



National Conference of Bankruptcy Clerks

Issue #4

November 2017

IMPACT Newsletter

Dedicated to the professional development of its members



President's Message

By: M. Regina Thomas, NCBC President

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The NCBC IMPACT

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M. Regina Thomas
President

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are always welcome.

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Happy Fall Y'all! Another year is flying by and soon we will be celebrating another new year. Personally, and professionally, it has been a great year – and I am thankful. It has also been a great year for the NCBC. Even after eight years with the judiciary I find myself amazed by the by the quality of people who do the work each day in the name of service. We may be the “third branch” but I have no doubt we are the best branch!

Disaster Relief Donations

Many of our judiciary colleagues have been affected by hurricanes and fire. When I asked for your help, many of you responded. I heard from a number of NCBC members who made contributions to other organizations such as the Red Cross. In what ever way you helped, thank you!

NCBJ

I represented the NCBC at the annual meeting of the National Conference of Bankruptcy Judges in October. Besides attending excellent educational programs, I was invited to one of the judges' meetings to report on the activities of our association. The NCBJ is one of our strongest supporters and I am grateful for the opportunity to share our plans and accomplishments. I thanked the NCBJ officers and board for their generous donation of \$750 to our disaster relief fund.



Kathy Campbell

Congratulations to NCBC member, Kathy Campbell (Clerk, California Central), for her 2017 Director's Award for Outstanding Leadership! Kathy truly is an outstanding clerk and an invaluable resource to her court and the bankruptcy community. She is also a strong supporter of the NCBC and its mission. We are very proud of and happy for you, Kathy!

NYC Conference

Planning is well underway for the 2018 Education Conference in NYC! The Education Committee, led by NCBC Board Member, Eileen Garrity, recently released the “Call for Presenters” with a deadline of December 8, 2017. As is the case each year, we expect to receive excellent proposals for the committee's consideration. Plenary session speakers are also being considered at this time. Our goal is to release the conference website by April 1 and open registration by May 1. More information about the conference and the firm timeline will appear in the next edition of the *IMPACT*, so stay tuned!

President's Message (continued)

Mid-Year Board Meeting

The Board will meet at the conference hotel in New York City the last weekend of January for its annual mid-year planning meeting. Our host clerk, Vito Genna, and members of his team will also attend and many final decisions about the conference will be made, including registration prices and agenda approval. During the mid-year planning meeting, we discuss the business of all NCBC committees so if you have ideas or suggestions for the association, please reach out to me or any of the committee chairs. Our email addresses are easily accessible on the NCBC website, www.ncbcweb.com under the Administration Section.



Impact Editor and Web Administrator

You may recall that an email notice was sent to the membership seeking applications for the positions of Impact Editor and Web Administrator. Both positions carry a three-year term beginning January 1, 2018.



I am pleased to announce that the Board approved my selection of Jan Zari as Impact Editor and Joe Markley as Web Administrator. Thank you both for your willingness to continue to serve the NCBC and its members.

New Memberclicks Platform

If you have not logged into the "new" Memberclicks, please take a minute to review/update your membership information. As mentioned in the email blast sent to members several weeks ago, the upgraded platform has an automated login/password recovery function which will make it easier to access the database and keep your information current.



National Conference of Bankruptcy Clerks

Member Login

Search our site...

Thank you for your support of the NCBC and its mission. Wishing you and yours all the best in the coming holiday season – and a very happy, healthy 2018!



Website Committee Update

By: Joe Markley



On behalf of the website committee and myself, I am pleased to announce that on Wednesday, October 11, 2017 we made the transition from Memberclicks Classic to the new Memberclicks platform. The new system is much more modern and intuitive. We invite you to sign on and tour the new site. The user name and password you used in the past works with the new system. While there, check your profile settings and be sure your information is current.

I am fortunate to report that all the website committee members volunteered to work me again this year. I extend my personal appreciation to Kimberly Rubal (CACB), Dorenda Turner (INSB), Rosette Montes-Hempler (NVB), Eileen Garrity (MAB) and Matt Brittain (NCMB).

We thank you for your support of NCBC and ask for your continued feedback on our website so we can better serve our member community.

Call for Presenters 2018—New York, NY

By: Eileen Garrity



I know it seems like we just got back from Denver, but the Education Committee has already met twice and the planning is underway for next year's NCBC Conference in New York City, New York, from August 12-15, 2018. An excellent education program comprised of stellar trainers has continually served as the foundation of our conference. Therefore, we invite seasoned trainers and subject-matter experts to provide a course proposal(s) and relevant presenter information by December 8, 2017.

Please visit <https://ncbc.memberclicks.net/presenter-proposals-2018/> and provide the trainer's name, email address, and court unit or organization name.

Open Season is Almost Here

From: Judiciary Benefits Center

The Judiciary Benefits Center is pleased to announce the approaching 2018 Open Season for the Federal Judiciary Flexible Benefit and the Federal Employees Health Benefits (FEHB) Program. This year, Open Season will run from November 13, 2017 through December 11, 2017.

Over the next few weeks you will be receiving an invitation in the mail with instructions for making your elections, as well as reminders to enroll before the end of the Open Season. In addition, the Benefits Division is hosting two live Benefit for Life Hour programs this Annual Enrollment Open Season. If you are unable to attend the live sessions, the recording for this event will be made available within a few days after the live session.

Federal Benefits Open Season and Year-End Benefits Reminders - November 14, 2017

This webinar is being presented by Benefits Division staff. Topics include the available benefits and options for the upcoming Federal Benefits Open Season for plan year 2017, the procedures for enrolling or changing enrollments, and news about the Thrift Savings Plan, Federal Employees Group Life Insurance, and long term care insurance programs.

Open Season Guidance for a Successful Enrollment - November 28, 2017

This webinar provides participants with the tools and information they need to research and enroll successfully in this year's Open Season and Annual Enrollment programs. Web tours of Open Season resource pages, the Judiciary Benefits Center (JBC), and BENEFEDS, are on the agenda. Tour highlights include the JNet's and OPM's annual Open Season pages, a JBC registration and enrollment demo, FEDVIP information, and a look at a health insurance preference and decision tool. Additional shared resources and a Q&A session concludes this webinar. Web tour guides and benefits specialists are from the AO Benefits Division and the JBC (ADP) Team.

The [Judiciary Benefits Center web site](https://judiciary.adp.com), available at <https://judiciary.adp.com> is a confidential, one stop resource for information and tools designed to help you better manage your benefits 24/7. On the site you will be able to make your Flexible Benefit, Commuter Benefit, FEHB, FEGLI and Thrift Savings Plan (TSP) elections. Throughout the year, you will be able to review and update your TSP contributions, review your spending account balances, review claim status, and search health related topics. The Judiciary Benefits Center is committed to keeping your personal health information secure and confidential and has instituted required compliant privacy protections throughout their business operations, including all web-based transactions.



The Affordable Care Act requires individuals to maintain "minimum essential health coverage" (MEC). Employees and family members covered by the FEHB program satisfy this requirement. Employees eligible for FEHB coverage, but who are not now enrolled or covered by another FEHB enrollment as a family member, should seriously consider enrolling in the FEHB program. Employees who have eligible family members that are now uninsured should seriously consider an FEHB Self and Family or FEHB Self Plus One enrollment in order to meet the MEC requirement. The Office of Personnel Management (OPM) has provided a list of answers to questions about how the MEC requirement affects individual employees, which can be found in the Health Insurance section of the [JNet's Benefits page](#).

The Affordable Care Act has also created the Health Insurance Marketplace, an alternative source of private health insurance options for individuals not covered by the FEHB program or concerned about the affordability of FEHB premiums. OPM has provided a letter to Federal employees to explain the Marketplace opportunity and a list of answers to questions about the Marketplace, which can also be found in the Health Insurance section of the [JNet's Benefits page](#).

We hope you find the Judiciary Benefits Center helpful in managing your benefits. Please feel free to contact the Judiciary Benefits Center at 1-888-442-FLEX (3539) with any questions. Benefits Counselors are available to assist you Monday through Friday, between 9:00 a.m. until 9:00 p.m., Eastern Time.

Health Insurance: FEHB

By: Matt Brittain



It's November and the 2018 Federal Benefits Open Season is just around the corner. Now is the time to think about your health insurance coverage.

As a judiciary employee, you are eligible to participate in the Federal Employees Health Benefits (FEHB) Program. The FEHB Program provides comprehensive health care coverage for employees, retirees, and their families. Medical benefits include doctor's office visits, preventative care, hospitalization, surgery, and prescription drugs.

Health insurance benefits are provided by insurance carriers which will vary based on your geographic location. With FEHB, you have a choice of several different types of health care plans including:

- Fee for Service (FFS)
- Health Maintenance Organization (HMO)
- High Deductible Health Plan (HDHP)
- Consumer-Driven Health Plan (CDHP)

Your share of your health care premium is approximately 30% of the total premium cost. The remaining amount is paid by the government. Premiums are conveniently deducted from your paycheck on a pre-tax basis which can save you additional money.

Other advantages of FEHB include:

- Guaranteed Coverage
- Coverage after Retirement
- No restrictions on Preexisting Conditions
- Coverage for Survivor Annuitants
- Coverage while on LWOP

Open season will begin on Monday, November 13, 2017, and run through Monday, December 11, 2017. During Open Season you have the ability to enroll, change health plans or options, and cancel your FEHB enrollment. So don't wait. Visit the Judiciary Benefits Center (<https://judiciary.adp.com/GEM>) to learn more about FEHB as well as a variety of other benefits provided to judiciary employees.

- **Medical Indemnity Insurance:** With the cost of your FEHB program increasing an average of 6.4% in 2016, you are faced with a tradeoff: better coverage & higher premiums VS less coverage and lower premiums. Frustrating to say the least. FedAdvantage's Medical Indemnity plan, offered as Inpatient Only or Inpatient/Outpatient Combo, reduces your out-of-pocket costs (think deductibles, copays, and co-insurance) with a choice of either inpatient or in/out patient expenses. It's peace of mind protection for both you and your family.

With open season fast approaching, evaluate your needs, risk, and coverage, and consider FedAdvantage when you require assistance, or would like to learn more about gaps currently present in your benefits. For more information please visit FedAdvantage.com or email us at: info@FedAdvantage.com.

Benefits Reminders

From: FedAdvantage

Open Season is upon us again, and there is no better time to think about your benefits, but it can be difficult to understand which benefits you should have to be properly protected. FedAdvantage was founded in 1992 with the purpose of assisting federal employees in understanding their benefits and educating them on how to "fill the gaps" present in them. This mission has caused us to create highly specialized and valuable supplemental insurance programs, exclusive to federal employees, such as Disability Insurance and a suite of three voluntary products to complement your health insurance plan.

Disability Insurance

Disability insurance is insurance protection for your income in the event you cannot work due to an accident, illness, or other form of disability. Despite popular belief, federal employees lack a comprehensive disability plan, which is why we created our Disability Financial Impact Analysis, which is designed to show you how your finances would be affected by a three-year disability- the national average length. For more information on how this low-cost, group program can fill the gaps in your benefits, please visit FedAdvantage.com or email us at: info@FedAdvantage.com

Voluntary Benefits to Complement Medical Insurance

"Living Life" sometimes creates situations that bring unexpected costs, especially when the cost relates to medical care. Deductibles and coinsurance can be more expensive than we realize, which is why FedAdvantage offers you a suite of three voluntary products to complement your health insurance plan.

- **Accident Insurance:** An accident can happen to anyone, and recovery can be costly. Your medical insurance may pick up most of the tab, but leave you with out-of-pocket expenses that add up quickly. Accident insurance provides benefits for covered accidental injuries, related services, and treatments.
- **Critical Illness Insurance:** Critical Illness insurance provides a choice of \$10,000, \$20,000, or \$30,000 lump-sum payment for a covered illness such as cancer, a heart attack or stroke. The cash benefits are independent from any claims or coverage provided by your medical insurance. The cash can help with the bills or added expenses that medical insurance may not be able to cover like co-pays, deductibles, or day-to-day living expenses.



FedAdvantage
FILLING THE GAPS IN YOUR BENEFITS

2017 NCBC Annual Conference Plenary Speaker

Craig Zablocki

By: Danielle Urban

Participants of this year's conference had the pleasure of listening to the enlightening and entertaining works of Craig Zablocki. His messages to "be all in" and to take ourselves a little less seriously in order to reach new heights personally and professionally were well received. Members of NCBC were moved to laughter and renewed perspectives on team building, leadership and personal strength. Craig provided tools to encourage ingenuity and team building. His exercise, meant to reshape first reactions and permit growth of new ideas by simply saying, "that's a great idea!" was both humorous and educational. If you missed Craig's sessions, or would like further information, please visit his website at <http://www.craigzablocki.com/>.

Please enjoy a few follow-up words from Craig, as well as comments from several members of the audience.

"As someone who sees the more "innate" qualities that we spoke about in Denver... laughter, creativity, honesty, joy, present moment living, etc., those qualities we had as kids, as important to have, I believe our task is more one of "un-learning" than learning. We have created barriers to a more authentic way of being. The three main barriers I see in adults are "F.E.W.", that is FEAR, EGO and WORRY.

During both my opening and closing keynotes at Denver's NCBC this summer, we saw before our eyes, that the antidote to fear is action, courage and love. Concerning our egos, I am referring to our attachments to our self-identity that can get the best of us (myself included). We saw that having a purpose that trumps our personality is extremely helpful. The simplest way I can offer to "unlearn from our bound false egos" is to practice accepting embarrassment. It's that simple and it's a great start! Let embarrassment come and go! Finally, with worry, consider the study that found we have control over only 3 out of 100 things that we are worried about, so practice letting go of those other 97 things.



Let's stop taking ourselves so darn seriously! That is where the real service to others and ourselves begins. Why? Because then we are being our authentic selves."

-Craig Zablocki



"Craig was an exciting and energetic speaker. His energy was contagious. He provided two meaningful and fun plenary sessions. He really motivated everyone to think about your interactions with others and how to view them in a different light. He encouraged me to embrace the fun and playfulness of my son and bring that into everything that I do. It was a very rewarding experience that relates not only to our work lives but to our personal as well!!"

-Megan Moore – HR Specialist, Southern District of California

"Craig was a very engaging presenter. He kept everyone's attention for the presentation. His topics were true to life. His comical approach was enlightening and got the message across. I also enjoyed that he involved different parts of the audience. We learned a lot from him and enjoyed his enthusiasm."

-Stacey Drechsler – Chief Deputy Clerk, District of Delaware



2017 NCBC Annual Conference Plenary Speaker

Craig Zablocki (continued)

By: Danielle Urban

"It was delightful to listen to and learn from Craig Zablocki at the NCBC conference in Denver. Adding humor to a very important message is always appreciated, and Craig took that to a whole new level. I love that he involved so many people in the audience; it made me feel like he cared about all of us and our ability to function at our highest level as well as to enjoy our lives to the fullest. By demonstrating how the concepts that he was talking about actually worked, it helped all of us to understand just how easy it is to change our attitude. It was amazing to watch people transforming before our very eyes. The result of those meetings was profound for me; I have been able to enjoy my life more, whether it be at home, at work, with the family, or just taking a hike in the mountains. When we do get past the barriers that we put up for ourselves, there is so much more for us to appreciate. I want to "be all in" for the rest of my life!"

-Christine Eckhardt – Financial Specialist, District of Colorado



"Craig was a fantastic speaker. I'm amazed how easily he was able to get people to move outside of their comfort zones and "go all in". I'll probably never understand how he was able to pick people out of the audience who would work well for his presentation. And what a perfect choice to be the first speaker to open and close the conference. I would highly recommend him to any organization looking for a motivational speaker or just an entertainer. I personally enjoyed working with him on stage."

-Rodney Bean – Automation Specialist, Western District of Michigan

Membership Awards—2017

By: NCBC Awards Committee

Membership certificates for 2017 have recently been posted to the NCBC website. Was your court Gold, Silver or Bronze this year? Log on to the [2017 Court Membership Awards page](#) to print the membership certificate for your court and celebrate your court's achievement.

Congratulations to the following courts who have achieved Gold Membership status in 2017:

- Colorado
- Washington, D.C.
- Georgia Middle
- Hawaii
- Iowa Southern
- Illinois Central
- Louisiana Middle
- Maine
- Montana
- Nebraska
- Rhode Island



NCBC Mentorship Program—Don't Delay!

By: Mona Sparks

The NCBC Mentorship Program is off and running for another season. Five mentors were recently matched with five mentees to begin a six month information and idea exchange. Past participants of the mentorship program have found it very rewarding and beneficial.



We are always seeking mentors and mentees to join the program. The mentorship program is especially important now as some courts are beginning to hire new staff to replace retirements and other vacant positions. Just like at the drive-through window when you become part of the pay-it-forward movement, won't you consider applying to be part of the next mentorship program? It's a win-win for everyone involved. More information on the NCBC Mentorship Program can be found on [our website](#). Your mentor or your mentee can be out there waiting just for you. Don't Delay. Apply Today.

Don't get Bitten by Bluetooth

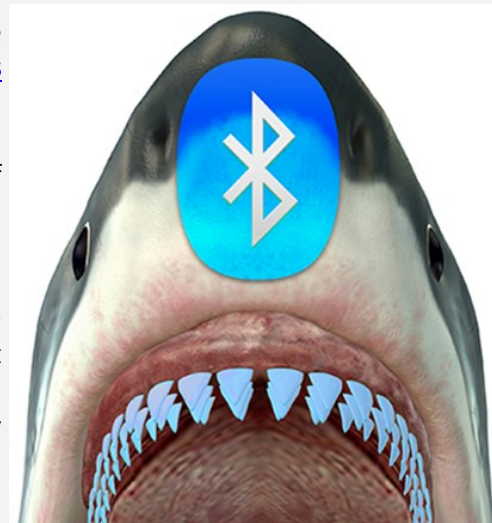
From: Administrative Office of the U.S. Courts

It's likely you've heard of *Bluetooth*, the technology that allows devices to communicate wirelessly over short distances. Smart phones, phone headsets, many [Internet of Things \(IoT\)](#) gadgets — they're all using Bluetooth to move and share your data.

So this is just Wi-Fi, right? Wrong. Bluetooth is a distinct technology that faces its own set of security challenges.

Nothing to see here

A big part of Bluetooth security (and cybersecurity in general) is minimizing your exposure—the bad guys can't attack what they don't know exists. By default, Bluetooth devices are set to "discoverable mode," announcing their presence to anyone nearby searching for a device. So the solution is actually very simple: disable Bluetooth until it is needed, and only activate it when you're ready to use the device.



Best practices

- Turn off your device's discovery function until and unless you need it. You'll find the Bluetooth options for toggling discoverable mode on/off under your device's Settings menu.
- Be aware of your surroundings and any potential eavesdroppers when pairing your device such as connecting your smartphone to a Bluetooth-enabled speaker. "Shoulder surfers" can learn your password by simply watching you enter it.
- Know with what or whom you are connecting – reject all others. Do not accept requests to connect to an unknown device nor add contacts to your device's contact list from unknown sources. Once added, these devices and contacts will be treated as 'trusted' by your device.
- Install software updates as soon as they're available. These often include critical security patches needed to protect your device and, more importantly, the information stored on it, from harm.
- Be extremely wary of any device that doesn't have the capability to receive software updates. This limitation is especially a concern for the rapidly-growing Internet of Things (IoT) category of conveniences.

I have the Blues...

- Have you ever received text spam? If so, you may have been "*Bluejacked*," a tricky hack in which the bad guys [push unsolicited messages to Bluetooth-enabled devices](#). Getting an annoying text message isn't in itself a threat to your information security. Taking action on that message, however, may cause harm.
- Play it safe and refrain from clicking on a link, opening a file, or taking any other action requested in an unsolicited text message. Getting you to take an action is the message's goal – and just the thing needed to give these bad actors access to your device.
- *I know the sender, so I'm okay, right?* Wrong. Even if you *do* know the sender, show a healthy skepticism. If the text seems out of the ordinary or is completely unexpected, stay out of harm's way by confirming its legitimacy with the sender. **Note:** When exercising due diligence, do so using a different method, such as a phone call or email, which is safer than replying via text to a potentially fraudulent text message.

If you have any additional questions about protecting yourself from Bluetooth threats, contact your Circuit IT Security Officer, local IT staff, or [ITSO](#) for more information.

Critical Infrastructure Protection: [Detecting Non-Discoverable Bluetooth Devices](#) – Although it is technically possible for a hacker to discover a Bluetooth device's address through brute-force means, this would take years, and require the hacker to remain in close proximity during the effort.

How-To Geek: [How to Pair a Bluetooth Device to Your Computer, Tablet, or Phone](#)

Buzzle: [What is Bluesnarfing and How to Prevent It?](#)

Security Tip: [The Internet of Things ... to Worry About](#)

Security Tip: [Malware Triggers: Click with Caution!](#)

Identity Theft Part 2: Taking Back Your Good Name

From: Administrative Office of the U.S. Courts

Previously, we learned [several ways to protect your good name – and your credit rating – from harm associated with identity theft](#). Despite doing everything right, you may still become a victim as those with whom you entrusted your data could themselves become a victim – and the loss of your personal information becomes collateral damage. Because this is an all too common occurrence, convenient on-line resources, such as the Federal Trade Commission’s new identity theft portal, are readily available to help you recover. As you step through the guidance below, keep in mind that the best way to reduce harm is to pro-actively review your online account activity and, when you come across something that does not seem right, act swiftly.

Stay alert. Make it a habit to routinely review your financial information, such as credit reports, bank statements, credit card transactions, and so on. Anything strange, such as an unfamiliar charge, should be investigated and reported to your financial institution and credit card issuer. Also, consider taking advantage of alerting features, such as a bank letting you know about withdrawals over a certain dollar value, to give you a prompt “heads up” that something suspicious may be happening.

Identify where the charges were incurred. Credit card statements contain information about the location of a purchase. If you see charges made in an area you've never been, it's likely that your personal and credit card information were stolen online and either used by the original thieves or sold. On the other hand, if you've discovered unauthorized charges made at a store you visited two weeks ago, it's likely that someone tampered with the retailer's payment processing devices, hacked into a company's customer database, or, quite simply, a rogue retail employee copied your information and reused it.

Take prompt action!

As soon as you suspect something bad is happening, do the following:

- 1. Notify affected vendors and banks.** First, you'll need to change your logins, passwords, and PINs associated with the stolen accounts. Next, contact the vendors of your compromised accounts and discuss your next steps. Note: Be wary of emails requesting sensitive information initiated *from them* as they could be coming from the thieves! Instead, look up the vendors yourself, double-check the URL(s) to be certain you've got the authentic website and notify them of your identity theft. From the website, you may be able to file a suspected fraud or to obtain proper numbers should you choose to report via phone.
- 2. Register a fraud alert.** Contact any of the three main credit reporting agencies to inform them your identity has been stolen, and confirm that they will inform the other two agencies. By creating a fraud alert, credit lenders are required to contact you for verification and approval in the event of any subsequent attempts (for the following 90 days) to open new credit lines.
- 3. Report identity theft to the FTC.** It's important to report the identity theft to the FTC (and, optionally, to the police). Involving the police is a good idea if you personally know the individual behind the identity theft or in cases where your identity was used during a traffic citation.
- 4. Document the event and move on.** As part of your contact with affected institutions (e.g., your bank and credit card processor), request written documentation confirming the fact that you won't be held responsible for charges the criminal(s) incurred. Be sure to keep this documentation should anything unfortunate occur down the road, such as a credit report citation. Be sure to get the name and contact information of anyone with whom you speak. And, be sure to contact the credit bureaus and have them clean up your credit reports. *How?* Simply send them a copy of the Identity Theft Report, identify the fraudulent charges, and request that they block this information from the reports.

Cleaning up the mess left by identity thieves is a burdensome chore. Avoid this unpleasant work by doing your best to avoid identity theft in the first place!

Contact your Circuit IT Security Officer, local IT staff, or ITSO with any questions you may have about protecting yourself from identity theft.

Money: [Data Breach Tracker: All the Major Companies That Have Been Hacked](#)

IdentityTheft.gov: [Steps](#)

CBS News Money Watch: [What identity thieves do with stolen credit cards](#)

NBC News: [Use of Credit Card 'Skimmers' at Gas Stations, ATMs is Exploding](#)

Yahoo: [How Can I Identify a Phishing Website or Email?](#)

The Balance: [Who are the three major credit bureaus?](#)

Federal Trade Commission : [Consumer Information - Place a Fraud Alert](#)

Federal Trade Commission : [Most ID theft victims don't need a police report](#)



NCBC Member Spotlight:

Mohung Wong, NJB



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

Name: Mohung Wong

Position: Chief Deputy Clerk

Court: US Bankruptcy Court for the District of New Jersey

How long have you been with the Federal Judiciary?

27 years

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

I have been kind of at the peripheral of the NCBC organization for the past 2 decades. In addition to attending most of the conferences during that period, I have also been involved in presenting in a number of breakout sessions. The last of which was on NextGen CM/ECF with other MLO courts at the Washington D.C. Conference. It was a great experience and I would encourage everyone to try that.

What is your favorite NCBC Conference experience?

There are so many great conferences that it's really hard to just pick one. New Orleans, San Francisco, Atlanta, among others, came to mind. But I truly enjoyed every one of them.

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

I hope to be able to participate more in future conferences. And, at some point, maybe as a part of a hosting court's team.

2017 NCBC Conference Reflection

By: Monica Yepes

2017 NCBC Scholarship Recipient



I would like to express my gratitude to the Awards Committee for my scholarship award, and also to my court, California Central, who supports their staff attending these conferences. I was very fortunate to be an NCBC scholarship recipient, which contributed to my attendance at this year's conference in Denver, the Mile High City, whose motto was "Education with Altitude." The Bankruptcy Court for the District of Colorado, our gracious and hospitable hosts, certainly delivered a fantastic conference! It was an eventful week packed with many diverse educational and networking opportunities.

As a member of the Impact Newsletter committee, it was exciting to finally be able to meet face-to-face with all the other members at the Information Sharing session... the most at any one time at a conference, with the exception of just one! We were treated to a brilliant plenary speaker, Craig Zablocki, who motivated and empowered the audience to let go, to be more open-minded, and to live without fear. He was quite the character sharing hilarious relatable personal anecdotes and igniting the audience with engaging, thought-provoking activities. The big takeaway of his presentation was renewing the passion and restoring creativity and enthusiasm from our younger selves to achieve success in our personal lives and careers.

Additionally, I was able to continue my course work with Michigan State University, meet with other MSU students sharing ideas and gain valuable insight, and expand my knowledge by exploring the areas of human resources management and information technology, and how they both relate to uniqueness of the federal judiciary. Overall, the conference was a huge success and a great educational experience--kudos to all who had their part in planning the conference! I look forward to continuing my involvement with the NCBC Impact Newsletter and as my court's local co-representative sharing with other court staff what a positive impact the NCBC and MSU has been on my personal goals and career journey with the federal judiciary.

MSU Fall 2017 Happenings

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

Looking Forward to 2018...

For students who are just joining the MSU program or those continuing their studies, **Education, Training and Development** for 5.0 contact hours and **Visioning and Strategic Planning** for 5.0 contact hours will be offered at the 2018 NCBC Conference in New York City.

Master of Science Degree in Judicial Administration Program Spring 2018 Enrollment Information

Potential Master of Science Degree students who wish to start in the spring of 2018 must submit their completed application packages by **November 13, 2017**.

Interactive Online Noncredit Certificate Course Delivery Option

The MSU Judicial Administration Program is again offering students the option of enrolling in instructor-led courses as a means of completing their required coursework toward the Judicial Administration Non-Credit certificate. In these courses, a program graduate, with a specialty in a given area, facilitates discussions with students throughout the duration of the online course. Students have the opportunity to exchange ideas, share thoughts, ask questions, and provide feedback with their court colleagues. Students are responsible for reading the online course material, participating in discussion groups, and completing the final course evaluation. These courses are offered between September and April. The schedule of 2017-2018 remaining interactive courses appears below.

Dates of Offering	Noncredit Online Course Offering	Contact	Course
October 30–November 12, 2017	Education, Training, and Development (Elective)	5	\$60.00
November 27–December 10, 2017	Visioning and Strategic Planning (Elective)	5	\$60.00
January 8–January 28, 2018	Caseflow Management (Core)	8	\$96.00
January 29–February 11, 2018	Leadership (Core)	6	\$72.00
February 12–February 25, 2018	Essential Components of Courts (Elective)	5	\$60.00
February 26–March 18, 2018	Information Technology Management (Core)	6	\$72.00
March 19th–April 1st, 2018	Human Resources Management (Core)	7	\$84.00

Federal Court Leadership Program (FCLP) Final Paper Substitution Policy

Adopted in October 2014, students who have been accepted into the Noncredit Certificate in Judicial Administration Program may now seek approval 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:

Federal Court Leadership Program (FCLP) Final Paper Substitution Policy (continued)

- 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.
- Provide Cathy White with the **final, signed copy** of the FCLP paper submitted to the Federal Judicial Center.
- Student will pay the \$60.00 capstone experience project fee.
- Student will receive written notification of completion of the Judicial Administration Program Noncredit Certificate.

More Information

For more information about the MSU/JA program, please visit the program's website at <http://cj.msu.edu/programs/judicial-administration-program/> . If you have any questions about building your education portfolio, please contact Cathy White at gamperca@msu.edu.

Editor's Note

By: Jan Zari



At the beginning of my appointment as the NCBC Impact Editor, this date—the finish line—seemed so far away—yet here we are! This issue comes to you mere weeks before Thanksgiving, the Holidays, the end of 2017, and the end of my first term as your Editor! Looking back on these 3 years of service to the NCBC Board and to the membership has truly been a pleasure, and many, many thanks are in order. First of all, thanks to Immediate Past President Lee Ann Bennett and to the Board for taking a chance on me, believing in my vision and abilities, and giving me the opportunity to serve in this capacity; To Laura Whitehead and Yvonne Cherokee, former Impact Editors, for passing the baton and providing me with tools, tips, and guidance to help me succeed; To Kathy Campbell and California Central, for your support of the NCBC, its mission, and your continued support for me; To Ken Hirz, my NCBC mentor, for teaching me the ropes for all things NCBC; To Gina Thomas, Eddy Emmons, and all of my colleagues on the NCBC Board, it's been such a pleasure working with all of you! Thank you for welcoming me and allowing me to learn from you and your endless knowledge and wisdom, and for following my deadlines *most* of the time; To our Web Administrator, Joe Markley, who has singlehandedly dug me out of many holes, provided support, and even came to Los Angeles and ran a marathon with me; To our host Clerks and host courts, who have put on such wonderful educational conferences that keep me coming back every year; To our membership: please keep your content and your feedback coming! We want to tell your stories! And lastly, but most importantly, to my faithful Impact Editorial Committee members: Dailin Pena, Monica Yepes, Meredith Klassen, Shawna Taylor, Jennifer Mahar, Justin Olmos, Jeffrey Peirce, Leslie Murin, and Heather Burse. Congratulations on an amazing run over these past 3 years! I cannot reiterate enough how much credit you all deserve for the success of this publication. I appreciate all of your hard work, diligence, and patience with me; for understanding how our “deadlines” work, for accommodating my last minute whims and changes, for soliciting content for each and every issue, for being constantly available and communicative, and for simply being a pleasure to work with! Expect some new things to come in the coming issues, because we've got **3 more years!** Have a wonderful rest of 2017, and we will see you again in 2018!

Michigan State University Judicial Administration Program

Alumni Spotlight: Rugena Bivins

By: Heather Burse

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

Name: Rugena Bivins

Title: Manager – Deputy in Charge, Eastern Division

Court: Tennessee Western Bankruptcy Court

MSU Program: Judicial Administration Non-Credit Certificate

Graduation Date: August 2016, Recognized at the 2016 Joint NCBC/FCCA Conference in Washington, D.C.



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

This program has inspired me to continue to find a way to be an active participant in the progression of change in the courts. I have been with the courts for 30 years - 28 years at the time of graduation from the program. I found the courses to be refreshing and enlightening. I believe it is important to take the initiative to continue to improve the knowledge, skills, and abilities needed to perform a job. For some, it may seem unusual to care after being in a position for many years; but I think that continuing to learn is a way to remain a vibrant participant in work place improvements and changes.

What other benefits has the program brought into your life?

Participating in the program is a way to remain aware of the methods used by other courts to address situations, changes, etc. This is a great benefit to any leader and/or court employee.

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

The time commitment is no different than the time required for other education related courses. I did have to plan around other responsibilities at home, to ensure I completed assignments as required. Choosing a time in the evening and on specific days of the week worked best for me, since I took majority of the courses online.

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

I reviewed the course outline based upon the upcoming NCBC Conferences. I took courses online which would not be offered at the NCBC Conferences. The required courses were interesting. The information provided through the online reading and recorded sources assisted me in working independently or with a group.

My two favorite courses were Education, Training & Development and Human Resources Management. In my position as Deputy in Charge, these courses were found to be very pertinent to the work I do. All of the courses were work related, but these two courses peaked my interest the most.

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

The online courses are a great way to find the balance needed to accommodate your personal and work lives.

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

There is no specific time in your career to be a participant in the program.

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

I think encouraging Court Unit Executives to show their support for the program would be helpful.

Local Court Spotlight: United States Bankruptcy Court, Middle District of North Carolina

United States Bankruptcy Court, Middle District of North Carolina

Hon. Catharine R. Aron, Chief Judge

Reid Wilcox, Clerk of Court

Divisional Offices: 3: Greensboro (17 Clerk's Office Staff), Winston-Salem (7 Clerk's Office Staff), and Durham (Non-staffed Office)

Authorized Judgeships: 3

NCBC Local Representatives: Matt Brittain, NCBC Board Member and Joe Markley, NCBC Web Administrator

Local Innovations:

JShare: JShare is a tool located on the JNET. JShare is an online clearinghouse designed to post administrative needs, locate available services in other courts, and review related documents and budgets. JShare is located at: <http://jshare.ao.dcn/>



ePOC: The electronic proof of claims system (ePOC) facilitates the filing of claims through the court's website and does not require a login/password. More information can be found at: <http://www.ncmb.uscourts.gov/electronicproofclaimform>. Check here to see which courts are currently using or testing ePOC: <http://caselookup.ncmb.circ4.dcn/reports/epoc-status.htm>

ADI: The Automated Docketing Interface (ADI) Wizard is a programmer's tool that facilitates the automatic development of ADI programming code by answering a few basic questions. Several courts have used the tool and confirmed it reduced programming time by a significant amount. While most courts that have used the Wizard reported it automatically generated about 75% of the required computer code, some courts have reported it generated the code in its entirety.

Annual Case Filings Reconciliation Script: Each year, the Judiciary Data and Analysis Office (JDAO) requires all bankruptcy courts to confirm the new bankruptcy case and adversary proceedings in CM/ECF match the information contained in the JDAO system. The "Annual Case Filings Reconciliation" script provides an easy solution to handle this task. The script compares new cases and adversary proceedings in both systems and generates detailed discrepancy reports. Some courts find that with this tool they can complete the annual reconciliation process within a day.

Save the Date: FJC's 2018 National Conference for Court Unit Executives From: Federal Judicial Center

The Federal Judicial Center's next [National Conference for Court Unit Executives](#) will be held October 16 - 18, 2018, in Pittsburgh, PA. Travel days for the conference will be Monday, October 15, 2018, and Friday, October 19, 2018.

The conference is intended for all court unit executives, including: Circuit Executives, District Court Executives, Clerks of the United States Courts, Chief Probation Officers, Chief Pretrial Services Officers, Senior Staff Attorneys, Chief Circuit Mediators, Bankruptcy Administrators, and Circuit Librarians. Court unit executives are encouraged to mark the conference dates on their calendars.

The curriculum for this three day conference will support the development of essential managerial and leadership [competencies](#) and will be guided by the Center's [strategic vision for judicial education](#). Center staff will collaborate with a [planning committee](#) of court unit executives and AO representatives to plan the conference.

The FJC's conference will focus on competency-based leadership development while the [AO's September 2017](#) conference event will provide administrative/operational training to court unit executives, chief deputies, and IT managers.

Additional details about the conference agenda, activities, registration process and venue will be sent to CUEs as that information is available. For more information about the [2018 National Conference for Court Unit Executives](#), contact Angela Long, Senior Education Specialist, at 202-502-4136, along@fjc.gov or Lori Murphy, Assistant Division Director, Executive Education, at 202-502-4109, lmurphy@fjc.gov. For general information about executive leadership and management education and programming, visit the FJC's [Executive Education](#) web page.

FJC Education Advisory Committees

From: Federal Judicial Center

On behalf of Director Jeremy Fogel, we extend our sincere thanks to all of you who showed your willingness to serve the educational needs of your colleagues by applying to serve on our education advisory committees. We received superb applications from a number of well-qualified individuals and had the difficult task of choosing new committee members for service over the next few years. Congratulations to all of you who will join the advisory committees in October—a list of new committee members follows.

Committee on Executive Education

Diane Bauersfeld, Deputy Circuit Librarian (10th Cir.)

Janet Medlock, Clerk of Court (WIEB)

Mitsi Westendorff, Chief Probation and Pretrial Services Officer (TXNP)

Committee on Management and Professional Development

Daniela Guido, Supervisory Pretrial Services Officer (NJPT)

Dailin Pena, Training Specialist (FLSB)

Britton Shelton, Supervisory Probation Officer (TNMP)

Stephanie Small, Director of Training (NYSB)

Christopher Wolpert, Chief Deputy Clerk (10th Cir.)

Committee on Probation and Pretrial Services Education

Andrea Neumann, Supervisory Probation Officer (IASP)

Jennifer Simone, Pretrial Services Officer Specialist (NVPT)

For general inquiries, contact Marlene Annoni, Education Division Administrator, 202-502-4142, annoni@fjc.gov.

Historian's Corner

By: Jeff Davis

This Month in History - The 1995 NCBC Impact details the implementation of the BNC program. The program launched in Florida Southern and Oregon in March of 1994 and spread to 18 courts by publication of the Impact in 1995. The BNC had already saved the Judiciary \$867,000 in the first year and the AO estimated that it would save 50 positions nationwide. Karen Eddy from Southern Florida noted "My staff will forever retain fond memories of the exhilarating hours spent peeling labels off the matrix sheet and applying them to an endless count of envelopes." Today, the BNC is used by nearly every district and saves the Judiciary millions of dollars annually.



Federal Judicial Center's Experienced Deputy

Court Unit Executives Program

From: Federal Judicial Center

The Federal Judicial Center is offering a new leadership program for experienced deputy court unit executives (DCUEs) in all court units in October, 2017 and again in March, 2018.

DCUEs who have served in their position for three years or more, are responsible for managing supervisors, and are considered members of the executive team are eligible to participate. Interested candidates will be asked to submit an application for consideration. Applications will be accepted for review on a rolling basis beginning in January 2018. Applicants must receive notice of acceptance and placement in order to attend the program.

Center staff and a [planning committee](#) of DCUEs and court unit executives met in early 2017 to continue designing an education and training curriculum for DCUEs, focusing in particular on the needs of DCUEs who have served in their positions for three years or more. The Experienced DCUE Program is an outcome of that effort, and the Center plans to conduct this program as often as funding and need exist.

The inaugural offering of the Center's [Experienced Deputy Court Unit Executives Program](#) will be held in **Pittsburgh, PA** from **October 11 - 13, 2017**. Participants of this two-and-a-half-day program will:

- Describe ways to implement and maintain trust and integrity in relationships with the CUEs and the management teams;
- Articulate strategies to align the management team to the organizational vision;
- Describe three strategies and techniques that ensure clear and productive communications with the CUE and the management team;
- Use root cause analysis to identify a specific court unit problem and develop possible solutions;
- Identify steps to take to educate the management team about decision making traps;
- Demonstrate strategies to delegate, manage disagreement, and overcome entropy in the workplace; and
- Develop Individual and Organizational Action Plans to commit to specific professional development activities and organizational development activities and projects for FY18.

For more information on the Experienced Deputy Court Unit Executives Program and other programming for deputy court unit executives, contact Education Specialist Missy Cross at 202-502-4057 or mcross@fjc.gov.

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