



National Conference of Bankruptcy Clerks

IMPACT Newsletter

Issue #2
May 2019

Official Publication of the National Conference of Bankruptcy Clerks



President's Message

By: Eddy Emmons, NCBC President

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The NCBC IMPACT

Is the official newsletter of the
National Conference of Bankruptcy Clerks

Eddy Emmons

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

Dear Colleagues:

Spring is here! For many, it seemed like the longest Winter ever. While we tend to be dormant during the winter months, several NCBC members were busy working on some new and exciting events for our membership.

During the week of April 22, over 300 employees, from new human resources professionals to seasoned human resources leaders, gathered in Atlanta, Georgia for the 2019 Human Resources Forum. There was great court unit representation from across the nation including Bankruptcy, District, Appellate, Probation, and Pretrial Services. For this program, NCBC continued to partner with the Bankruptcy Court for the Western District of Tennessee (TNWB). Regina (Gina) Thomas, NCBC Immediate Past-President and Lisa Haney, Chief Deputy Clerk, TNWB, spent countless hours putting together an excellent training program. I want to extend my gratitude and appreciation to Gina and Lisa for their commitment to ensuring a valuable educational experience for all. The Forum was a success in no small part due to their vision and leadership. A program summary is available in this edition of Impact.

NCBC would not be where it is today without the ongoing support of its members. During the week of March 18, we held the sixth Member Appreciation Week (MAW). Mary Schott and Jeff Peirce, Membership Committee co-chairs worked together to accomplish another successful MAW. The week featured gift card give-a-ways and paid membership raffles. Winners of the Chicago Fun-Facts, Crossword Puzzle, Word Search, and Website Scavenger Hunt will be announced at our annual education conference in Chicago. An active membership makes a great organization, and we continue to be grateful for all the support and enthusiasm our group brings to the NCBC. Your appreciation gift for being a member will soon be on its way!

I'd like to provide an update on the LEAD Academy that was announced in early April. My personal thanks go to Sandy Smith (CAEB), Chair and committee members Eric Dixon (INSB), Susan Gallup (WAWB), Kathy Noel (CASB), Woody Parks (MNB), Dailin Pena (FLSB), Anita Pribula (OHNB), Melody Siefert (NMB), Jamie Smith (MNB), and Jan Zari (CACB), for creating and kicking off our pilot program. Fifty deputy clerks were selected to take the first adventure. Read more about the LEAD Academy in this edition.

We have an upcoming election! The secretary and three board of governor positions are available. Nine outstanding deputy clerks are vying for your vote; I encourage you to review

President's Message Continued

the candidate statements included in this Impact issue. Past election results have been very close – so your vote really counts!

It's that time of year, registration for this year's annual education conference will kick off on May 1. Eileen Garrity and Sharon Zurowski, this year's education program co-chairs, have worked on an excellent program. Along with the committee members, the group selected over 30 breakout sessions and two outstanding plenary sessions. Be ready to learn and be entertained! The program also includes remarks by The Honorable Karen E. Schreier, Judicial Conference Committee Chair Committee on the Administration of the Bankruptcy System, the AO's Deputy Director LeeAnn Bennett, and all three Associate Directors, Jim Baugher, Mary Louise Mitterhoff, and Joe Peters. Dana Chipman from the FJC will speak, and MSU will, sadly, be holding its last graduation. Our host court ILNB continues preparations for the conference. A welcome reception at the Gwen Hotel is planned for the evening of August 5, and a dinner event for August 7 will be at the Crystal Gardens on the spectacular Navy Pier. We hope to see you in Chicago!



NCBC Keynotes Announced: Second City and Randy Fox

We start "building our bridge" with the one group that is synonymous with Chicago and that is Second City! Famous for developing award winning content and launching the careers of celebrated comic performers such as Tina Fey, Stephen Colbert, Tim Meadows, the Belushi's, Bonnie Hunt, many SNL cast members and so on. Second City Works takes the lessons of improvisation to the workplace with a fun and interactive presentation. Be prepared to get involved - there is no sitting back to enjoy this show!

Are you ready to make this your best year ever? Closing the conference, Randy Fox, an accomplished NCAA basketball official and corporate leader, will offer four takeaways to help you transform your world!

See [page 8](#) for more information about our keynote speakers!

NCBC Hosts 2019 Human Resources Forum

From April 23-25, over 300 Human Resources Professionals, Supervisors, Managers, Chief Deputies, and Court Unit Executives from the Federal Judiciary gathered in beautiful Atlanta, Georgia for the 2019 Human Resources Forum. The NCBC partnered with the United States Bankruptcy Court for the Western District of Tennessee to host the fifth HR Forum. Attendees from various court units, including Bankruptcy, District, Appellate Courts, Probation and Pretrial Services, and others enjoyed the unique opportunity to meet and discuss important HR topics, such as workplace conduct, policies, staffing, employee dispute resolution (EDR), legal issues, performance management, automated HR programs, benefits and retirement. Subject matter experts from the Administrative Office of the U.S. Courts were in attendance to help facilitate the Forum and answer questions from attendees. Access to this year's conference materials, including recorded sessions, presentation slides and handouts, as well as additional information on this year's Human Resources Forum will soon be available on the [NCBC Website](#).

Many thanks to the Speakers and Participants from the Administrative Office of the U.S. Courts:

- Jasmine Ahsaf, Human Resources Specialist
- Judell Asuncion, Chief, Payroll Services Branch
- Nancy Bond, Human Resources Specialist
- Lynne Bonia, Human Resources Specialist
- Nicholas Czekalski, Acting Chief, Advisory Services Branch
- Valerie Farr, Staffing and Operations Team Lead, Staffing Services Branch
- Janean Hawkins, Chief, Staffing Services Branch
- Michael Jolley, Information Technology Specialist
- Brenda Reale, Human Resources Portfolio Manager
- Jackie Reynolds, Personnel Security Team Lead Staffing Services Branch
- Jason Roman, Supervisory Human Resources Specialist
- Cynthia Roth, Chief Human Resources Officer
- Albert Succi, Chief, Benefits Division
- Holly Weaver, Chief, Court Human Resources Division

Office of the Director

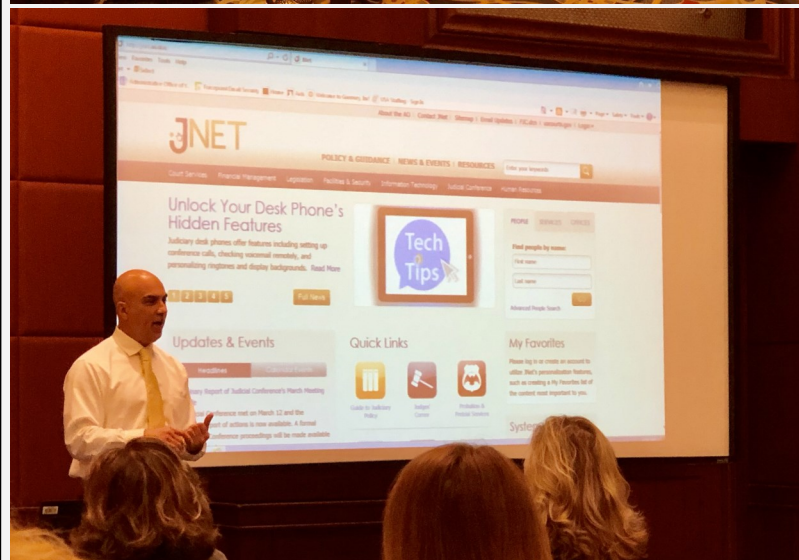
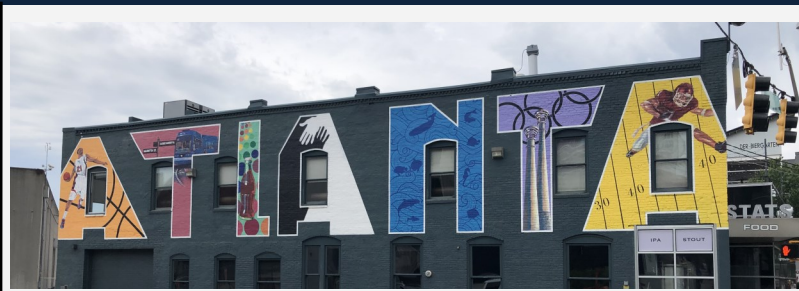
- Jill Langley, Judicial Integrity Officer

Office of General Counsel

- Shirley Sohrn, Assistant General Counsel

Special thanks to the HR Forum Planning Committee, Lisa Haney (TNWB), Patty Nelson (TXWB), Kathy Noel (CASB), Hope Sallee (INSB), and Shane Simpson (TNWB) as well as Immediate Past President, Gina Thomas, for all of their efforts in planning and executing a successful event!

NCBC Hosts 2019 Human Resources Forum



NCBC LEAD Academy Updates

By: Sandy Smith, NCBC LEAD Academy Subcommittee Chair



The applications are in, pilot participants are chosen and we're on our way! Thanks to everyone who applied for the LEAD Academy. We appreciate so many members' willingness to participate in the pilot program. Your participation and feedback are invaluable to LEAD Academy becoming a successful program and helping to achieve NCBC's education mission.

Leadership skills gained in LEAD Academy include:

- **Coaching peers and being a positive influence in the workplace**
- **Understanding how different teams in the court and Judiciary work together**
- **Recognizing the influence of culture and trust in the workplace**
- **Leading a team and accomplishing goals with others**
- **Improving self-awareness and personal development**

Here's one quote that captures why many applicants applied to the LEAD Academy:

"I would like to improve and further develop my leadership skills to enhance my performance in the court. I look forward to positioning myself as an asset for both the court administration and for my colleagues. Through the acquired knowledge, I will better serve the workplace community, feeling reassured by the opportunity for growth that this program represents."
-Maria Elena Pintado-Espiet, Case Manager - District of Puerto Rico

Next Steps

The LEAD Academy starts on May 20 with the Mentor Connect component. Mentors guide discussions for each leadership skill, offer feedback, and help participants keep their progress in the LEAD Academy on track. Mentors can also share ideas on how to apply leadership skills.

Participants and mentors will receive a Mentor Connect Workbook with the foundational concepts for each of the 5 leadership skills. The Required Assignments and Mentor Connect discussions are required in order to attend the workshops at the NCBC conference. Participants and mentors should connect every two weeks to complete the workbook prior to the NCBC Conference.

The NCBC Conference workshops build on the foundational concepts laid out in the workbook assignments. Participants will practice using those leadership skills with other LEAD Academy participants. Four of the five LEAD Academy leadership skills are covered during the all-day pre-conference workshop on Monday, August 5th, so participants must travel to Chicago prior to Monday. Participants must register for the final leadership skill, *Leading with your Strengths*, a breakout session offered during the NCBC conference.

After the conference, LEAD Academy participants will create a personal self-development plan with their mentor to apply the leadership skills in their current role with the court.

We are excited to pilot this new program for our NCBC members!

Congratulations and a big "Thank You!" to Jessica Garibay (CACB), who created the winning logo for the LEAD Academy logo contest!

For more information on the program, visit the [LEAD Academy webpage](#) or contact [Sandy Smith](#), LEAD Academy Subcommittee Chair.

NCBC LEAD Subcommittee Members: Sandy Smith (CAEB—Chair), Eric Dixon (INSB), Susan Gallup (WAWB), Kathy Noel (CASB), Woody Parks (MNB), Dailin Pena (FLSB), Anita Pribula (OHNB), Melody Siefert (NMB), Jamie Smith (MNB), Jan Zari (CACB)

Mentorship Committee Update

By: Carolyn Baker, NCBC Mentorship Chair



And speaking of mentoring... The NCBC Mentorship Committee pairs mentors with mentees based on experience, interests and goals.

Recently there were 3 mentor/mentee pairings connected through the Mentorship Committee. Serving as a mentor brings many challenges and rewards. Mentoring can offer life and career benefits to both parties.

With the launch of the LEAD Academy, there is an even higher demand for mentors and such an exciting time to share your expertise with other court staff! Currently the Mentorship Committee is seeking additional mentor participants to help with the Mentor Connect component of the LEAD Academy. We are estimating the need for approximately 20 additional mentors to support the LEAD Academy pilot by May 13.

Being paired with a mentor through NCBC is a perfect avenue for motivated employees to gain additional knowledge in a particular area of interest, to build skills and to position themselves to take on more responsibility. Mentee applications are always welcome.

If you'd like to apply or for more information, refer to the NCBC website by clicking [here](#). Or contact the NCBC Mentorship Committee Chair, Carolyn Baker, [via email](#).



NCBC Logo Contest!

By: Jan Zari, NCBC IMPACT Editor

Calling all creative minds! The National Conference of Bankruptcy Clerks is looking to design a brand new logo! Our current logo has been in use since 2010 and the NCBC Board would like your help in giving our NCBC logo a fresh new look that embodies the spirit and purpose of the NCBC.

The winning logo will be unveiled at the 2019 Annual Conference in Chicago, and the winning designer will receive a \$500 gift card!

Put on your design hat and submit your winning entry to Jan Zari, Impact Editor, [via email](#). All submissions will be considered, and the winning entry will be selected and approved by the NCBC President and the NCBC Board.



Eligibility:

All NCBC members in good standing are eligible to enter the contest. NCBC Board Members and Staff are not eligible to win.

Deadline:

Logo Entries will be accepted through **June 30, 2019**. Late submissions will not be considered.

Submission:

Please submit your logo design in **.JPG or .PNG format** to Jan Zari, IMPACT Editor via email at Jan_Zari@cacb.uscourts.gov. Be sure to include your name and Court information with your submission.

Specifications:

Full color or black and white designs are accepted. Limit one entry per member.

Questions:

For any questions, please contact Jan Zari, IMPACT Editor, via email at Jan_Zari@cacb.uscourts.gov.

Big Changes Coming for TSP Withdrawal Options

By: James De La Torre, CRPC

It's no secret investing in the TSP is a critical piece to a federal employee's retirement, for many; however, creating a withdrawal strategy after retirement is still a mystery. Employees nearing retirement will be faced with challenges surrounding investment/income decisions; therefore they need to explore their options carefully before making a decision. Since the TSP is such an integral piece to your retirement, you may be looking at using your TSP as a vehicle to generate retirement income. Before, you make this critical decision you need to understand benefits and limitations involved in your decision.



Challenges Participants Face When Withdrawing Funds From Your Investments

Regardless of the vehicle, a big challenge all investors face is coming up with a withdrawal strategy that protects their money throughout their lifetime. This is also true with the TSP, when it comes to the TSP, investors face two major obstacles that can impact their retirement funds:

1. Once a TSP participant decides to begin receiving money from the TSP they can't stop those withdrawals. Like turning on a facet, the money flows and it can't be turned off. Giving up control of your cash flow limits your ability to manage taxable income in retirement. Paying excessive and unnecessary taxes is a waste of your precious retirement income.
2. Once the TSP begins to liquidate, the money is withdrawn from each investment fund a participant owns proportionately. This means that regardless of market conditions or current value of your investments, part of each fund owned will be sold. Giving up control over which funds should be sold is dangerous and puts you on a path to pre-mature liquidation of your retirement accounts. During down markets, it is important you preserve investments that have been negatively impacted.

The overall problem facing participants is that these two obstacles can expedite the complete liquidation of your retirement funds inside the TSP. Additionally, these are two logical reasons for a TSP participant to roll their money out of the TSP. The TSP is aware of these challenges and has made some strides to address some of these obstacles in an effort to make withdrawing money from the TSP more flexible. These changes are set to go into effect at the end of September and will encompass all TSP participants regardless of whether or not they are retired or withdrawing funds.

What is Going to Change?

The TSP has announced revisions and changes to the rules around withdrawing retirement income from the TSP. Over the years, it has been the desire of many federal employees to keep their retirement money in the TSP after separating from service. These changes were made in part because the TSP has acknowledged that their withdrawal options were simply not flexible enough to meet the lifestyle and demands of today's retiree. We have outlined the key changes that will be effective the end of September 2019.

When the new withdrawal policies go into effect, you will have more options for how and when you can access money from your TSP account. These options fall into the following categories:

- **Partial Withdrawals:** Beginning at age 59 ½, plan participants can take up to 4 partial in-service withdrawals as active employees. Additionally, there is no limit of the number of partial withdrawals you can take after separating from federal service (except you can't take more than one every 30 days). This means that plan participants don't have to select an automatic withdrawal option, thus allowing them maximum flexibility in the ways they receive income. Expanding the frequency by allowing multiple partial withdrawals gives employees greater flexibility in managing the withdrawal options, both before and after they retire.
- **Monthly Withdrawals:** Make a list of all your income sources—your paycheck, child support, alimony, social security payments, other government aid etc. Do the same for expenses. To help, track your spending for several months to get a feel for what to include in your budget. Once you're comfortable, make a plan for paying off debts, paying bills on time and contributing to savings goals. Don't forget to budget money for savings and entertainment. Allowing participants the ability to adjust the monthly withdrawals creates greater flexibility to avoid liquidation in a down market.
- **Flexibility with Roth Withdrawals:** You will now be able to choose whether your withdrawal should come from your Roth balance, your traditional balance, or a proportional mix from both. This means going forward you will have more flexibility in managing your taxable income in retirement and extending the life of your Roth balances. Giving retirees the choice of taxation on their TSP creates flexibility in controlling taxes. It also gives employees a way to preserve assets inside their Roth by not creating artificial mandatory withdrawal rules.

Big Changes Coming for TSP Withdrawal Options

(continued)

Required Minimum Distribution (RMD) Laws

These new changes do not effect current RMD laws which require all retirees who reach 70 ½ to withdrawal a minimum amount of money. Whether or not your retirement funds are inside or out of the TSP, this law will apply. If you don't elect a withdrawal strategy from the TSP or if you are not withdrawing enough upon reaching your RMD then the TSP will liquidate and send you the correct amount.

While the TSP did not address all of the limitations associated with withdrawing funds from the TSP, they did take a big step forward in helping employee manage their retirement income. The reason we invest in the TSP is to provide income in retirement; therefore; it stands to reason you should develop a withdrawal strategy throughout your lifetime. Planning ahead will go a long way towards making better choices.

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

Payment Information - Conference Registration Payments

By: Mona Sparks, NCBC Treasurer

Did someone from your court recently attend the HR Forum in Atlanta? Is someone from your court planning to attend the annual NCBC conference later this summer in Chicago? We certainly hope your court is participating in these worthwhile training and networking opportunities. Here is some important information to pass along to your court finance staff to assist them when they process payments for registrations to these conferences. If your accounts payable staff aren't members of NCBC, make certain to forward this article to them.

Recently 300+ court staff attended the HR Forum sponsored by the NCBC. It is important that any JIFMS payments sent to NCBC for registration costs reference the court and attendee so we can easily reconcile the payments. Can you imagine how tricky this can be when you receive 300 payments each for the same amount and not all of them provide the necessary details to apply the payments against the appropriate outstanding invoices?

There is an easy solution. Payments processed in JIFMS should always include an invoice number (if applicable) or other identifying information. A JIFMS job aid - How to Create a General Payment Voucher – describes how the invoice number field and the Comments to Print field can both be used together to assist vendors with identifying your specific payment as being from your court. Some courts reference their full invoice or purchase order number i.e., KYEBCLERK19-0006, while other courts will include the attendee names in the optional comments to print field i.e., Smith-Thompson. Any details you provide within the 55 character limit will greatly assist all vendors—not just the NCBC—to quickly identify and apply your payments.

For more details reference the JIFMS job aid http://training.sdso.ao.dcn/trainingmaterials/AdtlTr/JIFMS/Court_Users/Accounts_Payable/Create_a_General_Payment_Voucher_Job_Aid.pdf or see detailed explanation on page 30 of the JIFMS Accounts Payable Guide.



http://training.sdso.ao.dcn/trainingmaterials/AdtlTr/JIFMS/Court_Users/JIFMS_Accounts_Payable_Procedure_Guide.pdf.

Save yourself time and research by including all pertinent information during the payment process.

JIFMS 7.0.2: Accounts Payable
Procedure Guide v10.0

Michigan State University Judicial Administration Program

The Stretch Run!

By: Barry Lander, MSU Liaison

MICHIGAN STATE
UNIVERSITY

JUDICIAL
ADMINISTRATION
PROGRAM



May is the month of the Kentucky Derby and it's also the "stretch run" for NCBC members trying to complete their Capstone projects and papers to graduate in the final class of the Michigan State University Judicial Administration Program. MSU's Cathy White reports that the numbers are stunning. 11 have already completed the coursework and papers and it is possible that 40 or more NCBC members may graduate this summer!

For those who aren't in the program - you can help too. Many of the capstone projects require surveys and data analysis. You may receive one of those surveys. Please complete it so your colleague can get the information they need to complete their projects. If you work with a person completing a capstone, encourage them to hang in there and get it done. The reward is worth the little pain that comes with writing a research-type paper.

The capstone project is the culmination of the non-credit bearing certificate program. This follows 60 hours of coursework (online or at NCBC conferences) usually completed over a five year period.

We hope you'll join us for the graduation at this year's NCBC Conference in Chicago as many of your fellow members cross the finish line and receive their Judicial Administration certificates.



NCBC Keynotes Announced: Second City and Randy Fox

We start "building our bridge" with the one group that is synonymous with Chicago and that is **Second City!** Famous for developing award winning content and launching the careers of celebrated comic performers such as Tina Fey, Stephen Colbert, Tim Meadows, the Belushi's, Bonnie Hunt, many SNL cast members and so on. Second City Works takes the lessons of improvisation to the workplace with a fun and interactive presentation. They work with hundreds of Fortune 1000 companies and complete over 600 engagements a year, using comedy and improvisation to improv(e) training and communications.

Be prepared to get involved - there is no sitting back to enjoy this show!



Are you ready to make this your best year ever? Closing the conference, **Randy Fox**, an accomplished NCAA basketball official and corporate leader, will offer four takeaways to help you transform your world! Randy Fox uses his officiating, leadership, and life experiences in delivering ultra high energy presentations to engage audiences and transform their professional and personal lives.

With a twenty-year career as a corporate leader and an accomplished NCAA Basketball Official, Randy has a wealth of knowledge and a unique perspective on effective leadership and teamwork.

His focus is team-building and advocating for the potential in all in order to turn everyday people into superstar leaders. His leadership expertise emphasizes interpersonal value systems and productivity, believing that from one the other naturally follows.

Michigan State University Judicial Administration Program

Alumni Spotlight: Kristen Batty

By: Heather Burse, NCBC Editorial Committee



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 with MSU Alum Kristen Batty.

Name Kristen Batty

Title: Chief Deputy Clerk

Court: Rhode Island Bankruptcy Court

MSU Program: Judicial Administration Non-Credit Certificate

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

I have been employed by the USBC District of Rhode Island since 1992. I started my career as a Case Administrator, went on to be the Administrative Specialist to the Clerk of Court, then added the additional duty of Training Coordinator until moving on to Human Resources Administrator. My current position is Chief Deputy Clerk and I give my completion of the MSU Judicial Administration Non-Credit Program credit for my success. It was all good timing. As I was completing my capstone project, the Chief Deputy position became open and I applied. During the interview process, I was able to express my knowledge and understanding of many, many areas of the court. The rest is history . . .thank goodness.

What other benefits has the program brought into your life?

I realize I have achieved a personal gain with this program. I was proud to complete the capstone project. It had been a while (I won't say how long) since I had written a paper in college. What to write about? How to research? How to reference? After going through the whole process, I ended up with a research paper I was proud of.

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

The program took me 5 years to complete. I was lucky enough to have completed many of my MSU courses at the NCBC Conferences. There were a couple of years I was not able to attend NCBC so I completed those courses on-line. A couple of the classes were interactive which was interesting. It almost felt like being in an instructor led classroom. Other classes were self-paced which also had its positives. I was able to start the class, save any work I had done, and go back later to finish. Each method of learning worked out well.

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

Make a schedule and keep on track. Two or three classes a year should be plenty of time to complete the program. If you try to complete more than that in a year, it may become burdensome and you won't enjoy what you are learning.

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

I really enjoyed the MSU Judicial Administration Program. Although MSU will not be offered at NCBC any longer, I still recommend this course to anyone. It's nice to get a better understanding and appreciation for all the different areas in a US Court.

Historian's Corner

By: Jeff Davis, NCBC Co-Historian

This Month in History - The May 2005 Impact announced a joint NCBC/FCCA Conference in Chicago, IL to be held from July 5-8, 2005.

The conference would be attended by over 300 bankruptcy court personnel and offer a variety of courses on personal and professional growth. The keynote speech would be given by Benjamin Zander, musical director of the Boston Philharmonic Orchestra.



Building the Bridge to a Better Bankruptcy Community: Chicago 2019

By: Eileen Garrity and Sharon Zurowski, NCBC Education Committee Chair and Co-Chair

NCBC and the Education Committee would like to thank Jeffrey Allsteadt (Clerk, ILNB) and Sharon Zurowski (Chief Deputy, ILNB) (Co-Chair of the 2019 Education Committee) and the whole ILNB Team for hosting and planning this year's conference.

The conference officially begins on Tuesday, August 6th and ends at noon on Thursday, August 8th. Over a dozen court-trained sessions will be represented this year and those courses are:

- **Action! Lights, Camera, Cellphone? Creating Video on Your Mobile Device**
- **Decision Making: The Military Decision Making Process Model for Everyday Use**
- **Meet Smart: Making Meetings Productive, or Fewer Meetings, More Meetings**
- **Personal Online Information Causes and Cures**
- **Reframing in Leadership – Choice, Collaboration and Change**
- **Keys to Effective Communication**
- **Instantly! Improve your Memory**
- **Leading with your Strengths**
- **Who's Behind the Curtain**
- **The Power of Empathy: The New Superpower**
- **A Motion to What? Bankruptcy Law Made Easy... Or Your Money Back!**
- **Phishing – Don't Take the Bait!**
- **Talent Tuesday LIVE!**



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

- **Cultivating a Personal Growth Mindset**
- **Dark Web/Cyber Crime**
- **National Update of NextGen Implementation Effort & Development Effort going Forward**
- **The Inner Workings of the BNC**
- **Transitioning to Outlook and Office 365**
- **Court Access to NewSTATS DATA**
- **Outlook 2016**
- **Putting the Fun in Fundamentals!**
- **Retirement Planning: Projections vs Reality**
- **The Benefits of Having a Strong Professional Relationship between UST and Clerk's Office**
- **What Customers Really Want**
- **Effective Listening**
- **Human Resources**
- **Microsoft Word 2016 Top Ten Tips**
- **Too Much of a Good Thing. How "Positive" Behaviors Can Become Bad Habits**
- **Understanding Court Security and Court Security Funding**
- **When – The Importance of Timing**
- **Planning for a Successful Retirement**
- **SharePoint**
- **Taking Control of Your Finances**
- **JIFMS Communications, Tips and Upgrade Path**

For the latest agenda and course descriptions, be sure to check out the [NCBC 2019 Conference Website!](#)

See you in the Windy City!

Courts in the Community: Eastern District of North Carolina Hosts Moot Court Practice

By: Carolyn Baker, NCEB

Courts in the Community is a **BRAND NEW** feature of the IMPACT that gives NCBC members across the nation a chance to showcase their own local community outreach efforts, including food banks, volunteer events, charity run/walks, and more! If you would like to feature yourself and/or your Court in a future **Courts in the Community** article, please contact [Jennifer Mahar](#). In this issue, we feature the United States Bankruptcy Court, Eastern District of North Carolina.

On February 7, The United States Bankruptcy Court for the Eastern District of North Carolina hosted a mock Supreme Court practice argument for the annual Hon. Conrad Duberstein bankruptcy competition sponsored by St. John's University and the American Bankruptcy Institute.

The team from Wake Forest University School of Law, coached by Prof. Steve Nickles, a national renowned bankruptcy expert and lecturer, argued before an "appellant panel" of Judge David M. Warren and his staff, Claire S. Glover, Esq. and Kathryn N. Koonce, Esq., in Raleigh.



"Justices" Warren, Glover and Koonce peppered student participants Lucas Brown and Gilbert Smolenski with riveting questions during their outstanding oral arguments. This exercise gave Messrs. Brown and Smolenski additional experience in arguing their case assignment prior to the March competition in New York.



Now Accepting Nominations for NCBC Awards!

By: NCBC Awards Committee



The National Conference of Bankruptcy Clerks invites you to recognize someone in your court or the bankruptcy community for an outstanding accomplishment. Each year, the NCBC recognizes deserving members for notable contributions. In keeping with tradition, the NCBC Awards Committee will publicly recognize deserving recipients at the annual conference in Chicago the week of August 5-8, 2019. 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 nominations you can submit for consideration.

Who decides who receives an award?

The NCBC Awards Committee reviews all applications for eligibility. The committee consists of the following members: Teresa Underwood (Chair/OHNB), Evangeline Alexandris (MDB), Rugena Bivins (TNWB), Melissa Brearey (NVB), Maggie Ferere (FLSB), and Katherine Schneider (OHNB). Committee members are dedicated to a fair, rewarding process. Celebrating our members' accomplishments is paramount to a successful awards program.

What types of awards are there?

The NCBC Awards Program provides the ideal platform to celebrate court staff. There are several award categories including 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 page of the NCBC website at <http://www.ncbcweb.com/awards> to submit your on-line nomination by **June 1, 2019**. 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 provided 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 and comments via the [Tell Us What You Think](#) link at the bottom of the NCBC home page. We welcome and appreciate your feedback!

While I'm thinking about it ... Skype!

From: Administrative Office of the U.S. Courts



Either need a quick answer from a peer or colleague; or, simply, want to jot something down while it's top of mind? Back in the day, you would have to send an email or leave a voice message. Back further, you may have written it down—in a letter or on a Post-It note.

Today, these traditional forms of communication are often abandoned in favor of texts and instant messages (IM). Within the U.S., about 95% of adults use mobile phones and over 80% use their phones to send text messages. Whether the message is a “Thank You” or a shopping list, texting and instant messaging are the preferred form of correspondence for many.

While convenient, are texts and IMs safe for everyday use? Moreover, are they a smart choice for conducting judiciary business? As with so many things, it depends....

The good news ...TWO instant messaging solutions ... already at your fingertips

The judiciary has two secure instant messaging apps: **Sametime** and **Skype for Business**. Sametime and Skype for Business are configured to send judiciary IMs exclusively through judiciary networks to ensure they are secure. As nationally supported systems, these are the only tools you should use for “IM’ing” judiciary information.

My cell phone carrier is safe, so texting is safe, right?

Short answer—not necessarily. Text messages are sent through your cell phone carrier’s network without always being protected by encryption. This means, under the right (or wrong) circumstances, a cybercriminal can capture your messages and read them. Play it safe by abstaining from texting sensitive judiciary (or personal information), regardless of whether you are using your judiciary- or personally-owned device. While less risky than using the Internet, there are still concerns so better to err on the side of caution.

Since texting is not always the best idea, how can I use my phone for secure instant messaging?

[As processes \(and availability\) may vary by judiciary unit, consult your local Help Desk to see if Skype for Business can be loaded to your phone.](#) While connected to the VPN, log in to the Skype for Business app. Once logged in, you’re now ready to IM your colleagues ... securely!

Beyond work, what should you know? A few words about personal use ...

Various instant messaging applications perform the same function as texting while adding protections to keep your messages private. For sensitive personal messages, there are several different messaging apps that allow you to send and receive encrypted texts.

Caveat: *Both the sender and the receiver will need the same messaging app for the protection to work.* For example, Signal, Viber, and Snapchat—all available on iOS and Android—provide end-to-end encryption and other privacy features.

If you have any additional questions about texting or instant messaging, contact your local IT staff, Circuit IT Security Officer, or [ITSO](#) for more information.

¹Text messaging (or texting) is a type of real-time chat typically performed on cell phones or other mobile devices.

²Instant messaging (IM’ing) is a type of online chat that offers real-time text transmission over the Internet. Popular IM services include Skype for Business (the preferred IM client of the judiciary), as well as GChat and AIM.

³Pew Research Center: [Mobile Fact Sheet](#)

⁴Pew Research Center: [Cell Phone Activities 2013](#)

⁵Note that Sametime, while still currently supported, is bundled within the IBM product suite (including Lotus Notes), which is being phased out and replaced with the Office 365 suite. Office 365 uses Skype for Business for IMing.

⁶Access to Skype for Business varies by court, depending on each court’s adoption.

⁷iMessage, Apple’s iPhone texting solution, differs slightly. iMessages, which are messages between iPhone users, are encrypted. However, if iMessage servers are busy or otherwise fail, messages default to delivery as unencrypted text messages (i.e., SMS format), so users should employ caution before sending sensitive information via iMessage as well.

⁸To log in to Skype for Business, first launch Pulse Secure, enter your credentials, and verify your identity by accepting the confirmation request with DUO. You can then log in to Skype for Business, after which you will no longer need to be connected to the VPN to use the application. If your session expires, however, you’ll need to connect to the VPN to log in again.

Federal Judicial Center's New Court Unit Executive (CUE) Leadership Seminar

From: Federal Judicial Center



The Center and the 2019 [Planning Committee for New CUE Education](#) are currently developing an in-person seminar for new court unit executives (CUEs). New CUEs who have served in their position from six months to two years will be invited to participate in the initial seminar July 17-19 in Washington, DC.

The seminar will be informed by the input of CUEs from across the judiciary in a recent needs assessment survey and focus on three leadership competencies identified as most critical to the success of new CUEs: [Integrity and Trust](#), [Ethics and Values](#), and [Embracing and Communicating Vision and Purpose](#).

The New CUE Leadership Seminar builds on the [New Court Unit Executives' Tool Kit](#), an online resource designed to connect new CUEs to educational and support resources during the first three years in their new role. While new CUEs will benefit the most from this resource, it is available to everyone. To continue to meet the educational needs of new CUEs, the Center welcomes [feedback](#) on the tool kit.

The planning committee members are:

- John Bentley, Chief, U.S. Probation Office, South Dakota
- Angela Caesar, Clerk of Court, U.S. District & Bankruptcy Courts, District of Columbia
- Vikram Chandhok, Chief Circuit Mediator, U.S. Court of Appeals for the Fifth Circuit (*liaison to the [Executive Education Advisory Committee](#))
- Ken Gardner, Clerk, U.S. Bankruptcy Court, Colorado
- Scott Kowal, Chief, U.S. Pretrial Services Office, New York Southern
- Sean McAvoy, District Court Executive/Clerk of Court, U.S. District Court, Eastern District of Washington
- Richard Nagel, Clerk, U.S. District Court, Ohio Southern
- Susan Thurston, Clerk of Court, U.S. Bankruptcy Court, District of Rhode Island
- Margaret Vigil, Chief, U.S. Probation Office, New Mexico

Questions about education and programming for new CUEs can be directed to Education Specialist Jessie Folk at 202-502-4229 or jfolk@fjc.gov or Senior Education Specialist Garbo Cheung-Jasik at 202-502-4103 or gcheung-jasik@fjc.gov.

InfoShare 2019

By: The 2019 InfoShare Committee

We hope you all are as excited as we are to attend InfoShare as part of the annual conference in Chicago this year! InfoShare is where you can check out new applications, ideas, programs, and systems all brought to you by your court community.

Attending this year are some of the favorite exhibitors including CHAP, CourtSpeak, and Automated Docketing Interface (ADI.)

Sign up to attend the screening of “Cinderella vs. Lady Tremaine – A Mock Trial Video Package for Elementary School Children.” As part of the district's community outreach program, the Bankruptcy Court for the Southern District of California has produced a video of a mock trial as Cinderella sues her step-mother, Lady Tremaine for back wages. Bankruptcy Court staff serve as performers and production staff. The screening for the video will be at their breakout session. The schedule for screenings is available at their table.



The Best Practices Working Group will be there to share some of the best practices they have discovered. You will also be able to learn about the NCBC Benefits Committee and Mentorship Program.

We know you don't want to miss out on any of these exciting exhibitors and more!

There is still time to sign up to demonstrate your court's innovative program! Fill out the [registration form](#) to let us know you are interested.

See you in the Windy City!

The 2019 InfoShare Committee: Sandi Brask, Autumn Porter, and Sheri Brolick

Benefits Committee Update

By: Matt Brittain, NCBC Benefits Committee Chair

The Benefits Committee is pleased to announce our new Identity Theft Resources page. We have compiled some information and links to assist you in safeguarding your personal information, reducing your risk of falling victim to identity theft, and recovering from identity theft. Visit <http://www.ncbcweb.com/benefits/id-theft> to explore these resources.

In 2018, nearly 17 million consumers experienced identity theft. That is an increase of eight percent compared to 2017 and the highest number in the past five years. Identity theft is big business and it is here to stay.

So how can you protect your personal information and avoid becoming a victim of identity theft? If you have already experienced identity theft, what steps can you take to recover from the situation?

The Federal Trade Commission (FTC) identifies four main ways to keep your personal information secure:

- Know who you share information with.
- Store and dispose of your personal information securely;
- Ask questions before deciding to share your personal information.
- Maintain appropriate security on your computers and other electronic devices.



Additionally, the FTC suggests the following ways to make protecting your identity part of your everyday routine:

- Read your credit card and bank statements carefully and often.
- Know your payment due dates. If a bill doesn't show up when you expect it, look into it.
- Read the statements from your health insurance plan. Make sure the claims paid match the care you got.
- Shred any documents with personal and financial information.
- Review each of your three credit reports at least once a year.

Protecting yourself from identity theft requires that you remain vigilant and take the appropriate steps to safeguard your personal information. Visit the new Identity Theft Resources page at <http://www.ncbcweb.com/benefits/id-theft> for more information and resources to help you avoid becoming a victim of identity theft.

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.

Building the Bridge to a Better Bankruptcy Community Chicago 2019



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 the NCBC is able to offer. The educational program will run from August 5 to 8 and will feature the new NCBC LEAD Academy program, as well as a wide assortment of breakout sessions with topics including automation, technical training, dealing with people and personalities, performance management, achieving work-life balance, project management, retirement planning, leadership, team building, and much more!

The conference will also feature a welcome reception in Downtown Chicago, updates from the Administrative Office of the U.S. Courts and the Federal Judicial Center, and dynamic plenary sessions.

Registration for the conference will open on Wednesday, May 1 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 current NCBC members and \$450.00 for non-members. Registration closes on June 1, 2019.

For more information, please visit the [2019 NCBC Conference Website](#).

Preparing for the Next Funding Lapse

By: Kevin Dempsey, NCBC Benefits Committee



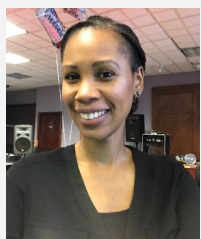
Preparation for the loss of a paycheck when the funding lapse loomed revealed much about how our benefits are handled and prompted many of us to ponder our personal finances. One of the biggest surprises for me was the potential impact on vision and dental insurance premiums. I'm certainly glad no one in the Judiciary ever went without a paycheck, but the anxiety we all experienced should prompt some review of our personal finances. And while the funding lapse threatened us all, each of us may have sudden

financial challenges. I offer the following, not as a financial expert, but based on my own life experiences and observations of the many employees I have supervised. Consider whether any of these points apply to your situation:

- **Emergency Savings.** The first part of our safety net is savings we can tap if we no longer get a paycheck. Many struggle to reach a savings account balance sufficient to cover three to six months of expenses – the recommended amount. Are we really at risk of being without a paycheck for six months? We may not need to plan for that long without pay. Set the goal of saving the equivalent of one pay check by the end of this fiscal year. Save the equivalent of another pay check in the following fiscal year, etc. You will have enough in a few years to get you through any extended crisis.
- **Life Insurance.** It was good to learn that our federal group life insurance would continue for a full year even if we aren't getting paid. Other valid reasons exist for maintaining some life insurance separate and apart from FEGLI. First, coverage might be less expensive. Second, one might want to have a policy that will continue if we leave federal service before retirement. Ponder this scenario: a serious health problem impacts your ability to work and also makes the purchase of life insurance very expensive. It may be a good idea to have a non-FEGLI policy in place now, while it is affordable. One place you can explore life insurance options is at the Benefits section of NCBC's website.
- **Disability Insurance.** We may not experience a threat to our paychecks in the near future, but each of us is at risk for an illness or injury that renders us unable to work for an extended period. Healthy leave balances may be your best disability insurance, and the voluntary leave transfer program is also some protection. Sometimes we can't maintain a high leave balance – and do you really want to rely on the kindness of strangers to protect your financial well being? A short term disability insurance policy might be appropriate for your situation. Again, you can explore options at the Benefits section of NCBC's website.
- **Employee Assistance Program.** Finally, one of the most overlooked benefits we enjoy as court employees is EAP. If you think you would benefit from some individual financial counseling, EAP is a great option. It's free and confidential. The best time to obtain such counseling is NOW – don't wait until the next financial crisis looms!

NCBC Member Spotlight:

Melissa Ross, ILNB



Name: Melissa Ross

Position: Case Administrator

Court: Northern District of Illinois, Eastern Division

How long have you been with the Federal Judiciary? 8 years

How long have you been a member of the NCBC, and how do you get involved? I have been a member of NCBC for 4 years. I got involved with the NCBC through the annual membership drive and have assisted in planning the 2019 NCBC Chicago conference.

What is your favorite NCBC Conference experience? My favorite NCBC experience was the "Planning Your Career in the Federal Judiciary" breakout session from last year's conference in New York. I really enjoyed the presentation of the resources we have as Judiciary employees, creating a career "roadmap" and self-assessment. Over the next several years there will be many job opportunities available within the Judiciary and it is great that the Judiciary wants to prepare us for the future. I have attended 2 NCBC Conferences (San Francisco and New York) and after each conference I was able to take away so much information to better myself personally and professionally. I loved meeting other bankruptcy clerks from around the country to learn about how they perform their duties and learn from them about how their courts operate.

How would you like to be more involved with the NCBC in the future? In the future, I would like to join the mentorship program to further develop my skills and partner with someone from another court. Additionally, the Northern District of Illinois is extremely excited to host the 2019 NCBC conference. Chicago has such a rich history, amazing architecture, world class museums, endless shopping, entertainment, famous food, beautiful lake views and countless beaches. The after-hours events, Opening Reception and Dinner and Dance Reception, are sure to be the talk of the conference...think rooftop views and skyline sights. Bring your dancing shoes and be prepared for an excellent time. There is nothing better than summer in Chicago! We are looking forward to seeing everyone!

Website Committee Update

By: Joe Markley, NCBC Web Administrator

The website committee is busily preparing for the 2019 annual conference. We had a productive membership drive and membership appreciation week. We are working on a new mobile app for this year. We believe you will find it to be much more intuitive and informative than the app we used in past years. Keep checking the website frequently as we continue to add and update information. In addition to highlighting the annual conference, we are adding constant reminders of the many benefits the NCBC organization provides to its members.

We are happy to announce that Chris Warsinsky, the IT Director for WVNB, has joined the website committee. Chris has been a member of the bankruptcy court family for several years and will bring great ideas and a fresh perspective to our committee. Welcome aboard, Chris!

I am fortunate to have such dedicated and talented professionals on the website committee:

- Chris Warsinsky (WVNB)
- Dorenda Turner (INSB)
- Eileen Garrity (MAB)
- Kimberly Rubal (CACB)
- Matt Brittain (NCMB)
- Rosette Montes-Hempler (NVB)



If you would like to be part of the website committee, please send an email to Joe.Markley@ncmb.uscourts.gov. You don't need to have website administration skills or experience to be a contributing member of this committee.

We thank you for your continued support of the NCBC and ask for your constructive feedback on our website, www.ncbcweb.com, so we can better serve our member community.

NCBC Elections

By: Shannon Morris, NCBC Secretary

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 2019-2021 are:

- Secretary
- Three (3) 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, NCBC IMPACT Editor

Hello and Happy Spring, NCBC members! We are only a few short months away from our 2019 annual conference in Chicago! 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 the folks at ILNB are all excited to welcome everyone to "The Windy City." 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!



Just last week, I was able to meet and reconnect with many of you at the 2019 Human Resources Forum in Atlanta, GA. Many thanks to Gina Thomas, the host court, and to Lisa Haney and the HR Forum Planning Committee 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 Chicago!

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 Secretary. 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, Jeff Peirce, Shawna Taylor, Dailin Pena, Monica Yepes, Heather Burse, Deanna Anderson, Davida Carter-El, and Stephen Grant 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. All information from this issue will also be available on our [online blog](#).

Candidates for Election to the Board of Governors 2019-2021 Term

Candidate for Board of Governors: Matt Brittain



My name is Matt Brittain, and I am an IT Analyst for the Middle District of North Carolina. I am honored to submit my name as a candidate to serve on the Board of Governors for the National Conference of Bankruptcy Clerks. With continued budgetary constraints and limited local court resources, the NCBC provides invaluable opportunities for networking, staff development, training, and shared best practices within the bankruptcy court family. I have been an active member since 2004. In 2017, I had the honor of being elected to serve on the Board of Governors. Since then, I have also served as Chair of the Benefits Committee, as well as liaison to the Education Committee. For the past six years, I have served on the NCBC website committee. In 2016, I received an NCBC Service Award in recognition of contributions made in this area.

Advancements in information technology will continue to improve processes in the courts, but a court is only as good as the people that are doing the work in the office day in and day out. I have been with the court since 2003 as an Operations Specialist, Trainer, and, now, IT Analyst. I have worked with both the day-to-day operations of the Clerk's Office and the information technology that supports the court. This

gives me a unique perspective of these two different but complimentary sides of the court.

If re-elected, I will continue exploring new processes, systems, and ideas that will directly benefit judiciary employees. I will work with fellow board members to contribute to the growth and future of the NCBC, while continuing to promote the critical role the NCBC plays in recognizing and supporting our court family.

I would appreciate your vote. Thank you for considering me for a position on the Board of Governors.

Candidate for Board of Governors: Jeffery Dingman



My name is Jeffery Dingman, and I am honored and humbled to have been nominated as a candidate for the NCBC Board of Governors. In 1990, when I started with the New York Northern Bankruptcy Court together with my NCBC membership, little did I know how much the Court would change throughout the years.

From NIBS to BANCP to CM/ECF, government shutdowns, employee terminations due to budget shortfalls - the challenges were great and oftentimes overwhelming. The NCBC understands the struggles that court employees experience throughout each day, and as a united and strong front they work to lobby Congress and lawmakers to get us the funding and staffing that are so necessary in order to effectuate necessary court functions. I have always felt so fortunate to be a part of the NCBC. Over the years, serving as either a local district representative or circuit liaison, I have steadfastly worked to increase membership in my Court for an organization that many either didn't know existed or did not really understand the NCBC's mission.

My first NCBC/FCCA Conference in 1999 held in Cleveland, Ohio was indescribable - here I was, among professionals from throughout the country performing the same work functions, experiencing the same struggles with our case filing system, and dealing with the exact day-to-day issues that our Court was experiencing. I was honored to be among these highly respected individuals and developed friendships that are still maintained to this day. If elected as a member of the Board of Governors, I will gratefully utilize my background in project and policy management to carry out the mission of the NCBC, allowing this great organization to prosper and continue to serve the needs of our great court family.

Candidate for Board of Governors:

Eileen Garrity



Hello, my name is Eileen Garrity and I am running for the position of Board of Governor for the National Conference of Bankruptcy Clerks. Over the past 30 years, I have had the privilege of working for the U.S. Bankruptcy Court for the District of Massachusetts. My initial position with the court was as an Intake Clerk where I gained essential customer service skills and overall understanding for the Bankruptcy process. Later, I was promoted to Case Administration and then to Data Quality Analyst where I was able to apply my proven skills in communication and data analytics. This brings us to my current role with the court, a Systems Analyst working in IT. As a long-time member of the professional IT team, I have gained valuable insight on how the technological side of the Bankruptcy Court runs. My expertise is in ECF Administration, Dictionary/Forms creation as well as Database Upgrades.

In 2006, I became a member of NCBC and started my MSU (Michigan State University) Certificate program. From 2011 - 2013, I was honored to have been chosen to serve on the NCBC Board of Governors. Throughout the years, I have also served as the NCBC Secretary, Chair and Co-Chair of a variety of Awards, Scholarship and Educational Committees, as well as being a member of the Mentorship and Website Committees. In 2012, I received my Certificate of Judicial Administration from MSU. This amazing organization has helped me connect with members throughout the United States for over a decade. As a member of the Board of Governors, I will do everything I can to help maintain the values and opportunities for education and personal growth that NCBC was built upon. In 2018, I became a Lifetime Member of this great organization. Thank you for your support and consideration.

Candidate for Board of Governors:

Leslie Murin



Greetings fellow NCBC members. I am an ECRO/Case Manager at the Delaware bankruptcy court in the Third Circuit. I have been with the court for eleven years, joining NCBC my first year with the court. I was the local representative from 2013-2016 and served on the editorial board for two terms. I was awarded an Outstanding Service Award in 2014. 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 six NCBC conferences where

I've made valuable friendships and learned useful processes that continue to help me appreciate all the capable people who are part of the court family. Prior to my judicial career, I worked as a paralegal and legal assistant at various law firms for over ten years. As someone who has worked very closely with the Delaware Bar and the judiciary for decades, I believe my experience would be an asset to the board. I would work hard in appreciation of your vote. The NCBC does so much for the members. I'd like the opportunity to participate on the Board to further our goal of Leadership, Education, Advocacy and Solutions. I look forward to any opportunity to work with colleagues around the country and contribute to NCBC.

Candidate for Board of Governors:

Jeff Peirce



Hello, I am Jeff Peirce and I am an Administrative Analyst for the District of New Jersey. If elected, I would be honored to serve on the Board of Governors for the National Conference of Bankruptcy Clerks. 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. I have been an active member of the NCBC since 2007, serving as the Circuit Liaison for the Third Circuit since 2012. I've worked on many committees in various capacities since joining the NCBC. Presently, I am the Co-Chair of the Membership Committee and the Co-Chair of the IMPACT newsletter, as well as serving on the IMPACT

editorial board staff. I also serve on the Education Committee and the Benefits Committee. I've found these responsibilities to be meaningful and I want to continue to contribute to the NCBC in a different capacity as a member of the Board.

I am a strong advocate of the NCBC and the unmatched personal and professional enrichment this organization offers. Your vote is appreciated, and I thank you for your consideration.

Candidate for Board of Governors:

Johanne Remy



I, Johanne Rémy, do hereby declare my candidacy for the NCBC Board of Governors position with the National Conference of Bankruptcy Clerks (NCBC). Being a member of NCBC since 2012 has been a meaningful and gratifying experience. Due to my involvement, I have had the opportunity to create intra-court relationships and encounter and receive innumerable benefits from belonging to this organization. In 2014, I was a mentee. In 2015, I joined the NCBC's Mentorship Advisory Committee. I have come full circle in that I currently serve as Co-Chair on the Advisory Committee. I have written numerous articles for the NCBC Impact Newsletter and will soon be an MSU Judicial Administration Certificate Program graduate.

While working in the Central District of California since 2010, I have served on several committees and task forces. I strive to make positive contributions by being actively involved in the Court's Forms Committee, Human Resources Focus Group, Human Resources Manual Working Group, and Strategic Planning Council Volunteers. As a member of the Workflow Analysis Team and Centers of Excellence, I continually work towards modifying internal court processes to better assist communities to move the Court from good to great!

Furthermore, I am also a member of the Appeals Committee and Transcribers Committee which allows me to frequently collaborate with various courts regarding procedures. In addition, I have written proposals for presentation before the Court's Board of Judges. The ability to make cohesive decisions, resolve impromptu court issues and answer questions based on my knowledge and experience has been immeasurable in my partnering with various entities.

As with all organizations, its members need a voice that represent its interests. I can be counted on to represent those interests. With your vote, you will be helping me in continuing to pay it forward. Thank you for your support!

Candidate for Board of Governors:

Danielle M. Urban



I hereby declare my candidacy for the NCBC Board member position. I am aware of the qualifications for holding this office, and I attest that I meet such qualifications. After reading the NCBC bylaws, I understand the duties of the board members, and look forward to undertaking such responsibilities. I share the interests of the NCBC regarding professional development. I support the objectives focused on best practices, information sharing and networking between courts and districts. It would be an honor to assist the NCBC board and its members in carrying out NCBC's purpose.

I have been a member of NCBC since 2012 and the local NCBC representative for my court since 2017. I had the privilege of co-chairing the local Education Committee for the 2017 NCBC Annual Education Conference in Denver, Colorado. It was a rewarding achievement and a pleasure to work with various committees and members of NCBC to organize what we in Denver like to think of as the best conference ever! Securing the plenary speaker for the conference and proposing the first ever bookend speaker at NCBC was not without challenges. Watching a room full of our conference attendees light up with enjoyment, enlightenment and laughter while listening to the speaker, made every effort worth the journey.

As a member of the NCBC Board of Governors, I will be dedicated to fulfilling the professional needs and mission of the board, the bankruptcy clerks and the members of NCBC. I will work hard towards the development and continued improvement that our members have come to expect. Vote for me and allow me to share my passion, enthusiasm and extraordinary efforts with NCBC!!

Candidate for Board of Governors:

Khadijia V. White-Thomas, EdD



Greetings members!

It is with great enthusiasm that I submit my candidacy statement to serve on the Board of Governors for the National Conference of Bankruptcy Clerks (NCBC). As you know, the NCBC has a long history of being an advocate to the bankruptcy community. I've had the privilege of being a member and reaping many benefits associated with educational resources, professional development initiatives, and an array of supplemental benefits provided to NCBC members. I would love to give back to NCBC!

I serve as the Chief Deputy Clerk for the U.S. Bankruptcy Court for the District of Arizona. I have 20+ years of experience working in the courts, which has equipped me with strong leadership qualities, integrity, and excellent interpersonal and communication skills. I have knowledge and competence to interpret policies and procedures, statutes and regulations, and to develop and implement plans and services.

My interest in serving on the Board of Governors stems from my life's work and desire to engage and educate all individuals, by strengthening personal and professional development. I believe I can offer insight, advocacy, and knowledge pertaining to issues, and learn from those currently serving on the Board of Governors and the NCBC staff.

I look forward to education, inspiration, and engagement with the bankruptcy community through the efforts of NCBC.

Candidate for Secretary

Shannon Morris



My name is Shannon Morris and I announce my candidacy for the position of Secretary for the term of 2019-2021. I joined the Court family in 1999 and have been a member of NCBC since 2012. I currently work as the Director of Court Operations at the Bankruptcy Court for the Northern District of Georgia in Atlanta.

I have held the position of Secretary on the NCBC Board for the last two years and would be honored to continue my involvement in the same capacity. Prior to my position on the Board, I assisted with the planning and organization of the education conferences in Atlanta and Washington, D.C. The annual NCBC conferences provide knowledge and education, which are cornerstones for building our future leaders for the Court.

I look forward to the opportunity to contribute my experience, ideas and dedication to accomplishing the objectives of the organization. I appreciate your consideration in voting for me as Secretary.