewed for one of our spotlight features, join a committee, or run for a position! The opportunities to make your impact in the NCBC are endless!

If you have any questions, comments, or suggestions, or are looking for ways to get involved with the Impact Newsletter or the NCBC, please feel free to contact me at [Jan\\_Zari@cacb.uscourts.gov](mailto:Jan_Zari@cacb.uscourts.gov). All information from this issue will also be available on our [online blog](#).

# Candidates for Election to the Board of Governors 2018-2010 Term



## Candidate for President-Elect: Una O'Boyle

I am Una O'Boyle, Clerk of the Bankruptcy Court in Delaware and a candidate for President-Elect. I am a longtime member of NCBC having worked in the bankruptcy courts for 25 years, first as a law clerk and Chief Deputy in NYSB before moving to Delaware. I also practiced as a corporate restructuring attorney at Weil Gotshal & Manges in between clerkships.

Now more than ever, NCBC plays a vital role for the bankruptcy courts where shrinking budgets provide limited opportunity within the courts for training and leadership development. NCBC consistently strives to fill that gap and must continue to do so. I have always supported and encouraged staff to attend our annual conferences. Just as critical, is the outreach and legislative efforts NCBC provides for the

bankruptcy courts. Last spring, as a NCBC representative, I had the honor of joining with the judges of the NCBJ legislative committee in meetings with members of Congress and their staffers to petition for the extension of the temporary bankruptcy judgeships and to promote the interests of the bankruptcy courts. NCBC's ongoing outreach efforts with Congress, the Judicial Conference and the Administrative Office provide a critical voice for our members and our interests. I have served on working groups and advisory councils at the AO, am the Coordinating Editor for the Clerk Commentary column of the American Bankruptcy Institute Journal, an Advisory Board Member of the Practical Law Institute, a member of several insolvency-related organizations and the bars of New York and New Jersey. I believe as President-Elect, I am highly qualified to contribute to those advocacy efforts and promote the interests of our membership.

Thank you for your consideration of my candidacy.



## Candidate for Treasurer: Mona Sparks

I am honored to submit my name in nomination for the office of NCBC Treasurer. During the upcoming elections, I appreciate the consideration of your vote.

I value the NCBC and the strength it brings as an organization to provide training, education and a sense of community for our membership. Having been elected to two terms (2014-2018) on the NCBC Board of Governors, I have been honored to serve as the chair of the Mentorship, Awards and Scholarship Committees. Working with these committees has allowed me to represent the NCBC membership in a very tangible way.

Now I would like the opportunity to continue contributing to our organization by seeking election as Treasurer. During my career at USBC-KYE, I served my court for 30+ years in positions of finance deputy, budget analyst and financial manager, so I am familiar with common accounting and audit practices. In addition to my position at the court, I also served the National Conference of Bankruptcy Judges as an administrative assistant – maintaining spreadsheets, processing invoices and creating financial reports for 3000 accounts. I also have experience volunteering as treasurer for a local scout troop – managing multiple accounts and reporting regularly to a parent oversight committee. I bring with me knowledge, skills and abilities that will help me succeed as the NCBC Treasurer.

As a lifetime NCBC member, I have had the opportunity to attend numerous conferences and I have had the pleasure to meet and work with many of you. Whether we have worked together on a national committee, met at a previous conference, or participated together in some other way, please be assured that if I am elected Treasurer I will use my expertise to continue to represent the values and programs important to our organization.

Your vote of support would be most appreciated.

## Candidate for Board of Governors:

### Carolyn Baker



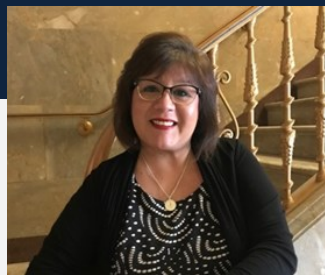
My name is Carolyn Baker and I am with the Bankruptcy Court for the Eastern District of North Carolina. I am submitting my declaration of candidacy for one of the Board of Governors positions and would love to have your support. I have been with the court for 27 years and have loved every minute of it! I have experience as a case manager, analyst, CM/ECF administrator/supervisor and currently serve as a supervisor of court operations. I have been a member of the NCBC for most of my career and have participated in their mentorship program (which is excellent, by the way!) I've been fortunate enough to have attended several of the conferences and it was exciting to personally meet my mentee after months of telephone conversations. We remain in contact with each other and I am thankful for the opportunity NCBC provided in making this possible. I am our NCBC local court representative and enjoy membership appreciation week and seeing court staff actively participate in the activities offered. What a great way to express appreciation!

I appreciate the NCBC and their continued advocacy on our behalf. I feel that my experience with court operations and CM/ECF provides me with a well-rounded background that could prove useful as a board member. I find that I still learn something new every day, am never bored and remain continually challenged. It would be a privilege to serve and in addition to operational knowledge, I would bring creativity and enthusiasm to the table. Working with the United States court system is an honor and it would be an honor to serve on the NCBC Board of Governors as well.

Thank you for your consideration!

## Candidate for Board of Governors:

### Patty Cortez-Nelson



It is with great enthusiasm and excitement that I declare my candidacy for Board Member of the National Conference of Bankruptcy Clerks. My interest in serving stems from many years of experience in Human Resources. Supporting employees and helping to protect and meet their needs is my passion. I have been a member of the NCBC for 23 years and have held the positions of Secretary (2003-2005) and Board Member (2005-2007).

During this time, we modernized the NCBC website, updated the NCBC By-Laws and introduced free benefit seminars to courts around the country. The NCBC continued to grow as an organization, and successively hosted larger annual conferences which expanded the educational and networking opportunities for all bankruptcy court staff. I was fortunate and honored to contribute to that progress. I look forward to the opportunity of working with the many dedicated members who, like me, are committed to the advancement of the Bankruptcy Community by advocating for budget stability, adequate resources, and the increased use of technology to improve efficiency while reducing costs. I am asking for your support so that I may serve you in this vital and progressive organization. Thank you for your consideration.

## Candidate for Board of Governors:

### Leslie Murin



Hi everyone. I am an ECRO/Case Manager at the Delaware bankruptcy court in the Third Circuit. I have been with the court for ten years, joining the NCBC my first year with the court. I was the NCBC local representative from 2013-2016 and served on the editorial board for two terms. During my tenure on the editorial board, I have experienced how sharing our combined knowledge benefits and educates our members. Sharing information through newsletters, conferences and committees is a practical, useful platform for members. I believe NCBC is an important association for bankruptcy courts promoting our interests and providing valuable learning and leadership opportunities. I have attended every NCBC conference when possible so I can meet and share experiences face to face.

Prior to my judicial career, I worked as a paralegal and legal assistant at various law firms in Delaware and Maryland. I believe my experience would be an asset to the board. I would work hard in appreciation of your vote. I look forward to any opportunity to work with colleagues around the country and contribute to NCBC.





## Candidate for Board of Governors: Russell Paluso

Please accept my nomination as a candidate for the Board of Governors position for the 2018-2020 term with the National Conference of Bankruptcy Clerks. I started my career with Southern District of CA Bankruptcy Court in 2009 as a Public Service Clerk. I joined the NCBC after being promoted to the position of Case Manager in 2011. Recently, I was promoted to the position of Case Manager/ Courtroom Deputy Relief Clerk. In April 2017, I was accepted into the Administrative Office's Temporary Duty Assignment Program as a Quality Control Tester for Next Gen CM/ECF. I am currently enrolled in the Michigan State University Judicial Administration Certification Program - with a target graduation date of 2019. I also have the honor of serving on the Education Committee for this year's NCBC Conference in New York City. My

nomination as a candidate for NCBC's Board of Governors position is a huge source of pride and honor! I want to assure you that I will bring the knowledge, skills, and abilities that I have acquired throughout my tenure with the Court to the Board of Governors position. I will do my best to apply these skills and help achieve the goals and mission of the NCBC Charter. Thank you for considering me for the Board of Governors position.



## Candidate for Board of Governors: Jeff Peirce

I am Jeff Peirce, a Case Administrator Specialist – Team Leader for the District of New Jersey in the Camden vicinage. I would like to serve on the Board of Governors for the National Conference of Bankruptcy Clerks to help continue our mission and broaden our vision.

I have been an active member of the NCBC since 2007, serving as the Circuit Liaison for the Third Circuit since 2012. Prior to that appointment, I was part of the inaugural group of Local Representatives. I've worked on many committees in various capacities. Presently, I am on the Membership Committee, the Benefits Committee, and on the editorial staff of the IMPACT newsletter. I also am a student of the

Michigan State University Judicial Administration Program.

It has been my privilege to meet many members of the NCBC over the years. I've discovered that we are a diverse and dedicated group of professionals. As a lifetime member of NCBC, I value our mission of leadership, education, advocacy, and solutions. I bring over 30 years of progressive experience with the Bankruptcy Court, and if I am elected I will use that experience to advance the mission of the NCBC while at the same time broadening the scope of our organization to address future challenges, especially adapting to the fast-paced technological changes underway.

I would be honored to have your vote of support. Thank you.




## Candidate for Board of Governors: Kelley Rousseau

Please accept my name as a candidate for one of the two open Board of Governors positions with the National Conference of Bankruptcy Clerks for the 2018-2020 term. I have been a member of NCBC since 2006. Since beginning my career with the Bankruptcy Court for the Western District of Tennessee in 2004, I have served my court as Administrative Analyst/Specialist and Internal Controls Analyst. I am currently enrolled in the Michigan State University Judicial Administration Certificate program with a graduation date of 2019.

I feel that my skills and abilities will help the NCBC continue to achieve its main goal to provide its members with training and development opportunities, be an advocate for the bankruptcy clerks and the bankruptcy system, and provide leadership and input on a national level. For the past two years, I have served on NCBC's Education Committee and am currently Chair of the Peer to Peer subcommittee. Over the years, I have seen what a positive influence the NCBC is to the bankruptcy courts and their employees and I hope to be part of that influence. I would truly be honored to serve on the NCBC Board of Governors. Thank you for your consideration and I would be honored to receive your vote.

## Candidate for Board of Governors:

### Mary Schott



I am honored to submit my name in nomination for one of the vacant seats on the Board of Governors. In November 2016, I was appointed NCBC treasurer by the Board when Ken Hirz retired. I have enjoyed my time as Treasurer and meeting the changing requirements for the position. While being Treasurer has been rewarding, I look to serve the organization in a different capacity and I look to you for your support.


On March 16, 2018, I celebrated 31 years with the U.S. Bankruptcy Court, District of Nevada. During my tenure with the Court, I worked in various positions which include ECRO, Intake Deputy, Case Administrator, Financial Administrator, Budget Analyst, Personnel Specialist, and Administrative/

Operations Manager. In August 2007, I was appointed as the Clerk of Court. While working full time with the Court, I completed my Bachelor of Science in Business Administration. I was a member of the Budget and Finance Advisory Council for 2009-2011. I am a member of the Human Resources Advisory Council for 2015-2018 and the 9th Circuit IT Security Committee 2017-2020.

NCBC has offered numerous educational opportunities and new benefits to the members. I would love the opportunity to continue assisting this organization in meeting the future needs of the membership. I thank you for your consideration and would be honored to receive your vote.

## Candidate for Board of Governors:

### Tommie Wills



My name is Tommie Wills and I am pleased to submit my name as a candidate for the NCBC Board of Governors. I have been with the Bankruptcy Court of Arizona for almost 7 years, starting in June 2011. I was hired on with the court as a Case Administrator in 2011 and was promoted to the Space and Facilities Specialist based on my background in the construction and project management fields. I have recently transitioned to become the Property and Procurement Supervisor for our court, melding my role as Space and Facilities Specialist with the role of Level Three Contracting Officer.

I have been a member of the NCBC for several years and have attended conferences in the past which have been very informative and lot of fun. I found the conferences to be a great way to both learn about a variety of court related topics and meet court staff from all over the country. I would love the opportunity to be a part of the NCBC Board of Governors to plan future events and to be a part of the future legacy of the NCBC. I feel that I would be an asset to the Board of Governors because I am hard working and dedicated to every project I develop or assist with. I love to help conceptualize, organize, and plan events. I hope to utilize my top five Clifton Strengths of Achiever, Restorative, Analytical, Responsibility, and Strategic to continue the exemplary work of past members of the Board of Governors.

I thank you for your consideration and would be honored to receive your vote!