



IMPACT Newsletter

Dedicated to the professional development of its members

NATIONAL CONFERENCE OF BANKRUPTCY CLERKS



President's Message

By: Eddy Emmons, NCBC President

Inside This Issue:

President's Message

Call for Presenters

Federal Judicial Center Programs

AO Tech Tip

NCBC Member Spotlight

Mentorship Opportunities

Historian's Corner

Michigan State University Updates

MSU Alumni Spotlight

NCBC Scholarship Articles

Benefits Reminders

Website Committee Update

Editor's Note

The NCBC IMPACT

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President

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Committee. Suggestions and comments
are always welcome.

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

What an honor it is to serve as your President for the next two years! As we move forward, I would like to welcome and congratulate two additions to our board of governors – Mary Schott, Clerk (NVB) and Carolyn Baker, Operations Supervisor, (NCEB). They will be succeeding Mona Sparks (KYEB) and Sabrina Palacio-Garcia (CACB). A special thank you to Mona and Sabrina for serving two consecutive terms (four years) on the board.

I would like to point out that an impressive group of eight candidates sought a position on the board of governors for 2018 – 2020. This was the most participation I have witnessed since being involved with the organization.

Also, the NCBC members elected two new officers, they are: Mona Sparks (KYEB) who will serve in the capacity of Treasurer and Una O'Boyle (DEB), the new President-Elect. We will greatly benefit from the dedication and enthusiasm these individuals bring to the organization. A special note of gratitude is extended to Regina Thomas (GANB) as she assumes the position of Past President. NCBC has benefitted immensely from the leadership that Gina provided the past three years.

The board and officers who will be serving the needs of the membership for the upcoming year are:

- Board of Governors: Carolyn Baker (NCEB), Matt Brittain (NCMB), Eileen Garrity (MAB), Mary Schott (NVB) and Teresa Underwood (OHNB)
- Past President: Regina Thomas (GANB)
- President Elect: Una O'Boyle (DEB)
- Secretary: Shannon Morris (GANB)
- Treasurer: Mona Sparks (KYEB)
- Web Administrator: Joe Markley (NCMB)
- Impact Editor: Jan Zari (CACB)
- Co-Historians: Jennifer Paro (CACB) and Jeff Davis (SCB)

More information on these individuals are under the Administration tab of ncbcweb.com.

What's in store for 2019?

- Early next year, we will gear up for our membership drive. Our co-chairs of the membership committee, Mary Schott and Jeff Peirce (NJB), have several items in store for a successful membership campaign.

President's Message (continued)

- The Benefits committee, co-chaired by Matt Brittain and Kevin Dempsey (INSB), continue to look at different value added benefits for the membership.
- Our Mentors group is getting ready to kick off their new season and more information will come shortly from Carolyn Baker and Johanne Remy, co-chairs.
- The Awards and Scholarship committee is organizing the 2019 scholarships and recognition efforts. Teresa Underwood and Katherine Schneider (OHNB) are the co-chairs.
- An initiative to develop a staff leadership development program called "LEAD" Academy (leadership, excellence, and development) is being spearheaded by Sandy Smith (CAEB), who is working with a sub-group from our outreach committee.
- NCBC, along with the Bankruptcy Court for the Western District of Tennessee, will be sponsoring a HR Forum in April 2019 in Atlanta, GA. More information will be available shortly. Regina Thomas and Lisa Haney (TNWB) are working on the program agenda specifics.
- Our annual educational conference is slated for August 5 – 8 in Chicago IL. Co-chairs Eileen Garrity and Sharon Zurowski (ILNB) have kicked the education committee into high gear to prepare for a memorable educational program.

Please contact any of the Board members to convey ideas you might have, or tell us how we might better serve you – our members.

Call for NCBC Presenters for 2019 – Chicago, IL

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



Having all recovered from New York City and as most of you settle in for a long winter, the Education Committee has already met and the planning is underway for next year's NCBC Conference in Chicago, IL, from August 5-8, 2019.

An excellent education program comprised of stellar trainers has continually served as the foundation of our conferences. Therefore, we invite seasoned trainers and subject-matter experts to provide course proposal(s) and relevant presenter information by December 7, 2018.

Please visit <https://ncbc.memberclicks.net/presenter-proposals-2019#/> and provide the trainer's name, email address, and court unit or organization name.



FJC's Executive Edge Episode 3: Closing the Gender Gap

From: Federal Judicial Center



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

[Episode 3](#) features a 34 minute interview with [Joanne Lipman](#), former editor-in-chief of *USA Today* and author of [That's What She Said: What Men Need to Know \(and Women Need to Tell Them\) About Working Together](#). Episode 3 can be streamed or downloaded at this link: <http://fjc.dcn/content/333784/executive-edge-podcast-episode-3-closing-gender-gap>.

Listeners can now [subscribe](#) to Executive Edge and receive future podcasts pushed to their device.

Listeners are encouraged to complete a short evaluation of the episode at this link afterwards: <https://www.research.net/r/executive-edge-podcast-episode-3>. Feedback comments will help the FJC improve the podcast and provide ideas for future episodes.

For more information about *Executive Edge* Episode 3, please contact Senior Education Specialist Michael Siegel, 202-502-4107, mesiegel@fjc.gov.

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

Federal Judicial Center Launches New Court Unit Executives' Tool Kit

From: Federal Judicial Center

The Federal Judicial Center introduces the [New Court Unit Executives' Tool Kit](#), an online resource for new court unit executives (CUEs) throughout the judiciary.

The Center, in collaboration, with the [Planning Committee](#) for New CUE Education developed this online resource as one component of education for new CUEs. The tool kit is designed to connect new CUEs to many of the resources that will educate and support them during their first three years leading and managing their court unit. The [competencies](#) that form the foundation for the Tool Kit are Business Acumen and Organizational Savvy.

The goals of the Tool Kit are to help newly appointed CUEs navigate through the roles and responsibilities of their executive leadership position on a national and local level, strengthen their organizational and managerial effectiveness, and broaden their leadership knowledge and network.

The [New CUE Tool Kit](#) includes helpful links to specific resources, multimedia segments on a range of topics, and actions newly appointed CUEs can take to further enhance their managerial and leadership capacity. It also includes other categories to help new CUEs expand their leadership role nationally and locally and benefit from the insights of seasoned judiciary executives on a range of topics. Some category highlights include:

- **New to the Federal Judiciary:** onboard newly appointed CUEs who are also new to the federal judiciary;
- **CUE Responsibilities and Roles:** onboard new CUEs to the scope of responsibilities in the position and role, based on the court unit they are leading and managing;
- **First 90 Days:** assist newly appointed CUEs with learning more about the critical administrative, operational, and technical responsibilities and the court they are leading and managing during the first 90 days in the position; and
- **Interviews with CUEs:** provide insights from seasoned judiciary executives on relevant leadership and management topics.

For more information about the Tool Kit and new CUE education, contact Senior Education Specialist Garbo Cheung-Jasik, 202-502-4103, or gcheung-jasik@fjc.gov. For general information on leadership and management education for judiciary executives, visit the Center's [Executive Education](#) web page.

Be True to Yourself at the Judiciary!

From: Administrative Office of the U.S. Courts

In our personal lives, we wear multiple hats: soccer coach, PTA president, head of a local bowling team, and so on. Many of these roles are linked to our digital identities, too, such as an email address or Facebook account.

Likewise, we inhabit specific roles at work, like judge, clerk, or system administrator, to name a few. These roles are also baked into our Judiciary digital identities, such as your CM/ECF account. For example, a judge may set or change the members of a sealed access group, or their level of access, any time during a case. Assigning individuals to roles (and ensuring the permissions associated with a role are appropriate) is an ideal way to keep our information systems safe—and individuals productive!



There are some things you just don't share.

Be protective of your digital identity! Why? Your computer and accesses are configured specifically for you, based on your role within the Judiciary. By design, you have access that others don't, and vice versa. These differences in permissions aren't arbitrarily set; rather, they're there to support business processes and to ensure only authorized users perform authorized functions. Also, by keeping your identity secure, you reduce the likelihood that someone can impersonate you, either within the Judiciary or from the outside, and take actions that will be attributed to YOU.

So, instead of sharing your digital identity with others—even when it seems pragmatic (e.g., a colleague is pinch hitting for you while you're on vacation)—treat your digital identity like a personal diary entry: For Your Eyes Only!

But, what if my IT folks need access to my computer? They can be "me," right?

Wrong. When your computer isn't working, it's tempting to just step away from your desk and let the IT folks take over. That's fine; however, *before stepping aside, log out*. IT professionals have the privileges they need to fix your computer using *their own accounts*. They can simply log in, fix the situation, and log out—it's that easy. This way, it's always clear who took what actions on your computer.

I love staying busy and helping my colleagues. Should I pro-actively request multiple roles, such as Clerk, Court Reporter, and IT Director, so that I can easily lean-in?

Very simply, no. Our systems are designed to provide unique permissions to different roles. If we were to change our roles, even with the best of intentions, we'd inadvertently bypass the protections provided by our systems. For example, a privilege may be assigned to a judge because, by statute, only a judge is able to perform the associated action. Or, one individual may not be able to hold two roles because doing so may violate a system's separation of duties requirements. Because of these—and other—nuances, it's best to only be assigned a role reflective of your official duties.

That said, if you absolutely must perform a task on behalf of someone else, check to see if the system provides delegated authority so that you can maintain your identity and role while also helping a colleague.

As you adopt the above steps, remember it's also equally important to never ask others to circumvent them—no matter how tempting. If you have any additional questions about account management, contact your local IT staff, Circuit IT Security Officer, or [ITSO](#) for more information.

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While many factors combine to create a person's digital identity, we are focusing only on the unique combination of an end user's account identifier (e.g., name) and associated authenticators (e.g., password, DUO token, etc.), which represent a named individual.

JNet: [Sealing Cases and Documents](#)

CSO Online: [5 steps to simple role-based access control \(RBAC\)](#)

CSO Online: [What is IAM? Identity and access management explained](#)

Assigning responsibility (normally from a manager to a subordinate) to one person (subordinate) to carry out specific actions on behalf of another person (manager).

NCBC Member Spotlight: Toni Elam, District of Massachusetts



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 Toni Elam!

Name: Toni Elam

Position: Case Administrator

Court: Massachusetts (Boston Division)

How long have you been with the Federal Judiciary? Two and a half years

How long have you been a member of the NCBC, and how did you get involved? I joined NCBC immediately upon hire. Less than six months later I was somewhat sidelined with a medical issue that required surgery and extensive treatment. My Court was very supportive and I teleworked for almost a year. To date, I am doing well and was able to attend the conference in NYC in good health and spirit, with the exception of a broken toe. At the Conference, some referred to me as “scooter girl” as I was on and off a knee scooter for the three or four days.

What is your favorite NCBC Conference Experience? This was my first Conference so future Conferences have a tough act to follow. Times Square, the wonderful conference space and rooms at the Marriott Marquis and abundant course offerings all contributed to a successful event and my desire to attend more conferences.

How would you like to be more involved with the NCBC in the future? So, to date, I have not made any significant contributions outside of membership and conference attendance, but I am energized and interested to become involved with some NCBC Committees. I was lucky enough to be chosen as a Scholarship recipient this year, so that process and committee interests me and maybe also the Impact Editorial Committee. I will see what and where the needs are once committee openings are published, if any, and be ready to jump in.

Now Seeking Mentors and Mentees!

By: Carolyn Baker

NCBC Mentorship Committee Chair



Autumn has finally arrived! It's my favorite time of the year and I'm very excited about jumping into the season, as well as into the position of Chair of the NCBC's Mentorship Committee. Will you consider jumping in and serving with me?

We currently have several members on the Mentoring Advisory Committee but we are seeking additional volunteers. The committee helps with reviewing both mentor and mentee applications and pairing participants based on experience, interests and goals.

Through the years, the program has successfully connected seasoned NCBC members who are willing to share their knowledge with newer applicants who are eager to learn. I have personally participated in the program and have gained not only a professional resource, but a personal friend as well.

If you'd like more information, please refer to the NCBC site by clicking [here](#). If you would like to provide assistance by serving on the committee, please email me at Carolyn_Baker@nceb.uscourts.gov by close of business Friday, November 9, 2018.

Thank you for your consideration and I hope to hear from you soon!

Historian's Corner

By: Jeff Davis

NCBC Co-Historian



This month in history - Courts are currently preparing to transition away from Lotus Notes to Outlook and Office 365. In 2001, Impact reported on the email replacement project to move courts from cc:Mail to Lotus Notes. Lotus Notes brought enhanced abilities to the Judiciary including a national email directory and integrated e-mail and calendaring functions.

Michigan State University Judicial Administration Program

November 2018 Closure Update

By: Catharine M. White, Academic and Student Services Administrator

As a reminder, Michigan State University will terminate the Judicial Administration (JA) Noncredit Certificate Program on August 31st, 2019. Below is a program update regarding the closure. Please pay particular attention to those areas that discuss new time-sensitive policies (new applicants, online courses, outstanding fees, and capstone experience projects). Please contact Cathy White (gamperca@msu.edu) for additional information.

New Applicants (NEW UPDATE)

- The deadline to submit a new Application for Admission to the MSU JA Noncredit Certificate Program is January 18, 2019.

Live Courses

- Live MSU JA Noncredit Certificate Program courses will no longer be delivered at FCCA or NCBC annual conferences. Coursework must be completed online.
- Individual courts may continue to deliver live MSU JA Noncredit Certificate Program courses until March 29, 2019.

Online Courses

- All online coursework must be completed by March 31, 2019.
- Traditional Online Courses**
 - All 10 self-paced courses are available to students until March 31, 2019.
- Interactive Online Courses (NEW UPDATE)**
 - As of 9/10/18, late registrations **will no longer be accepted** for the interactive online courses.
 - All registrations and payments must be received by **2 pm ET on the Friday before a course commences**. No exceptions will be made.
 - The schedule of remaining courses is below:



Dates of Course Offering	Noncredit Online Course Offering	Contact Hours	Course Fees
November 19th–December 9th, 2018	Visioning and Strategic Planning (Elective)	5	\$60.00
January 7th–January 27th, 2019	Caseflow Management (Core)	8	\$96.00
January 28th–February 10th, 2019	Leadership (Core)	6	\$72.00
February 11th–February 24th, 2019	Essential Components of Courts (Elective)	5	\$60.00
February 25th–March 17th, 2019	Information Technology Management (Core)	6	\$72.00
March 18th–March 31st, 2019	Human Resources Management (Core)	7	\$84.00

Federal Court Leadership Program (FCLP) Final Paper Substitution Policy

- Students accepted to the MSU JA Noncredit Certificate Program may seek approval to apply the Federal Court Leadership Program (FCLP) final paper to fulfill the requirements for the MSU JA Noncredit Program final capstone experience project. **Students are still responsible for paying the \$60.00 capstone experience project fee.** Please contact Cathy White (gamperca@msu.edu) for additional information.

Transferability of Prior Coursework from the Federal Judicial Center

- Students accepted to the MSU JA Noncredit Certificate Program may seek approval to apply select prior coursework from the Federal Judicial Center to fulfill the requirements of select MSU JA Noncredit Program courses. **Students are still responsible for paying the MSU course contact hour fees.** Please contact Cathy White (gamperca@msu.edu) for additional information.

Outstanding Fees (NEW UPDATE)

- All student accounts must be **paid in full** by 11:55 pm ET March 31st, 2019.
 - This includes unpaid fees for past coursework, unpaid application fees, and capstone experience project payments.
- No exceptions will be made.
- All program fees must be paid in full prior to the commencement of the final capstone experience project (even if the student is set to begin before the March 31st, 2019 deadline).



Capstone Experience Project Proposals and Final Papers

- Capstone proposals **must be submitted** to MSU by **April 30, 2019 by 11:55 pm ET or earlier.**
 - No exceptions will be made to this due date. (NEW UPDATE)
 - Late submissions will not be accepted. (NEW UPDATE)
- Final capstone papers **must be submitted** to MSU by **July 1, 2019 by 11:55 pm ET or earlier.**
 - No exceptions will be made to this due date. (NEW UPDATE)
 - Late submissions will not be accepted. (NEW UPDATE)



Student Graduation Ceremony

An MSU JA Noncredit Certificate Program student graduation ceremony will be held at the 2019 FCCA and the 2019 NCBC annual conferences.



Michigan State University Judicial Administration Program

Alumni Spotlight: Marcella R. Lockert

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 Marcella R. Lockert.



Name: Marcella R. Lockert

Title: Courtroom Deputy

Court: Indiana Southern 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?

I would periodically search for graduate programs. While reading the NCBC Impact newsletter, I read the article about the judicial administration program offered through Michigan State. With reading the course study of required classes, I knew the program would give a broad understanding of the judiciary and a better view of how the different departments operate on a daily basis in the courts. The program did that and more. The program took me out of my comfort zone. I believe, as we get older, we should find ways to challenge ourselves. Often times we are on autopilot and do not have to put much thought in how we maneuver throughout the day. This program was a rewarding change.

After graduating from the program, I received an employee recognition award 'Sustained Superior Performance' for positive attitude, quality customer service and leadership. I believe receiving this award was due to my participation in the MSU program. In addition, I find myself having a boost of confidence of pursuing avenues that will expand my knowledge of the entire judiciary.

What other benefits has the program brought into your life?

The program allowed the opportunity to meet and network with fellow court employees across the country. With the assignments from each course, it opened a dialogue that allowed each of us to share personal experiences. Attending school with other working adults will give you the opportunity to learn from each other. We had District and Bankruptcy courts in attendance from across the nation. I recall one class with an individual from a state court in Michigan. The different backgrounds in this type of learning environment brought forth a better understanding of perspectives and challenges of the different agencies.

What was the time commitment for your program?

I made a personal commitment to complete the 5-year program in 2 years. I spoke with the clerk of the court and explained the goal I had in mind. I had to obtain permission to attend the NCBC conference in back to back years. I mentally prepared myself to approach this aggressive schedule. After attending the first session with Barry Landers at the 2014 NCBC conference in St. Louis, I knew I made the best decision to join the program. I left that class with a renewed enthusiasm of being in back in school. I completed the remaining classes online and graduated the summer 2016 in Washington DC.

The online courses are in 2 or 3-week time frames. I made a personal commitment to give up social media and turned that focus to the MSU program. The time spent online I used to complete course work. The instructions for each assignment are clear and given throughout the week. I would read my course work in the evenings. Do not hesitate with contacting members in your office for research. You will find this extremely helpful. Some of course material will be in areas outside of your daily duties. I recall meetings with my clerk to discuss our courts approach on certain topics. I used Tuesdays / Thursdays and a few Saturdays as my days to turn in assignments. NOTE TO SELF: taking online courses, you have to be disciplined. I found my fellow classmates provided motivation. The required interaction not only kept you involved in the process, but it also gave a strong sense of responsibility.

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

I completed the MSU program by attending live classes at the NCBC conference and the online courses. I enjoyed the live classes. It was like homecoming each year with seeing familiar faces from across the country. The live classes had many interactive discussions. The small break out groups allowed time to chat. Not only to discuss the subject material, but also get to know each other and our home courts. Being in the live classroom helped break up the monotony of our daily tasks when back in the office. Learning something new is a beautiful thing.

Michigan State University Judicial Administration Program

Alumni Spotlight: Marcella R. Lockert (continued)

The online courses would on occasion have different students. It was nice when I would recognize a familiar name. Seeing a fellow classmate on the same schedule felt that we were travelling down the same road together. The interactive discussion with the online classes required each student to ask questions of their peers and respond accordingly. This would create lively chatter. I LOVED it!

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

If you have thought more than once about going back to school, think no more. The opportunity that Michigan State offers to federal employees will be worth your time. You can go at your own pace. You have five years to complete. Dr. Maureen Conner / Cathy White the Academic Specialist at MSU and the instructors will provide the necessary tools to help you succeed.

My advice is look at your schedule and see where can make some adjustments. If the fall months are busy, take courses in spring or vice versa. You will need time to read the course material. I found reading in the evening after dinner a great time. Create an attainable goal and try not to veer off the path. Stay focused and you will get there.

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

The idea of going back to school as an adult can be overwhelming. The balance of work / home / classes can appear unmanageable. Once the decision is made to go back to school, it is important to inform friends and family of our new journey. That will put everyone on alert as to your new schedule. You may on occasion have to say 'rain check' on dinner or movie.

I had long been a fan of Michigan State University. Go Spartans! When I discovered this program was available, it was a win-win for me. The investment in my future was worth the time, energy and money. I have learned with perseverance and strong desire a person can accomplish anything.

NCBC Conference Reflection

By: Veronica Magno, 2018 NCBC Scholarship Recipient



I was extremely fortunate to be selected as one of the recipients for the NCBC Scholarship/Tuition Assistance program to attend the annual conference in New York City this year. I was able to put my scholarship to good use to pay for the conference registration fee so I could attend the conference and take the last two MSU courses I needed to finally complete the Judicial Administration program.

I was blown away by "The Water Coolers," the opening plenary speakers at the conference. They were fantastic! They were very entertaining with their singing talent and comedy sketches about everyday challenges we all face at work, such as dealing with annoying co-workers, the panic of accidentally sending an email, and never-ending meetings. I also enjoyed and learned a lot from one of the breakout sessions I attended called "How

Rude! Etiquette and Manners in the Workplace or Anywhere Else," by Julie Owen. I can definitely apply what I learned not only in the workplace, but also in my personal life.

I have had valuable learning experiences and have enjoyed meeting and networking with both new and familiar faces from across the judiciary. I have learned a lot from the information that they have shared with me and I was able to share my own experiences as well. It is interesting to see how the other courts do their work. Attending the NCBC conferences has also strengthened the bonds that I have with staff from my own court.

Overall, the conference was educational and a very valuable experience for me. I would like to thank the NCBC Scholarship Committee and my court for giving me the opportunity to attend the conference this year.

NCBC Conference Reflection

By: Toni Elam, 2018 NCBC Scholarship Recipient

I have to start with a big thank you to Vito Genna, Clerk of Court and the entire Southern District New York Court. Their hospitality and assistance with getting around the City was remarkable. Thank you also to the NCBC Scholarship Committee for selecting me to receive the scholarship that assisted in funding my attendance at this year's Conference. Then, being in the room with outgoing President Regina Thomas, was very special to me. I have read and been inspired by her remarks in every issue of the IMPACT newsletter. I would also like to say a special thank you to Paul Dickson, Chief Deputy Clerk, Eastern District of New York [Brooklyn]. We shared some meaningful conversations and fun times. Lastly, I would be seriously remiss if I did not thank my Court, namely Mary P. Sharon, Clerk of Court, Judith Crossen, Chief Deputy Clerk and my Session colleagues for allowing me to participate in this year's Conference.



I joined the Boston Bankruptcy Court in early 2016 and immediately joined NCBC. The 2018 Conference was not only my first Conference, but also the first "real" time I spent in New York City. [I was there once before for a couple of hours with about 2000 motorcycles from the New England area paying tribute at the site of the 9/11 tragedy—another story for another day]. Anyway, WOW! - Not just NYC, but Times Square! Amazing feat, NCBC Committee planners!

On arrival day, Sunday, our hosts treated us to a wonderful reception of food and drink in the grandeur of their beautiful Courthouse. This was the perfect opportunity to begin meeting and greeting counterparts and colleagues in other Districts and Courts across the country. I had the opportunity to meet Clerks, Judges, Case Administrators and AO personnel from not only New York, but from Delaware, D.C., Colorado, and Utah, to name just a few.

The first full day, Monday, started with the Opening Ceremony and Welcoming Remarks, followed by Peer-to-Peer sessions. Each session I attended was interesting, informative, and some even highly interactive and fun. The Plenary sessions were captivating. The Water Coolers, a New York City improvisational group, through skit and 80's songs, poked fun at routine office situations, such as "calling the help desk, being the only one called into a meeting and office paranoia. Making presentations with confidence, collaboration and focus were other topics they addressed. If you ever see this listed on the NCBC website, tune in and I promise you will find it as enjoyable as we did. The second plenary speaker was the esteemed, Amy E. Herman, who has worked with the FBI, NYPD, Dept. of Homeland Security, hospitals, churches and many more organizations. She demonstrated to us through images of paintings, photographs and sculptures, how our perceptions, biases and assumptions may play a role not only in how we see certain situations, but also in our decision-making. She says that the "art of perception," is, in part, "to tap into an ability to see what's there that others don't, to see what's not there that should be."

The energetic Maryland team of Mark Neal, Clerk and Thomas Kearns, Deputy Clerk conducted, "Motion to What? Bankruptcy Law Made Easy for Court Personnel...or Your Money Back." Packed with information, this electronically interactive course included information about the Bankruptcy Code and the procedural rules we use and follow every day. There were discussions relating to the advantages and differences in the filings of the varying bankruptcy Chapters and what each Chapter does for debtors and explanations concerning the power of Chapters 7 and 13 for secured and unsecured creditors and claims and the factors that determine creditor priority.

I also attended a class entitled, "How Rude! Etiquette and Manners for the Workplace or Anywhere Else." The principals of etiquette and manners do not change from situation to situation, however, how we apply the rules and extend the meanings can. Julie Owens, Eastern District of Missouri, led a fun class reminding us that the etiquette principals of manners we begin to learn as children, then bring into our adult lives, should translate in our professional lives. "Consideration, Respect and Smiles are free to give and receive." Barry Lander, San Diego Clerk of Court, took us on a musical journey in the course, Presentation Lessons from the Broadway Stage. We enjoyed listening to music from several Broadway plays to understand song placement and their function in the art of storytelling. This helped me to understand how to bring presentations to life by utilizing a structure similar to that of a Broadway play. If we plan a beginning, a middle and an end, in other words, tell our story or presentation by first creating interest, then maintaining that interest, our "finale," will be effective and much more memorable. There were over 50 different sessions and educational opportunities offered at this year's conference and I have only briefly summarized a couple of the offerings I attended. The abundance of information available and shared was amazing and I only wish time permitted me to attend more courses.

In closing, again, I thank all those who made it possible for me attend this year's Conference and many thanks and much respect to all who work to put together such a professional, educational and social conference. It was a pleasure to network and meet so many great people who all play a role in our courts running smoothly. I hope I have the opportunity to participate more actively with NCBC, attend more conferences and just as important, that I get to see all of you soon.

NCBC Conference Reflection

By: Meredith Klassen, 2018 NCBC Scholarship Recipient



My name is Meredith Klassen and I am a Project Specialist in the California Central Bankruptcy Court. I have been a deputy clerk for just over 26 years. The 2018 NCBC Conference in New York City was the sixth NCBC Conference I have attended. This conference was both a positive and valuable experience for me.

I found the conference venue, business meetings, plenary speakers (those Water Coolers – I'm still laughing!), info-sharing, breakfasts and social gatherings to be especially enjoyable. And, in addition to the obvious benefits of personally connecting with the nationwide court community to share information and ideas, my participation in

the conference enabled me to renew old friendships and cultivate many new ones.

This year's conference, for me, was centered squarely around the final two courses I had to complete to advance me towards my non-credit certificate from Michigan State University. The "Visioning and Strategic Planning" course, which was facilitated by the always engaging Barry Landers, was very relevant to my current job responsibilities. In the short time since the conference concluded I have already had opportunities to tap into the techniques I learned as a student in Barry's course. And the "Education, Training & Development" course, taught by Stephanie Hemmert and Phyllis Drum, helped clarify and define the process of identifying, preparing and delivering effective educational programs for adult learners. But the icing on the cake was the 5-minute team presentations delivered at the end of this course – it turns out bankruptcy court clerks have many unique and hidden talents!

Thank you to the NY Bankruptcy Court for the Big Apple hospitality, and for organizing and executing an enormously fabulous NCBC conference.

NCBC Conference Reflection

By: Kelly Reaves, 2018 NCBC Scholarship Recipient



During the week of August 12, 2018, hundreds of clerks from across the nation converged on New York City to attend the 2018 NCBC conference. As a Case Management Administrator with the Central District of California, I was fortunate to be able to attend the conference alongside several other clerks as well as our Clerk of Court. As always, NCBC did not disappoint. There was a broad range of classes to choose from and a plethora of information to be shared. I participated in several Michigan State University courses relating to Visioning and Strategic Planning as well as Education, Training and Development Principles.

During my coursework I learned about a variety of tools that I can apply in my day to day job duties. While participating in the Education, Training and Development class, the instructors provided detailed examples of how to engage employees and make them

more open to change. I have to admit, when the teacher started off asking the class, "WiiFM" (what's in it for me), my mind immediately went into defense mode. However, after a more engaging conversation it became clear that perception plays a vital role in an employees career. Instead of looking at that question under a negative light, you can tweak the outlook and rephrase it to match a personal goal you may have. Education, Training and Development isn't always a comfortable topic to discuss but with courts consolidating services and reducing staff, it's imperative that clerks get onboard with advancing their skills.

Overall my experience at the 2018 NCBC conference was extremely positive. The conference continues to be a wonderful forum to meet new people and share ideas. The Bankruptcy Court has such dedicated staff and to be able to network with everyone is truly amazing. Thank you New York for another enlightening conference!

NCBC Conference Reflection

By: Sandra Mohammad, 2018 NCBC Scholarship Recipient



What a fabulous conference in the Big Apple! I truly do love New York and New Yorkers. This is the third NCBC conference I have attended and I believe one of the largest. The conference was filled with 600+ clerks from all over the U.S. The speakers kept my interest and provided enriching information while we enjoyed laughs with Amy Herman and the Water Coolers. This conference was well organized that I had no trouble traveling from class to class and found there were plenty of volunteers to steer us all in the right direction.

So many informative and interesting speakers where do I start? The conference started on Sunday with MSU classes with our first speaker being our one and only San Diego Clerk of Court, man that wears many hats, trainer, mentor, and winning game show contestant, Barry Lander. The required classes for MSU were Vision

and Strategic Planning followed up with a 3-part series for Education and Training Principles. I also attended a few breakout sessions such as Retirement & Withdrawal Considerations for TSP. I was very interested in the AO speakers regarding information on our budget, filings, and cybersecurity.

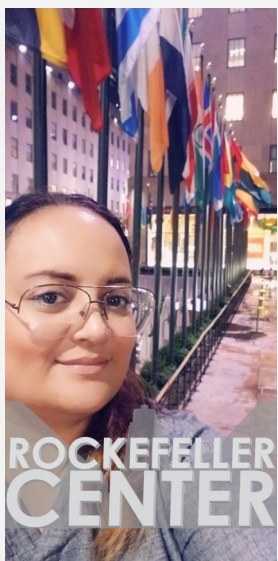
The class for Vision and Strategic Planning was focused on creating a vision, a mission, and a strategy to accomplish the goals of the court. The class concentrated on how we can better achieve our desired results. We need to ask, "Where does the organization need to be to achieve its vision, mission, and goals?" The benefits of strategic planning are reducing surprises and maximizing the ability to manage change. Without strategy the project would exist without boundaries and deadlines which is not efficient or realizable.

In addition to the conference there was also time for fun activities. Times Square was a busy little area filled with bright lights and interesting characters but I would have to say my favorite place of all time was South Manhattan. I thought the highlight of the trip would be attending the New York Yankees game but I was wrong. Nothing can compare to visiting One World Trade Center, museum and 9/11 memorial. I was so moved by the labor and dedication that went into making this memorial so unforgettable.

In addition to the speakers and "fun activities" I would like to give a special thanks to all who put this conference together from Regina Thomas, outgoing NCBC President to all involved that made it happen. Huge thanks goes to the Clerk of Court Vito Genna and the NY-S court for hosting this event in their great city. You all did a tremendous job!

NCBC Conference Reflection

By: Monica Yepes, 2018 NCBC Scholarship Recipient



During the second week of August, I was honored and grateful to be able to represent the Central District of California by attending the 2018 NCBC conference in the exciting City of New York. With the support of our Clerk of Court, Executives, Judges, and of course thru the NCBC scholarship program, I was able to enjoy a week filled with many educational opportunities and networking events while taking in many of the sights, sounds and tastes of the "Big Apple." I particularly found all the breakout sessions I attended to be very interesting and wealth of information relevant to my work with court that I will be excited to share with my court colleagues. One of the highlights of the conference, were the plenary speakers, the Water Coolers, who combined Broadway entertainment and sketch comedy with lessons about challenges we may deal with on the job, and Amy Hermann, who showed us through works of art, how to "sharpen your perception, change your life."

This conference was truly a remarkable and rewarding experience. Once again, I am truly grateful for the NCBC scholarship program and support from my court in allowing me to take advantage of the NCBC conference and all that it has to offer. I absolutely recommend becoming a member and taking advantage of all the benefits!

5 Simple Tips to Keep the Holiday Season Healthier

By: Heather Nuckols
NCBC Benefits Committee

Start being more active now: Let's face it, we all use the excuse of waiting for the New Year to turn over that new leaf. However, if you become more active now instead of waiting for January 1st, you might have less weight to lose. Do simple things like taking the stairs, using a work break for a 15 minute walk, walk your fur babies an extra 5 or 10 minutes, or park your car further out the next time you go shopping. All of these small extra minutes add up and might help burn off the extra calories you will consume from October through December.

Water, Water, Water: You probably hear this all of the time, but there is good reason for it. Drinking more water comes with several health benefits. It contains zero calories and sugars, it keeps your body hydrated inside and out, it flushes body waste, it can help you feel fuller before a meal, and it can aid in weight loss if you switch from soda to water. The list of benefits goes on and on. If you really do not like water because it isn't flavored, then add some flavor. A little lemon or lime always helps. Water pitchers with built-in fruit infusers are very affordable and are a great way to add other flavors like kiwi, mint, strawberries, etc. Even flavored seltzer water is a better choice than soda. Start small and go from there. If you drink 4 sodas a day, start replacing 1 or 2 of those with water. Your health & your waistline will thank you.

Indulge in only the most special treats: There are always a few food items during the holidays that are true favorites. If you are going to consume an above average amount of food during the holidays, try saving it for what you love the most. I used to have a neighbor who gave us homemade divinity each Christmas. Nothing short of death would have made me miss out on that. This is the holidays and you should eat the food you look forward to all year long. The key isn't giving those things up. The key is just being mindful. Sometimes we eat just for the sake of eating. Just check in with yourself before you eat that next holiday treat.



One cheat day a week: Another great way to indulge without the bulge is to give yourself a cheat day. If you know that a pot luck is coming up this Friday, you may want to eat really well leading up to that day. If you receive a box of chocolates, consider only having a couple of pieces each week when your cheat day comes around. When we reward ourselves for making good food choices, it will make that cheat day even better. You'll say to yourself, "I've earned this!" and you'll be right.

FOMO: "Fear of missing out" We all have been there and never more so than during the holidays. If you're like me, you don't want to miss a minute of anything fun, and that includes eating and drinking more around the holidays. No one is saying stop having fun, just have the kind of fun you want to have. For example, I had a friend whose family had a weigh-in as part of their Thanksgiving Day celebrations. They would weigh before dinner, and weigh in again after, and whoever gained the most weight "won." Now I have to admit that sounded like a wonderful family tradition, but my friend was also 22 years old, weighed about 100 lbs., and was an avid runner. There might come a time in her life when she will still play the game, but she won't really be in it to win it. When that time comes she will not be missing out, her family will still be her family, and life will go on. The point is, you don't have to take everything to the extreme based solely on your fear of missing out on fun. The holidays are about family, friends, traditions, and creating special moments. I promise you'll still be creating wonderful memories without that third slice of Aunt Peggy's pecan pie.

The NCBC Benefits Committee is Looking for Members!

By: Matt Brittain, NCBC Benefits Committee Chair

I had a wonderful time in New York City at this year's conference as I hope you did. It was great to talk to the many of you who stopped by our table at InfoShare.

The NCBC Benefits Committee is currently looking for some additional members. Much of the work of the NCBC is accomplished behind the scenes by the volunteers that serve on the various committees. If you are interested in giving back to the NCBC by volunteering to serve as a committee member, we would love to welcome you to the Benefits Committee.

If you are interested in joining the Benefits Committee or would like some more information on what that entails, please contact me at matt_brittain@ncmb.uscourts.gov.

Benefits Open Season Information

By: Matt Brittain, NCBC Benefits Committee Chair

The Federal Benefits Open Season for health insurance, dental/vision insurance and flexible spending for the 2019 plan year will begin on **Monday, November 12, 2018**, and run through **5:00 p.m. on Monday, December 10, 2018**.

Overview of Open Season

Open Season is for health insurance, vision and dental plans, and flexible spending accounts for healthcare and dependent care.

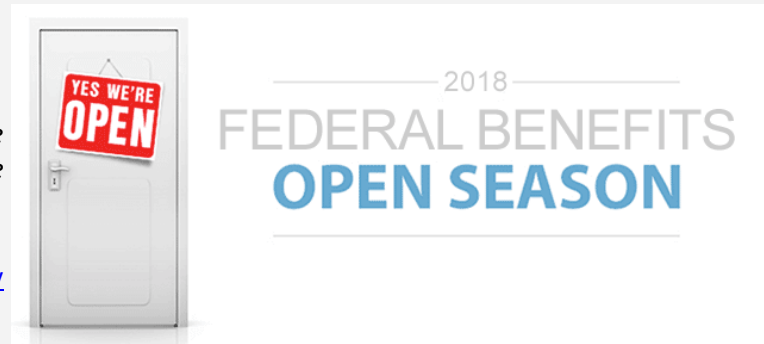
- Employees who are not currently enrolled may enroll during open season.
- Employees currently enrolled in an FEHB or FEDVIP plan may change from one plan or option to another, change enrollment type, or cancel their enrollment.
- Enrollment in FEHB and FEDVIP continues automatically from year to year. If you are currently enrolled in FEHB and/or FEDVIP and do not wish to make changes to your plan, you will not need to re-enroll during open season.
- You do not have to be enrolled in FEHB to enroll in FEDVIP (dental and vision).
- You do not have to be enrolled in FEHB to enroll in FSAFEDS (flex spending accounts).

Additional information for each type of benefit is listed below:

FEHB-Health Insurance

PLEASE NOTE: if you decide to cancel your FEHB enrollment and are nearing retirement the cancellation may affect your ability to meet the 5 year requirement for continuing FEHB into retirement.

Enrollment and plan changes are made online through the [Judiciary Benefits Center](#).



FEDVIP-Dental and Vision

Enrollment and plan changes can be completed online through <https://benefeds.com> or by calling the BENEFEDS Customer Service at 1-877-888-FEDS (1-877-888-3337).

FSAFEDS-Flexible Spending Accounts (Healthcare and Dependent Care)

Enrollment in FSAFEDS does not continue automatically from year to year. Even if you are currently enrolled in FSAFEDS, you must re-enroll during open season for 2019 if you want to participate. If you do not enroll for 2019 during open season, your participation will terminate.

Enrollment is done online through the [Judiciary Benefits Center](#).

Additional Resources

- [JNet Open Season and Annual Enrollment Page](#).
- There will be two different Open Season-themed Benefit for Life Webinars held in November:
 - **Federal Benefits Open Season and Year-End Benefits Reminders:** An introduction to the Open Season and a summary of annual benefits considerations will be presented on Tuesday, November 13, 2018, at 2:00 PM ET.
 - **Open Season Guidance for Successful Enrollment:** A tour of the Judiciary Benefits Center and the Open Season portal will be presented on Tuesday, November 27, 2018, at 2:00 PM Eastern time.
 - Links to these webinars can be found at: <http://jnet.ao.dcn/human-resources/benefits/benefit-life-hour>



Could You Afford a Pay Cut?

From: FedAdvantage



FedAdvantage
FILLING THE GAPS IN YOUR BENEFITS

Protect your paycheck with disability insurance

I had always relied on the insurance I had through work—it was inexpensive, taken right out of my paycheck and seemed like it provided everything I needed. I never thought to protect myself beyond that. I was young and healthy, and my office job wasn't dangerous. Even if I did have an injury, how great of shape do you have to be in to sit at a desk and type? But when a car accident injured both my arms, meaning I couldn't drive to work or do much once I was there, I found out just how disabling a serious injury can be. While my health insurance could recoup most of my medical costs, I only had enough leave to replace part of the recovery time, forcing me into a LWOP status. Being forced into LWOP meant I had to cut back on a lot, including postponing my upcoming wedding, which I was no longer able to pay for.

As my arms began to heal and I was slowly able to start working again, I also had to think about how to fix myself financially.

First on the list? Buying additional disability coverage. As the business saying goes, sometimes you have to spend money to make money, and I knew I could never afford another salary hit like the one I'd taken. I used to think I didn't have any assets that required extra coverage—what I learned from my accident was that my biggest asset turned out to be me.

For information on how you can protect your income from accident, illness, or some other disability, please visit [FedAdvantage.com](https://www.fedadvantage.com) or call (866) 973-6605



Connecting the Courts and Communities

By: Jennifer Mahar

NCBC Impact Editorial Committee



Do you already miss the good vibes and information sharing from the conference? Find yourself re-reading the newsletter and dreaming about the next annual conference? Well then, we have a solution for you! As you know,

NCBC members gain so much during information sharing at the annual conference and our interactions with one another, that we've decided to take that momentum and keep it going throughout the year! Does your court have an upcoming community service project? An ongoing community involvement program? Or a great new innovation, program or application to share? Then, we would love to hear from you!

Please reach out to me at Jennifer.Mahar@mieb.uscourts.gov or to Jan Zari, Impact Editor at Jan.Zari@cacb.uscourts.gov. Please include information regarding your court's name, contact person, the name of the project, a brief description, who you worked with and what inspired the great idea!

Website Committee Update

By: Joe Markley, NCBC Web Administrator



National Conference of Bankruptcy Clerks

Member Login

Search our site...

As we move into FY-2019 the website committee is in the process of revamping the NCBC website. Our goals are to: (1) make it easier to navigate, (2) make it more visually appealing and (3) better organize the site's content. We recently added video footage of several Past Presidents, court membership awards that are suitable for printing and framing, individual member recognition awards, and presenter materials from the 2018 conference in New York City.

Now is the perfect time to renew your membership for the coming year. To do so, follow the links to membership renewal from our website or visit: www.ncbcweb.com/ncbc-memberships

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

Editor's Note

By: Jan Zari, NCBC Impact Editor



Hello and Happy November, NCBC members! I can't believe it's that time of the year again where we are counting down the days to Thanksgiving, the Holiday season, and the end of another year. 2018 has been an eventful year filled with exciting events and changes in our association. For the first time ever, NCBC members had an opportunity to attend specialized training in Employee Dispute Resolution (EDR), and in another first, we had the opportunity to visit "The Concrete Jungle," New York City, in one of the most memorable conferences I've experienced to date. Immediate Past President Regina Thomas has passed the baton on to our new President, Eddy Emmons, and we elected new members to our Board and leadership team. Next year, we have many more exciting new things on the horizon, with our next annual conference in Chicago and other new opportunities for specialized training in the works.

I'd be remiss if I didn't take the time to recognize my hardworking committee members: Dailin Pena, Monica Yepes, Meredith Klassen, Shawna Taylor, Jennifer Mahar, Jeffrey Peirce, Leslie Murin, and Heather Burse. Thank you all and congratulations on another fruitful year working together!

To our membership: Please keep your contact and your feedback coming! We want to tell your stories! In this issue, we announced a new feature called "Connecting the Courts and Communities." We want to share the latest and the greatest in community service and engagement efforts from the local courts as well as new innovations, programs, and applications that help courts to better serve their constituents. Please do not hesitate to reach out to me. We'd love to feature you!

As always, please feel free to contact me at Jan.Zari@cacb.uscourts.gov if you have any questions, comments, or suggestions for the Impact. We are also welcoming new committee members for next year! See you in 2019!

