



# National Conference of Bankruptcy Clerks

Issue #4

November 2015

## IMPACT Newsletter

*Dedicated to the professional development of its members*

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### President's Message

By: Gina Thomas, NCBC President

Happy Fall! It is certainly hard to believe that the holidays are just around the corner as it seems like only yesterday that so many of you were in Atlanta for the NCBC Conference. We (my great staff and I) had a wonderful time hosting the conference. My thanks to Impact editor, Jan Zari, for publishing a bonus conference issue so those of you who were unable to attend in person could experience a little of the learning and fun. Our next annual meeting, a joint NCBC/FCCA (Federal Court Clerks Association) event, will be August 8-11, 2016 in Washington, D.C. Stay tuned for more information about this exciting event.

I am honored and thrilled to begin my two year term as president of the NCBC. I realize, however, it will be very hard to measure up to my predecessor, Lee Ann Bennett, who did an amazing job leading our association. I am grateful that she will remain on the Board as the Immediate Past President. Lee Ann is not only a great clerk but has become a great friend. Eddy Emmons (Clerk, California Northern) will do double duty this year serving as both President-elect and Business Manager. Ken Hirz (Clerk, Ohio Northern) will continue to serve as Treasurer and Eileen Garrity was re-elected as Secretary.

The Board of Governors for the 2015-2016 year is:

- ◆ Mona Sparks, who will chair the Awards, Mentorship and Scholarship Committees
- ◆ Sabrina Palacio-Garcia, who will chair the Membership Committee
- ◆ Teresa Underwood, who will chair the Education Committee
- ◆ Vito Genna, who will chair the Outreach Committee
- ◆ Yvonne Cherokee, who will chair the Benefits Committee

The NCBC staff remains:

- ◆ Mary Lynn Wilson and Jennifer Paro, Co-Historians
- ◆ Joe Markley, Webmaster
- ◆ Jan Zari, Impact Editor

As you can see, I am certainly blessed with an outstanding team for the coming year. I hope you will reach out to any one of us with questions, concerns or suggestions. We all want the NCBC to be responsive to your needs and we need your input to accomplish that goal. If you are interested in serving on any committee, please let us know!

So, what is on the horizon for the coming year? As I write this, we are all operating under a continuing resolution that funds the government through December 11, 2015. What happens after that.....we shall see. We do know from Director Duff that the federal judiciary can operate independently from appropriated funds for a significant period of time. [Continued...]

## The NCBC IMPACT

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**M. Regina Thomas**  
President

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are always welcome.

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

## President's Message [Continued]

By: Gina Thomas, NCBC President

So, in the unlikely event of a government shutdown on December 12, we will all continue to work and serve the needs of the bankruptcy community.

The NCBC will continue to focus on what we can provide to our members other than a great annual meeting. Our partnership with Jim De La Torre and FedAdvantage has proven to be a truly beneficial one. Jim gave five excellent presentations in Atlanta. He also committed to on-site financial education and planning programs for courts throughout the country. He is scheduled through January 2016 and continues to add more and more courts. This is a great benefit for our members and judiciary employees who may not yet belong to the NCBC. The bottom line is we want our coworkers to know as much as possible about their current benefits, opportunities that are available now and how to financially maximize their retirement. Thank you, Jim!

The NCBC will continue to work with the National Conference of Bankruptcy Judges, Judicial Conference Committees, AO councils and advisory groups, and other groups to advocate for the needs of bankruptcy courts. We are continuously asked for information and assistance – and we call on our members in that regard. It is critical that we find ways to provide solid information to decision makers. This fits right in with our principles of Leadership, Advocacy, Education and Solutions.

My best to you and yours for a wonderful holiday season!

## Introducing: New NCBC Board Members Vito Genna



Vito Genna is the Clerk of Court for the United States Bankruptcy Court for the Southern District of New York. He assumed the duties of the Clerk of Court on February, 2009. He began his career with the U.S. Bankruptcy Court for the Southern District of New York in 1990 as a Systems Administrator. In 1991, he became the Director of Information and Technology, and in December 2000, served as the Chief Deputy Clerk.

Vito continues to serve on various committees for the Administrative Office of the U.S. Courts, and was an NCBC Board member from 2002 - 2004. He was directly involved with the implementation of the Case Management/Electronic Case Files (CM/ECF) system since its inception in 1993. He has over 25 years of experience in management and technology, and is excited to serve once again as an NCBC Board member.

## Introducing: New NCBC Board Members Teresa Underwood



Teresa Underwood has been selected as a member of the NCBC Board of Governors. She was hired by the U.S. Bankruptcy Court for the Northern District of Ohio as a Supervisor in 2003, and was subsequently promoted to Deputy Clerk in Charge and Chief Deputy Clerk positions. She holds a Master of Public Administration. In addition to her current role as the chief deputy clerk, she is the court's human resources administrator and training coordinator. Teresa is not a newcomer to

the Board, as she was a previous board member appointed as chairman of the Education Committees for 2011 and 2012 annual conferences, chairman of the Membership Committee, and was a member of the Scholarship Committee. She was the recipient of the 2013 NCBC Special Service Award.

Teresa balances her professional life with community service. She was a coach and trainer for the 2012 and 2013 Federal Judicial Center's New Supervisor Programs. She also holds a leadership position on the local Executive Board of Alpha Kappa Alpha Sorority, Incorporated, which provides scholarships, support services, and outreach programs in the Greater Cleveland community.

## IT Security Tip *Trash or Treasure?*

Identity theft doesn't only happen through computer hacks. Low-tech methods, such as going through someone's trash or mail, remain prevalent and effective. Simply throwing away documents or handwritten notes in the regular trash could potentially expose personal information as well as sensitive judiciary information.

Here are some actions you can take to protect against this type of compromise:

- ◆ Think before throwing away paper documents. Are you comfortable with the content appearing in a newspaper? If not, shred it.
- ◆ For extremely sensitive paper documents, consider a cross-cut shredder.
- ◆ If you have too much paper to conveniently shred, consider a trusted shredding service.

This tip can be found on the DTS website at link below:

<http://jnet.ao.dcn/information-technology/security/security-training-and-awareness-resources/it-security-awareness-toolkit/tips-month/trash-or-treasure>

# Federal Judicial Center Court to Court Program

From piloting new initiatives as a test court to highlighting the ways courts have addressed relevant topics and issues, such as telework and public outreach efforts to connect the courts to the community, the FJC's Court to Court program has crisscrossed the country to bring viewers to the steps and offices of the courts at the forefront of doing this work. Court to Court is a feature program that is offered regularly and provides courts with the opportunity to showcase their solutions to meet a range of organizational and technological challenges.

Current Court to Court programs are available as streaming videos and include the following segments.

## Training New Hires for Success

<http://fjconline.fjc.dcn/content/308162/court-court-training-new-hires-success-september-2015>

Every court unit must decide how to deal with training new employees. Court to Court visits the Western District of North Carolina's Probation and Pretrial Services office to learn how it recently changed its technique so that line officers and staff do the training and what have been the results.

## Dealing With Unscrupulous Bankruptcy Petition Preparers

<http://fjconline.fjc.dcn/content/304501/court-court-unscrupulous-bankruptcy-petition-preparers-august-2015>

Pro se bankruptcy filers often pay bankruptcy petition preparers (BPPs) to fill out and file the many documents necessary to open a bankruptcy case. All too often, unscrupulous BPPs take advantage of unknowledgeable or unsuspecting filers and do harm rather than offer help. With its large volume and percentage of pro se bankruptcy filings, this has been a substantial problem in the Central District of California. The bankruptcy court has undertaken several steps to lessen the effects such preparers cause, including promoting eSR, the new software that allows pro se debtors to submit their documents online themselves.

## Succession Planning and Staff Development

<http://fjconline.fjc.dcn/content/court-court-succession-planning-and-staff-development-february-2015>

Many court units contain a large percentage of staff who are within a few years of retirement. The departures of managers and supervisors in a short time span can be especially disruptive to normal operations. To help meet this challenge, the Northern District of Illinois district court created a vigorous two-year development program for court staff. Even with no promise of advancement, employees have responded enthusiastically to the program.

For more information and to suggest ideas for future segments, contact David Kolm, Senior Producer, at 202-502-4229 and [DKolm@fjc.gov](mailto:DKolm@fjc.gov).



## Local Court Spotlight: United States Bankruptcy Court, Northern District of Ohio (OHNB)



**United States Bankruptcy Court, Northern District of Ohio**

**Hon. Pat E. Morgenstern-Clarren, Chief Judge**

**Kenneth J. Hirz, Clerk of Court**

**Divisions:** 5 (Akron, Canton, Cleveland, Toledo and Youngstown)

**Number of Judges:** 8 Authorized Judgeships

**Number of Employees:** 16 Chambers Staff and 57 Clerk's Office Staff

**NCBC Sixth Circuit Liaison:** Josiah Sell (Cleveland);

**Local Representatives:** Susan Roberts (Toledo) and Brenda Heminger (Akron)

**Local Innovation:** In response to budget reductions and the resulting reductions in staffing levels, the Court created an Automation Committee in 2013 that has employed ADI to perform many functions, including notices, receipts for the cash register program, docketing audio files, ACH, CHAP minute entries, and more. ADI docket events currently make up 12% of all docket events and 37% of notices. The Court has also customized E-Orders which keeps the system operating efficiently and enhanced E-Order logging to provide more logging information among other enhancements. Streamlining procedures has been a priority in order to most efficiently serve 8 bankruptcy judges. The Case Administration Procedures Manual (CAPM) details the requirements of each judge which has allowed staff to embrace docketing across divisional lines to improve efficiency while adjusting to uneven staffing reductions in divisional offices. Like many bankruptcy courts around the country, OHNB has effectively used technology to minimize human capital needs in this austere budget climate.



# Staying Secure While “On the Go!”

From the Information Technology Security Office, Administrative Office of the U.S. Courts

A decade ago, smart phones and tablets were new to the marketplace, which made them a low value target for hackers. Today, the availability of affordable portables, free apps, and always-on mobile connectivity has made them an integral part of our personal and work lives. Beyond just being “smart,” these devices are powerful computers that can hold or access lots of information. Across the judiciary, there are over 27,000 smart phones and tablets currently in use and that number continues to grow!



As smart phones and devices have increased in market share, so too has their appeal to the hacker community. In fact, there are over two million “apps” specifically designed to take advantage of mobile device users, and new malware designed for mobile devices has exceeded that developed for stationary computers! McAfee Labs further reports that mobile malware will be the biggest contributor to the number of malware attacks in 2014.

In light of these trends, stay safe both in the office and on the go by:

- ◆ **Only downloading trusted mobile apps.** Avoid mobile malware by downloading mobile apps only from trusted and approved sources. For example, the Apple Store and Blackberry World verify that an app is malware-free before offering it for download. Historically, apps for Android users were not submitted to analogous scrutiny. Today, Android users have several options available to them, such as running the app through anti-malware software or sending it to the Google Play store for a safety check.
- ◆ **Installing anti-malware software if needed.** Mobile malware is on the rise, so be sure to check with the vendor to see if anti-malware protection is recommended for your device. For example, Symantec Norton Mobile Security is available for Android users.
- ◆ **Maintaining the device’s integrity.** The purposeful alteration of a device’s operating system is called “jailbreaking.” Users “jailbreak” to circumvent usage restrictions, such as copyright protection on music or videos. This not only voids the warranty, but may also introduce security flaws that could result in the installation of malicious apps.
- ◆ **Being skeptical when clicking on links.** Because we often think of mobile devices as simply phones and not computers, users who might not click a suspicious link on their computer may not think twice about clicking on one on their mobile device. Never click a suspicious link in an email, Twitter tweet, text message, or social network post from your mobile devices.
- ◆ **Limiting the information you share with apps.** Some apps are more invasive than strictly malicious. This may include free and for-a-fee apps available from reputable sources (e.g., the Apple Store). Keep in mind that once you enter sensitive information into an app (or allow it to access the information on your device, such as GPS location), you may no longer have any control over what is done with that information or how well it is protected.
- ◆ **Keeping mobile device software and mobile apps up to date.** When a vendor releases updates for the device software, install them as soon as possible. Remember to update your installed mobile apps, too. Updating software will help prevent attackers from taking advantage of known vulnerabilities. While this won’t specifically prevent the installation of malware, it can limit the impact of a malware infection. As a further precaution, uninstall any mobile apps when you no longer need them.

For more information on protecting mobile devices, see the brochure: [Mobile Phones: More Options, More Threats](#) or contact your local IT staff.

## NCBC and MSU News

### REVISED Schedule of Live Course Offerings at Future NCBC Conferences

2016

**Combined FCCA and NCBC Conference\***

Essential Components of Courts (5)  
Resources, Budget, & Finance (7)

2017

Information Technology Management (6)  
Human Resources Management (7)

2018

Education, Training, & Development (5)  
Visioning & Strategic Planning (5)

MSU and NCBC look forward to preparing a new generation of leaders. Please see below for the revised live MSU noncredit certificate schedule of course offerings. For more information on MSU courses offered live at NCBC conferences, please contact Cathy White at [gamperca@msu.edu](mailto:gamperca@msu.edu).

NCBC students who were expecting **Human Resources Management** to be offered live in 2016 have the following options to complete this required course:

- 1) Complete the traditional online Human Resources Management course
- 2) Complete the interactive online Human Resources Management course
- 3) Request a one year program completion extension to take the course live in 2017

# MSU Activities at the 2016 Combined FCCA/NCBC Annual Conference

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

## Courses

In keeping with the commitment that the National Conference of Bankruptcy Clerks (NCBC) and the Federal Court Clerks Association (FCCA) made to support their members' education, two of the required ten courses in the Judicial Administration Program will be offered at the 2016 combined conference for a total of twelve contact hours.

For those students who are just joining the Michigan State University (MSU) program or continuing their studies, Essential Components of Courts will be offered for 5.0 contact hours and Resources, Budget, and Finance will be offered for 7.0 contact hours.

## Graduation

NCBC and FCCA students, who have completed their required coursework and capstone project, will be honored with a graduation ceremony.

## 2015-2016 MSU Judicial Administration Noncredit Certificate Program Interactive Online Schedule and Information: Remaining Courses

Date	Course	Contact Hours	Fee	Instructor
November 2 - November 15, 2015 (2 weeks)	Education, Training, and Development (Elective)	5	\$60.00	Allsteadt
November 30 - December 13, 2015 (2 weeks)	Visioning and Strategic Planning (Elective)	5	\$60.00	Allsteadt
January 4 - January 24, 2016 (3 weeks)	Caseflow Management (Core)	8	\$96.00	Allsteadt
January 25 - February 7, 2016 (2 weeks)	Leadership (Core)	6	\$72.00	Allsteadt
February 8 - February 21, 2016 (2 weeks)	Essential Components of Courts (Elective)	5	\$60.00	Allsteadt
February 22 - March 13, 2016 (3 weeks)	Information Technology Management (Core)	6	\$72.00	Allsteadt
March 14 - March 27, 2016 (2 weeks)	Human Resources Management (Core)	7	\$84.00	Zari

### Interactive Online Course Features:

- ◆ A series of online readings for the student to complete
- ◆ Weekly discussion group(s) facilitated by an instructor
- ◆ Credit is earned by:
  - ◆ Meeting posting requirements
  - ◆ Completing the final course evaluation

# NEW FEDERAL COURT LEADERSHIP PROGRAM (FCLP) FINAL PAPER POLICY

## (Adopted by MSU October 2014)

Adopted in October 2014, students who have been accepted into the MSU Noncredit Certificate Program in Judicial Administration may now seek approval to apply to have their Federal Court Leadership Program (FCLP) final paper fulfill the requirements for the Noncredit Certificate final capstone experience project. NCBC students wishing to pursue this option should adhere to the following procedure:

- ◆ Complete 60 contact hours of course instruction in the MSU Noncredit Certificate in Judicial Administration Program.
- ◆ Lodge FCLP paper substitution request with Cathy White, academic and student services manager, at [gamperca@msu.edu](mailto:gamperca@msu.edu).
- ◆ Provide Cathy White with the final copy of the FCLP paper submitted to the Federal Judicial Center.
- ◆ Student will pay the \$60.00 capstone experience project fee.
- ◆ Cathy White will submit the FCLP paper to Dr. Conner for review and approval.
- ◆ Dr. Conner will review the FCLP paper and no later than thirty days after submission will provide comments, suggestions, and the like.
- ◆ Student will receive written notification of completion of the Judicial Administration Program Noncredit Certificate.

For more information on the interactive online courses, please contact Cathy White at [gamperca@msu.edu](mailto:gamperca@msu.edu).

## Your 2015-2016 Benefits Committee Members

By: Yvonne Cherokee

**Annette Fischer** has served as Human Resources Specialist for the District of Arizona Bankruptcy Court since 1997. She has 24 years of court experience. She began her court career as an Intake Files Clerk in 1990 and also served as Human Resources Assistant from 1994 to 1997.

**Jeff Allsteadt** was appointed Clerk of Court for the U.S. Bankruptcy Court for the Northern District of Illinois on March 10, 2014. Jeff started his career at the age of 16 in the file room of the Oakland County Courthouse in Michigan. He is a graduate of the Federal Court Leadership Program and holds a certificate from Michigan State University in Judicial Administration. Jeff now teaches all 10 classes of the Michigan State program.

**Jeff Peirce** is a Case Administrator Team Leader in the Camden Division office of the District of New Jersey. He's been with the court system since 1986. He also helped with the Editorial Committee.

**Pam Smith** is a Case Administrator with U.S. Bankruptcy Court Eastern District of NC since 2010. 4th Circuit Liaison for NCBC; She began her court career as a case administrator in Denver, Colorado and has six years of court service.

**Yvonne Cherokee** – I am a Programmer Analyst with NCEB. I graduated from FCLP in 2006 and have been a coach for new participants of FCLP since 2008. Working in the courts has been an adventure for me. I started volunteering for NCBC in 2009 as the Editor, continued onto the Editorial Committee in 2012, and as of 2013 I serve as Board of Governor and chair of the Benefits Committee.

YOUR Benefits Committee has been very active this year. Many courts signed up for the FedAdvantage free training. We are in the process of discussing training dates with each court. Did you know FedAdvantage offers a free retirement analysis for NCBC members??? Be sure to ask your local NCBC rep (or me) about the free NCBC member retirement analysis provided by FedAdvantage.

Due to the low interest by members for Pet Insurance, we have decided to discontinue this benefit. We are compiling a referral list of top carriers with their contact information and soon we will post it on our website.

Don't forget to check out NCBC member benefits options at <http://ncbc.memberclicks.net/benefits>.

And a special thank you to **Ann Iannarelli** (FLMB) for her many years of service on the Benefits Committee!



With Ann Iannarelli leaving the group, we are in need of another member to join us. If you are interested in participating, please contact me at [yvonne\\_cherokee@nceb.uscourts.gov](mailto:yvonne_cherokee@nceb.uscourts.gov) or 919-334-3812.

# Open Season is Coming Up! Check out NCBC's Member Benefits

By: James De La Torre, CRPC

The FEHB open season is almost upon us, and from now until mid-December employees will be looking at which health, dental or vision plan options make sense for themselves and their families. Don't forget to check out the benefit options NCBC offers. These programs were designed and intended to enhance shortfalls that are part of the federal benefit programs. See below for an updated list of benefit offerings to NCBC members.

**NEW for 2015, Medical Expense Insurance** – Medical expense insurance is designed as a companion to your health plan under FEHB. It enhances the overall benefits for you and your covered dependents. It can reduce or in some cases, even totally eliminate the out-of-pocket expenses you or your covered dependents may incur as a result of either inpatient or outpatient medical care. By reducing your out-of-pocket costs and the financial burden your medical expenses can create. It may even help you reduce the overall cost of maintaining quality health insurance by allowing you to combine a health insurance policy with a higher deductible and co-insurance requirement with the plan.

**Supplemental Disability Income Insurance** - Federal employees do not have access to disability insurance as part of their employer sponsored benefit programs. Through FedAdvantage, NCBC offers both Short-term disability (STD) and Long-term disability (LTD) insurance plans, underwritten by MetLife. These plans are designed to fill the gaps left from your paid leave and disability retirement to provide you with a continuous stream of income through all phases of disabling conditions. This program offers comprehensive disability income protection, along with the flexibility of choosing a plan design to meet your needs. With benefits starting as early as 30 days, the NCBC sponsored disability programs will help bridge your income from when your leave stops until you can return to work.

**Life Insurance** - When was the last time you reviewed your Life Insurance? Life insurance rates are based around life expectancy and with people living longer than ever, now might be a good time to capitalize on the low rates available. If it's been more than 5 years since you reviewed your life insurance it might be time to give yourself a financial checkup. We offer the broadest range of life products available in the industry today and, in most cases can save you money on your existing life insurance.

**Professional Liability Insurance** – insurance to protect you against claims brought against you in the scope of your job. As a federal employee, you can find yourself in a situation where you need to hire your own personal attorney - just for doing your job. FEDS Federal Employee Professional Liability Insurance provides you with legal representation and indemnity protection to protect you and your family from the risks and financial consequences of a claim or allegation made against you in the performance of your federal job duties.

**CIGNA Dental Insurance** – Active and retired NCBC members have access to dental insurance through Cigna. You can choose between a PPO or an HMO each offering one of the largest dental networks available today. These plans are different from others available in that they charge a single monthly rate regardless of your zip code or geographical location.

**Vision Service Plan** – Active and retired NCBC members have access to vision insurance plan through VSP. VSP is the largest and most recognized insurance plan available. This plan is different from others available in that they charge a single monthly rate regardless of your zip code or geographical location.

**Pet Insurance** – Are you looking for quality health insurance for your pet? NCBC has compiled a pet referral list for you to compare the industries top pet insurance programs. As the cost of unexpected veterinary care rise's parents of pets look to find ways to help manage those expenses, this referral list can assist you in comparing the right plan for your pet.

To learn more about these plans go to the benefits section of the NCBC members website or contact me directly.



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



# Awards and Scholarship News

By: Mona Sparks



## **Congratulations – NCBC Membership Awards**

2015 membership awards are now available on the website. Celebrate your court's achievement! Congratulations to six courts who achieved GOLD membership (AK, IA-S, LA-M, ME, MT, and RI). Twenty-four courts attained SILVER certificates and forty courts achieved BRONZE level. Congratulations and thanks for making NCBC membership a priority.

Download and print your court's membership award certificate and celebrate. <http://www.ncbcweb.com/awards>

## **NCBC Scholarships**

Did you know the NCBC has a scholarship program? Members can request assistance with their educational expenses that meet the scholarship program criteria. Several NCBC members benefited from the scholarship program in 2015. Look for their articles in the IMPACT to read how they benefitted. Scholarship program information is available on the website. Watch the IMPACT for more details. <http://www.ncbcweb.com/scholarship-info>

## **Volunteers Needed**

NCBC committees rely on volunteers to assist with the Scholarship / Award and Mentorship committees. A big shout out to those who have assisted with these committees in the past. We are always seeking additional volunteers to help manage these programs. Contact [mona\\_sparks@kyeb.uscourts.gov](mailto:mona_sparks@kyeb.uscourts.gov) if you are interested in volunteering to help with either the scholarship/awards or the mentorship committee. We sincerely appreciate all our volunteers.

## **Mentors and Mentees Needed**

We need YOU! That's right -- YOU!!

The NCBC Mentorship program is a great place to connect with your peers and to learn from others or to share your knowledge and experience with others. Don't delay. Apply today. A mentorship group will begin soon. See the website for more information and application forms. <http://www.ncbcweb.com/mentor-program>



**WANTED**

MENTORS

AND

MENTEES

# 2015 NCBC Conference Reflection

By: Anthony Gonzalez, 2015 NCBC Scholarship Recipient

This year's NCBC conference was an amazing experience on several levels. Aside from breathtaking experience of the Georgia Aquarium, motivational speaker (Bill Curry), the conference offered an assortment of courses that were educational and delivered in an appealing and interactive manner. This was my first time participating in the MSU program and attended a number of courses; Media Relations and Court Community Communications, "Presenting Like a Pro" and "CARE Bankruptcy Court Outreach". The "Caseflow Management" courses were masterfully delivered by Barry Lander and company.

I work in the Space and Facilities department so I am oblivious to the way our Courtroom Services teams, Trustees, chamber's staff and judges work together to open, process and close bankruptcy cases. We were asked to create a flowchart of a chapter 13 case and the process and the work that goes into serving the public was mind blowing, but very interesting. Another interesting portion of the MSU courses was the "Presenting Like a Pro" course. Barry introduced us into some intriguing ways to deliver information during a presentation. He used a few videos of Steve Jobs presenting new Apple products. The different approaches and strategies that are used to convey information and sell products was very eye opening. I will definitely be incorporating these strategies for future presentations that I prepare for the court.

In my opinion, the courses that were presented at the conference were educational, relevant topics and material that can be applied to our everyday work experiences. I am extremely grateful that I was given the opportunity to participate at this year's NCBC conference and engage in these courses. I will definitely share the information that I learned with my co-workers and incorporate these new skills into my everyday projects.



## 2015 NCBC Conference Reflection

By: Meredith Klassen, 2015 NCBC Scholarship Recipient

I am a Team Leader for the California Central Bankruptcy Court, (Northern Division/Santa Barbara). I began my career with the federal judiciary over 23 years ago. The 2015 NCBC Conference in Atlanta, GA, was the fourth NCBC conference I have attended, and my second conference as an MSU student.

My attendance at the 2015 NCBC Conference has provided me with many benefits, but the most significant was the wealth of information that I received from the MSU experience at the Atlanta conference. The MSU educational program is so well organized and very relevant to my current work assignments.

As always, Barry Lander's MSU courses were packed with valuable information and he delivered it in his usual enthusiastic and engaging manner. The Caseflow Management course was especially informative and educational. I appreciated that this course started from a clear beginning and provided a big picture scenario on the topics. After 23 years with the courts, I found that it succeeded in plugging in a few puzzle pieces missing from early in my experience and training. The most important takeaways from the Caseflow Management course for me were, 1.) the reminder that it is vital to know and understand the "WHY" of what we do, not just the "HOW", and 2.) The importance of focusing work efforts on *meaningful case events* in order to advance case statuses.

By far, the most significant impact NCBC 2015 had on me and my career was the MSU course offerings focused on **community outreach and public information**. Recently, I was tasked with several assignments that relate to raising court visibility in our communities through a court educational program, and developing programs to assist the unrepresented public. The MSU courses titled "Public Information, Media Relations, and the Management of Court Community Communication", "The CARE Program: An Example of Bankruptcy Court Outreach", and "Presenting Like a Pro – How to Turn Presentations into Something Incredible and Get Your Message Heard!" were in direct alignment with my assignments and career goals. I will be able to immediately apply much of this new knowledge to my current work assignments to enhance my work product.

Another profound impact the 2015 Conference had on me was the vast networking opportunities afforded through conference social events and the MSU educational program. Over the past year, I have been fortunate to work on two separate collaborative projects between my court, the AO, and a few courts around the country. NCBC provided me with a wonderful opportunity to meet some of my colleagues on these projects face to face. Also, as this is my first year as a member of the Impact Editorial Committee, I was able to meet my Impact Editorial Committee members too, and assist with the Impact info-sharing booth.

As you can see, the 2015 NCBC Conference was an overwhelmingly valuable experience for me and will undoubtedly assist me in furthering my career goals - while simultaneously helping my court fulfill its mission to provide stellar service to the community. Again, please extend my gratitude to the scholarship committee for granting me a scholarship so that I could participate in this worthwhile opportunity.

## Milwaukee Federal Courthouse Sponsors "Bring your Children to Work Day"

By: Janet L. Medlock



The Milwaukee Federal Courthouse sponsored their fourth annual Bring Your Children to Work Day on June 17. There were almost 80 children who participated from all agencies in the building. Chief Bankruptcy Judge Susan V. Kelley gave opening remarks to the children and some of the activities during the day included a tour of a ceremonial courtroom, a presentation by the U.S. Marshals Service (complete with a tour of a holding cell and a taser demonstration) along with an Explosive Detection K-9 Unit presentation with canine partners Ringo and Murdock and a career panel presentation with representatives from the Federal Defender Services, a Bankruptcy Judge, a U.S. Senator's office, a Federal Occupational Health Nurse and the U.S. Attorney. The children also participated in a demonstration by the U.S. Probation Office and the grand finale was a trial, *United States vs. The Tooth Fairy*, where the children participated as jurors and District Judge Pamela Pepper presided. Among the witnesses were the Easter Bunny, Santa Claus and the Wicked Witch. Everyone had a wonderful time and the children got to know about what their parents and grandparents do every day!

## NCBC Mentorship Program

By: Johanne Remy, 2015 NCBC Scholarship Recipient

Feeling Lost on Your Career Path? Might I suggest the NCBC Mentorship Program?

At some point in our career, there may come a time when we are trying to discover who we are, how and where do we fit in at our jobs with the court. Yes, we all know there is information “out there” regarding career opportunities, groups, forums and continuing education. However, we may not be sure where to look, what information applies to us or even if it would be beneficial to us. We may have ideas or suggestions that may be beneficial to our workplace but we just aren’t sure how to present those ideas or even know how to hone in on a specific topic. It can feel like you’re just spinning in circles. If only we could get some guidance, assistance or just someone who will listen without judgement...

You may be shaking your head in agreement. Don’t stop now, keep reading! Now, let’s go over my suggestion...

The NCBC Mentorship Program is a six (6) month program (but tends to form lifetime friendships) that partners the mentee with a seasoned and experienced mentor both of which, must be NCBC members. The pairing is based on similar career backgrounds, experience, goals and interests. The mentor is one that has a genuine interest in aiding the mentee to progress professionally and individually. Not only is the mentee obtaining guidance from a seasoned court professional, they have an opportunity to better understand the judicial system and court operations as well as obtain objective feedback regarding professional development. The program provides for a supportive, respectful, healthy and confidential relationship between mentors and mentees.

The NCBC Mentorship Program can help you not only find your way to your “OZ” but also assist you in finding your own yellow brick road. Heck, you might even realize your road isn’t even yellow but magenta!

Say it with me now, NCBC Mentorship Program! What are you waiting for? Click the link below and fill out your application!  
<http://www.ncbcweb.com/mentorship-program-overview>



## Editor’s Note

By: Jan Zari



Hello and Happy November NCBC Members! It is crazy to think about how quickly this year has passed. This issue marks the 5th and final issue of the Impact for 2015 and the completion of my first year as your Impact Editor.

Again, all credit goes out to my hard-working and talented committee members, Dailin, Monica, Meredith, and Shawna for their work on this and every issue we’ve released this year. Thanks also to the NCBC Board for continuing to submit your articles and contributions for each and every issue. Many thanks also go out to our special contributors from around the judiciary for letting us tell your story.

We want to hear more from you! We want to highlight your accomplishments, your innovations, and all the great things you are doing at your court! We are open to all of your great ideas and we want to share them with all of our members.

As we move into the new year, I encourage you to take the initiative to get involved in all things NCBC. Join a committee! Write an article! Nominate your peer for an Award! Get your coworkers to become members! Serve as a Local Rep! Sign up for our mentorship program! The ways to get involved in our amazing organization are endless and we welcome and encourage you to get involved.

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

## 2015 Federal Holidays

From: Office of Personnel Management

**Veteran’s Day** - Wednesday, November 11, 2015

**Thanksgiving Day** - Thursday, November 26, 2015

**Christmas Day** - Friday, December 25, 2015

**New Year’s Day** - January 1, 2016

