

NEW YORK CITY

August 12 - 15, 2018



The Core of Education

2018

National Conference Bankruptcy
Clerks

2018 National Conference of Bankruptcy Clerks Annual Education Conference

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NCBC PRESIDENT WELCOME MESSAGE



Welcome to the 2018 NCBC Education Conference! It is an honor to welcome over 600 bankruptcy court employees to New York City!

This digital conference book, and the conference mobile app and website, contain the conference agenda, speakers' biographies, MSU and InfoShare and more. You will also find lots of great information about the city that never sleeps - What to see and do, how to get around and where to eat. A very special thank you to Gina Jackson (GANB) and Kimberly Rubal (CACB) who are primarily responsible for these great digital tools.

We are grateful for our friends and education partners at the AO, FJC, MSU and many talented court presenters for their contributions to the education program. We could not provide excellent training to our members without your efforts.

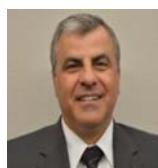
Vito Genna, Awilda Rodriguez and the amazing team from New York Southern Bankruptcy were excellent partners to the NCBC. My sincere thanks for your hard work, excellent ideas and willingness to host this important training program.

Thank you for your support of the NCBC and its important mission. Enjoy the conference!

Regina

M. Regina Thomas, President
National Conference of Bankruptcy Clerks

HOST CLERK WELCOME MESSAGE



On behalf of the Judges and Staff of the New York Southern Bankruptcy Court, welcome to New York City!! The National Conference of Bankruptcy Clerks has always offered exceptional educational programs to its members and this year, New York Southern is proud to be the host court and continue that tradition.

The 2018 Core of Education Conference is filled with many educational sessions presented by outstanding lecturers and moderators from the Administrative Office, the Federal Judiciary Center, court staff and others. This is where great minds come together to share, learn and foster innovation in the Judiciary.

We hope you will take time to enjoy the New York City experience by exploring our great city and all its excitements. Landmarks such as Central Park, the Empire State Building, the Statue of Liberty, the Metropolitan Museum of Arts and the High Line are just a few places to see but don't forget Rockefeller Center, Radio City Music Hall, Coney Island, Greenwich Village, Chinatown, Little Italy, Broadway shows in the Theater District, and of course the enjoyments just steps from our hotel - Times Square.

I want to thank the Judges of Southern District of New York in addition to the NCBC Board and Officers and all presenters for their support of this event. My gratitude and special appreciation to the incredible staff of the Southern District of New York Bankruptcy Court for their hard work.

Once again, it is our great pleasure and immense pride to welcome you. Enjoy!

Vito Genna
Clerk of Court





August 12 – 15, 2018

Dear Friends:

It is a pleasure to send greetings to everyone gathered for "The Core of Education," the 2018 Annual Meeting of the National Conference of Bankruptcy Clerks. Welcome to the great City of New York!

This year, the United States Bankruptcy Court – Southern District of New York will host the NCBC Annual Meeting. This conference will bring together hundreds of court clerks, clerks, deputy clerks and other bankruptcy professionals for continuing education in relevant and timely topics, further promoting professional development and accreditation.

I am sure this week's meeting at the New York Marriott Marquis will be an excellent venue to share ideas and information about the latest trends and best practices for those in bankruptcy coding and procedural rules. On behalf of all New Yorkers, I commend those who have come together for this annual conference, demonstrating your commitment to making critical contributions in all areas of bankruptcy law.

With warmest regards and best wishes for a productive meeting and a memorable visit.

Sincerely,

ANDREW M. CUOMO

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NCBJ | National Conference
of Bankruptcy Judges



WiFi Information for
Ballroom & Breakout sessions

Meeting WIFI:

Marriott_CONF

Passcode: NCBC2018



YOUR CONNECTED

2018 NCBC Conference Agenda

WELCOME TO THE BIG APPLE!

Saturday, August 11

3:00 pm - 5:00 PM Early Conference Registration/
MSU Students Arrive

Sunday, August 12

8:00 AM - 6:00 PM Conference Registration

8:00 AM - 8:30 AM MSU Orientation

8:30 AM - 2:30 PM MSU - Visioning and Strategic Planning

3:00 PM - 5:00 PM MSU - Education, Training and
Development (Part 1 - Principles)

2:00 PM - 5:00 PM NCBC Board Meeting

5:30 PM - 7:30 PM Welcome Reception
United States Bankruptcy Court
One Bowling Green
New York, NY
(Transportation **NOT** provided)

Monday, August 13

6:00 AM - 6:45 AM Midtown Manhattan Walk
(Meet in 1st floor lobby at 5:45 AM)

7:00 AM—4:00 PM Conference Registration

7:30 AM - 8:30 AM Breakfast

Monday, August 13

8:30 AM - 9:00 AM Opening Ceremony/National Anthem/
Welcoming Remarks

- M. Regina Thomas, President—NCBC Clerk of Court,
United States Bankruptcy Court, Northern District of Georgia
 - Vito Genna, Clerk of Court
United States Bankruptcy Court, Southern District of New York
 - Hon. Cecelia Morris, Chief Judge
United States Bankruptcy Court, Southern District of New York
- 9:00 AM - 9:45 AM
- Lee Ann Bennett, Deputy Director Administrative Office of the
United States Courts
 - Hon. Karen E. Schreier, Judicial Conference Committee Chair
Committee on the Administration of the Bankruptcy System

9:45 AM - 10:00 AM Break



Monday, August 13

- 10:00 AM - 11:30 AM Breakout Sessions (#1) Peer to Peer
- **CA** - Legal Advice/Procedures/Pro Se
 - **CA** - Next Gen/Dictionary/QC/CM Assist
 - **CRD** - Calendaring/Procedures/Telework
 - **CD-DIC** - Managing Telework/Staffing/Budget
 - **CUE** - Court Unit Executives Meeting
 - **FIN-BDGT** - Best Practices/JIFMS/JFINSYS
 - **HR** - ePerformance/Employee Engagement/HRMIS
 - **IT** - Forms Development/Automation Training/Software Programs
 - **SUP-MGR** - Career Advancement/Development/Performance Management/Staff Motivation
 - **TRAINING** - Training Information of JNet/Office 365 Training/Interactive Training
- 11:30 AM - 1:00 PM Lunch on your Own
- 1:00 PM - 2:30 PM Plenary Session: The Water Coolers
- 2:30 PM - 2:45 PM Break
- 2:45 PM - 4:15 PM InfoShare 2018

Tuesday, August 14

No Organized Morning Exercise/Walk

- 7:30 AM Group Photo in Times Square
- 8:30 AM - 9:30 AM Breakfast
- 9:30 AM - 10:30 AM NCBC Program
- James R. Baugher, Associate Director, Department of Administrative Services
 - Mary Louise Mitterhoff, Associate Director, Department of Program Services
 - Joseph R. Peters, Associate Director, Department of Technology Services
 - Dana K. Chipman, Education Division Director, Federal Judicial Center
 - Barry Lander, NCBC/MSU Education Liaison MSU Judicial Administration Program Graduation
- 10:30 AM - 10:45 AM Break



Tuesday, August 14

10:45 AM - 12:15 PM Breakout Sessions (#2)

- How to Plan for Successful Judiciary Retirement
- HR Position Description Library
- Motion to What? Bankruptcy Law made easy...
- Planning Your Judiciary Career (Part 1)
- Presentation Lessons from the Broadway Stage
- Put the FUN in Fundamentals! Tips on How to Make Learning and Training Engaging...
- Retirement & Withdrawal Considerations for TSP
- Staff Training Program/Courtroom Services
- Transition to Outlook and Office 365 Panel
- What's Your Problem? Techniques to Transform Obstacles into Opportunities

12:15 PM - 1:30 PM Lunch on your own

Tuesday, August 14

1:30 PM - 3:00 PM Breakout Sessions (#3)

- Cash Management
- Cybersecurity
- Hot HR Topics Affecting Courts/ Performance Evaluations
- How Rude! Etiquette...
- Live, Learn, Love your Strength
- Meeting Expectations: What's Your Style
- Motion to What? Bankruptcy Law made easy...
- MSU Education, Training and Development (Part 2 - Applying Principles)
- Next Gen Status and Implementation Update
- Presentation Lessons from the Broadway Stage

3:00 PM - 3:15 PM Break

Tuesday, August 14

- 3:15 PM - 4:45 PM Breakout Sessions (#4)
- Can you Hear me Now?
 - Dealing with Burnout in the Workplace
 - Hot HR Topics Affecting the Courts/ Performance Evaluations
 - How Rude! Etiquette...
 - Planning Your Judiciary Career (Part 2)
 - Taking Control of Financial Strategies for Individuals
 - The Inner Workings of the Bankruptcy Noticing Center
 - Transition to Outlook and Office 365 Panel
 - Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail
 - Strategies for Working Effectively in a Multigenerational Workplace

Wednesday, August 15

- 6:00 AM - 6:45 AM Midtown Manhattan Walk
(Meet in 1st floor lobby at 5:45 AM)
- 7:30 AM - 8:30 AM Breakfast

Wednesday, August 15

- 8:00 AM - 8:45 AM NCBC Meeting
- 8:45 AM - 9:00 AM Break
- 9:00 AM - 10:30 AM Plenary Speaker: Amy E. Herman, The Art of Perception
- 10:30 AM - 10:45 AM Break
- 10:45 AM - 12:00 Noon Breakout Sessions(#5)
- Art of Perception: Multiple Perspectives for Better Decisions
 - Don't Worry Be Happy
 - JIFMS is Here, Now What? Tips and Tricks
 - Let Me Be Clear
 - MSU Education, Training and Development (Part 3 - Practice Session)
 - National IT Initiatives
 - Next Gen Status and Implementation Update
 - Respect in the Workplace
 - Resolving Conflict
 - Retirement & Withdrawal Considerations for the TSP
- 12:30 PM NCBC Board Meeting and Lunch

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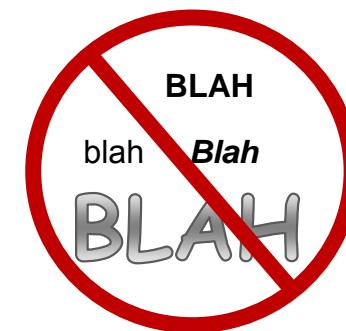
BREAKOUT SESSIONS

The training for this year's conference covers a wide variety of topics including technology and innovation, enhancing leadership, personal and court finance, retirement, customer service, communication, time management, human resources, safety and wellness, improving work environment, and personal enrichment. Speakers from the Federal Judicial Center, Administrative Office of the U.S. Courts, FedAdvantage, and several other talented NCBC members are scheduled to facilitate nearly 50 breakout sessions to be offered at this year's conference. You can even attend any classes designated as "MSU" without charge unless credit is sought from Michigan State University.

Can You Hear Me Now?

This workshop discusses the barriers to effective communication, takes participants through a communication style self-assessment, and discusses the skills each person needs to communicate effectively. This course will help people to understand their own communication style and how their style interacts with other styles. There are many activities to help illustrate and demonstrate the concepts discussed in class.

Facilitator: Kelly Clark



Cash Management

Cash Management is a process that helps you take control of your cash flow. It is used to develop realistic financial goals and overcome common roadblocks that can derail your ability to save money. Cash management looks at student loan debt and strategies to pay it down. Other topics discussed are taking control of your credit, identity theft and setting up emergency funds to protect your investments.

Facilitator: James De La Torre

Presentation Lessons from the Broadway Stage

From Overture to Curtain Call, what can Broadway musicals teach us about communicating a story and capturing an audience to leave them "wanting more". We will explore how musicals are put together and how that structure can help make your presentations really "sing"!

Facilitator: Barry Lander

Cybersecurity

Bethany De Lude from the AO's Department of Technology Services / IT Security Office will lead an interactive discussion on the importance of sound security hygiene for everyone both in the office and at home. The staff will incorporate real Judiciary data and use cases to show everyone how the most innocent mistake can cause significant harm to the Judiciary and highlight some of practices that everyone should employ to keep themselves and the Judiciary safe and will discuss the important cybersecurity services offered to the Courts, including vulnerability scanning services, national patch management, enhancement of mobile device security, and cybersecurity training for Judiciary IT professionals.

Facilitator: Bethany De Lude

Dealing With Burnout in the Workplace

Learn how to identify signs of burnout within yourself and your coworkers. Understand the effects that burnout has on job performance and team environments. Master techniques that can prevent burnout, to approach those dealing with the stress of burnout and to conquer it within ourselves and our colleagues. This is a fun, interactive and educational course designed to equip participants with the tools to overcome burnout in the workplace.

Facilitator: Kelley Rousseau

Don't Worry Be Happy

This course discusses practical ideas to increase your overall happiness. The class was developed based on research regarding qualities and actions that consistently happy people employ. These include practicing gratitude, choosing happiness, spending time with happy people, reducing worry, and several others. Each day we have a choice on whether we increase our happiness or not. This course will help you to make the decision to be happier.

Facilitator: Kelly Clark



Looking for a sweet experience in New York? Visit HERSEY'S CHOCOLATE WORLD attraction in the heart of Times Square.

Hot HR Topics Affecting the Courts/Performance Evaluations

This session offers guidance on prohibited practices, acquaints managers and supervisors with critical information to better create and document a "litigation-smart" case, and provides prescribed standards for administering complex employee relations issues.

Facilitators: Patty Fitzgibbons and Charlene Hardy

How RUDE! Etiquette and Manners in the Workplace or Anywhere Else

Don't you just love the smell of your co-worker's tuna sandwich emanating from the cubicle next you? Isn't it just plain rude when someone enters the room and does not speak? Did you know that the lack of etiquette or use of good manners is a reason for office conflict? Nine out of 10 employees say they have experienced or witnessed incivility in the workplace, which ultimately causes stress. The lack of etiquette and use of good manners can cause unintended misunderstandings, strained communication, tension and stress. While you might not always use the correct fork, learning and reacquainting ourselves with etiquette and good manners, improves communication, relationships, how others perceive you, and ultimately creates a more pleasant and productive work environment.

Facilitator: Julie Owens



HR Position Description Library

We will discuss the HR Position Description Library posted on the JNet and how you can use it to help streamline the position description approval process.

Facilitator: Lisa Haney

JIFMS is Here, Now What? Tips and Tricks

This JIFMS session will review common operational questions, provide guidance and recommendations on how to resolve issues; and improve collaboration and financial management practices throughout the JIFMS community.

Facilitators: Karla Thompson, Patsy Ramsey, Gus Maris, Jennifer Jones

Let Me Be Clear

Do you sometimes assign a tone to an email or memo you receive? Have others done the same with your messages to them? What are the most effective ways to communicate clearly? How often and in what ways should you deliver a message? Does the delivery method depend on your audience? When you reach the point of thinking or saying "Let Me Be Clear" things may have already gone awry. You may then spend more time than you ever imagined sorting things out. We will examine ways to communicate effectively and clearly on the first pass. Attendee participation in this discussion welcomed!

Facilitators: Fred Childers

Live, Learn, Love Strengths

Over 18 million people, like yourself have started their journey, completing the Clifton StrengthsFinder to learn their Signature themes, which are your top five talents. However, have you continued the journey? Talents are your greatest potential to grow and develop. The journey begins with talent and finishes with strength. Join the coach in this workshop; bring your Strengths Insight & Action Planning Report, as we roll up our sleeves to:

- Learn about our Signature themes and how they resonate with us
- Love and discover how our talents have affected our choices and decisions, in the past and present
- Create an action plan to identify opportunities to grow our talents into strengths. To access your Gallup account, logon to www.strengthscenter.com, click on Strengths Insight & Action Planning Report, print it and bring it to the workshop.

Facilitator: Beverly Griffith-Bryant

Meeting Expectations: What's Your Style

The session is based on the Four Tendencies framework created by author Gretchen Rubin. Rubin investigates what motivates people to meet outer and inner expectations. The session will look at how people's needs and styles differ when expectations need to be met in the workplace. Understanding how you, your colleagues and your customers approach tasks help to ensure that everyone gets what they need, reduces workplace frustration and helps improve efficiency.

Facilitator: Lana Merewether

Motion to What? Bankruptcy Law Made Easy for Court Personnel...or Your Money Back

This is an introductory level class on bankruptcy law that will provide attendees with a better understanding of the Bankruptcy Code and procedural rules and how they impact what we do in the Clerk's Office. We will explain what bankruptcy does for debtors and creditors, why it is so powerful for consumers in CH 7 and 13, what actually happens in a CH 11 case, why notice is so important, and a host of other topics we are sure will keep attendees on the edge of their seats.

Facilitators: Thomas Kerns and Mark Neal

MSU Education and Training Principles Part 2 and Part 3

This course will ground students in the fundamental principles of how adults learn best, and why this is critically important to judicial branch work. The contents of this course can be applied in any environment. Students will explore ways to extend learning experiences for more meaningful and transformational learning to take place. This course is not intended to develop students as judicial branch educators. Rather, students will be exposed to the key components of creating and supporting education, training, and development for themselves as learners, and for other judicial branch employees.

Facilitators: Stephanie Hemmert and Phyllis Drum



Broadway theatre, commonly known as Broadway, refers to the theatrical performances presented in the 41 professional theatres each with 500 or more seats located in the Theater District and Lincoln Center along Broadway, in Midtown Manhattan, New York City. The great majority of Broadway shows are musicals.

National IT Initiatives

Associate Director Joseph Peters, Department of Technology Services, will discuss the many IT initiatives happening across the Judiciary. This would include the IT Security Scorecard, Cloud and View Hosting Services, Judiciary Firewall Services, National Active Directory, National Logging Services, the national patch management system (KACE), Office 365, Vulnerability Scanning Service and give the attendees a peek into what is on the horizon related to Judiciary IT.

Facilitator: Joseph Peters

Next Gen Status and Implementation Update

Session to provide a status of NextGen, to include development update and implementation update.

Facilitators: Nick Gomez and Gary McCaffrey

Planning for Successful Retirement

This presentation will help employees planning on retiring understand where the Administrative Office's responsibilities begin and end, and at what point the Office of Personnel Management takes over. This presentation attempts to provide for a smoother transition from employee to retiree, and alleviate much of the uncertainty and stress that comes with this new phase in life. Participants will also receive information regarding employee responsibilities and who or where to turn to when questions arise.

Facilitator: Albert Succi

Planning Your Career; Where You Want to Be? (Part 1)

Participants should bring 2 different color highlighters and a list of all work history. Where I want to be - You want your career to be in the courts and you know you could do more you are just not sure where you want to be. Maybe you know, but do not know how to get there. In Part 1, learn how jobs are created in the Judiciary and what minimum qualifications are needed for each position. Inventory your work history to date and create a Judiciary Career Path Plan. Identify which job qualifications you have and which ones you need for the jobs most interesting to you.

The Planning Your Career in the Federal Judiciary program is also available on the JNet as a self-guided program - type 'career planning' in the JNet search box.

Facilitator: Sandy Smith

Planning Your Career, How Do You Get There? (Part 2)

Participants should bring an open mind and a willingness to invite feedback. How Do I Get There? So now you know what you want to do, but do not know how to get there. In Part 2, validate your self-assessment from Part 1 and ensure that your future aligns with the court. Develop an interview plan and practice techniques for inviting feedback. Identify potential development objectives and prepare a development plan. The Planning Your Career in the Federal Judiciary program is also available on the JNet as a self-guided program - type 'career planning' in the JNet search box.

Facilitator: Sandy Smith

How Put the Fun in Fundamentals! Tips on How to Make Learning and Training Engaging, Informative, and Worthwhile - for Adults

Do you and your colleague tremble at the words “mandatory training”? Do you mentally check out the minute an instructor begins to speak? As an instructor, do you dread presenting the same boring material in the same boring way? This session will look at the many ways that trainers can make the learning experience not only more fun, but more effective. We will share tips and tricks, from using videos to incorporating games, to improve the classroom experience. We discuss how to avoid turning the learning environment into simple entertainment, one with no knowledge or skills being developed. This session will help you expand your training facilitation and delivery skills. By the end of this session, you’ll be able to:

- discuss the difference between education and entertainment;
- connect fun exercises with learning objectives;
- Incorporate humor into content;
- use games to further knowledge and improve skills;
- design interactive lectures;
- use videos to reinforce content; and
- apply crowdsourced techniques for making learning fun.

Facilitator: Dr. Richard Marshall



Resolving Conflicts

Is conflict negative or positive? It depends on how we handle it. In this interactive session, we'll discuss ways to resolve conflict to achieve positive results and maintain relationships. You'll have the opportunity to assess your conflict style, how you typically deal with conflict. This session will help you expand your knowledge and skills in communication, collaboration, and problem solving. By the end of this session, you'll be able to:

- identify typical causes of conflict;
- describe your conflict style; and
- identify ways to flex your conflict style to achieve your goals

Facilitator: Joy Richardson

Respect in the Workplace

This session will review strategies to develop and maintain an organizational culture that fosters respect in the workplace. The session will cover topics such as respectful workplace communication, and dealing with workplace bullying. This session will help you expand your knowledge and skills in collaboration and communication. By the end of this session, you'll be able to:

- identify the components of respectful workplace communication;
- identify strategies for raising difficult issues with your team members and colleagues
- describe strategies for dealing with workplace bullying; and
- apply strategies to foster respectful workplace communication

Facilitator: Beth Johnson

Retirement & Withdrawal Considerations for the TSP

You've spent a career saving, investing and securing money in the TSP for retirement. Now what? □ Retirement & Withdrawal Considerations in the TSP takes an in depth look at the withdrawal options available including the new provisions of the TSP Modernization Act with the pros and cons each provides. Other topics discussed include retirement income strategies to consider making your money last through retirement.

Facilitator: James De La Torre

Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail

Stuck on hold. Waiting in endless lines. Wrong order at the drive-thru. Damaged garments. We've all experienced our share of bad customer service. But we've also had great experiences, from the perfect sales person to the thorough mechanic to the attentive server. We can learn a lot on how we treat "customers" in the court from the customer service exemplars in the business world. This session will examine ten lessons that can be learned from the private sector with customer service for our internal and external customers. This session will help you expand your knowledge and skills in customer service, collaboration, and communication. By the end of this session, you'll be able to:

- apply practices for outstanding customer service from the private sector;
- discuss best practices they have experienced and implemented;
- examine how to anticipate and react to customer service problems;
- explain the difference between the court and business world customer service experience; and
- share ways to improve internal customer service.

Facilitator: Dr. Richard Marshall

Staff Training Program/Courtroom Services

The Staff Training Program provides a full range of indepth training of court job functions and growth opportunities for all court staff. The training is divided by job position or team and then is split by topics into Lesson Plans. The full program consists of three phases that build upon each other. Phase 1 is self-paced, online general education available to all staff. Phase 2 adds classroom training to the program, allowing the trainee to practice what they are learning. Phase 3 matches the trainee with a job coach to apply the training to the real job. Learn more about the three phases here. The Staff Training Program meets training needs for many situations for all court staff. This training program can be used for new employees, existing staff assigned to a new position or whose job is changing, staff volunteering for back-up duties, or for anyone who is just curious about other jobs in the court. The combination and sequence of Lesson Plans taken depends on each person's reason for taking the training.

Facilitator: Monette Warren

Taking Control of Financial Strategies for Individuals

Taking control helps individuals strengthen their financial futures. It starts looking at the common roadblocks that prevent us from achieving financial success and using the six steps of the financial planning process to overcome the roadblocks and put your financial affairs in order. Areas discussed include cash management, risk management, investment planning, managing your taxes, saving for retirement and leaving a legacy.

Facilitator: James De La Torre



The Empire State Building is a 102-story Art Deco skyscraper in Midtown Manhattan, New York City. Designed by Shreve, Lamb & Harmon and completed in 1931, the building has a roof height of 1,250 feet (380 m) and stands a total of 1,454 feet (443.2 m) tall, including its antenna. Its name is derived from "Empire State", the nickname of New York. As of 2017 the building is the 5th-tallest completed skyscraper in the United States and the 28th-tallest in the world. It is also the 6th-tallest freestanding structure in the Americas. .

The Art of Perception: Multiple Perspectives for Better Decisions

The Art of Perception will use images of painting, sculpture and photography as tools to reconsider biases, assumptions, cultural competence, and related ethical issues encountered by professionals working within the court system. The workshop will challenge individual's assumptions, foster creative problem solving - individually and collectively - and augment critical analysis skills by incorporating multiple perspectives into their thinking. Looking at works of art as a group will enable participants to reconsider how they communicate observations and perceptions – both orally and in writing – which helps to dismantle longheld assumptions and implicit biases. Understanding and implementing a broader concept of inclusion without the constraints of implicit biases underlies a more objective and informed decision-making process.

Facilitator: Amy Herman

The Inner Workings of the BNC

Representatives from the Bankruptcy Noticing Center (BNC) will reveal the magic behind the noticing process with a look at recently added and planned capabilities and services. We will provide a behind the scenes look at the print operations and answer all your questions.

Facilitators: Joe Speetjens and Shannon Buzzards

Transition to Outlook and Office 365 Panel

SDSO leaders will share lessons learned from deployments of Office 365 and email migrations from Lotus Notes to Microsoft Outlook at the Unify project's alpha and beta test sites. Ensure a smooth transition for your court by learning what went well for the test sites and what recommended steps you can take now to improve the process.

Facilitators: Ron Blankenship and Connie Porzucek

What Does that Mean? Strategies for Working Effectively in a Multigenerational Workplace

Multiple generations in today's workplace can be challenging. Generational differences (real or perceived) can affect productivity, communications and teamwork. This 90□minute session will look at the multiple generations in today's workplace and the strategies that can lessen the chance for misunderstandings. This session will help you expand your knowledge and skills in communication, collaboration, and flexibility. By the end of this session, you'll be able to:

- identify the characteristics of generations in the workplace;
- examine perceptions vs. reality of generational styles and preferences; and
- develop strategies to work more effectively with all generations.

Facilitators: Phyllis Drum and Beth Johnson

What's Your Problem? Techniques to Transform Obstacles into Opportunities – Garbo Cheung-Jasik

This session is designed to help participants look at problems from different perspectives to come up with new solutions. A problem-solving approach will be introduced that can be used by individuals, teams or other groups, and can be applied immediately. Participants are encouraged to come to the session with a work related problem that hasn't yet been solved in their court. This session will help participants expand their problem-solving, flexibility, and collaboration skills. By the end of this session, you'll be able to:

- experiment with shifting perspective
- articulate the benefits of reframing problems
- apply steps for reframing a problem; and
- collaborate with your colleagues to reframe common problems

Facilitators: Garbo Cheung-Jasik

INFOSHARE



The Information Sharing Session is a good place to come and learn! Courts share solutions to problems encountered and committees share information and ways to get involved. The federal courts have long been creative in approaching and resolving challenges by developing new applications. This year 23 exhibitors will offer information on programs as diverse as quality control systems, strengths finder, streamlining the bankruptcy claims process, docket courtroom audio files, electronically transmission of files to transcription companies, and much more. InfoShare will take place in Salons 1 and 3 on the 5th Floor of the New York Marriott Marquis on Monday, August 13 from 2:45PM to 4:15PM. We hope to see you there!

Annual Reconciliation of New Bankruptcy Case and Adversary Proceedings Filings - North Carolina Middle Bankruptcy

An overview of process for courts to reconcile their annual Bankruptcy Case and Adversary Proceedings filings with the JDAO will be provided during InfoShare.

Automation Training Community of Practice (ATCOP - Developed by Luta Pleiss (NED) and Kelly Clark (MIED)

With ever-changing technology demands and major projects, such as NextGen and Office 365 coming down the pike, courts must create training at a fast pace to meet the need. The Automation Training Community of Practice (ATCoP) is an online community of court staff from all areas of the Judiciary who share resources, handouts, and training materials for a wide variety of information technology (IT) topics.

The ATCoP Community transcends geographical restrictions by enabling flexible communication and collaboration. It fosters development of ideas, as well as sharing common methods and beliefs regarding best practices. New technology and services become available at a quicker rate by using the ATCoP site as a resource to facilitate "just in time" training delivery options.

Our membership covers a wide range of positions across the Judiciary such as: court trainers, circuit court staff, librarians, judges, clerk's office staff, IT staff, probation and pretrial officers and staff, and federal public defenders.

Visit the ATCoP Community site (available in IBM Connections) at: <https://connections.ao.dcn/communities/community/atcop> to access resources on a variety of training topics, and while you are there, join and follow the Community for the latest updates. We need your participation, please share your knowledge by uploading your training materials and resources and participating in forum discussions.

The ATCoP community also holds biennial conferences. ATCoP conferences are a great opportunity to connect trainers, IT staff, and others who provide training throughout the Judiciary. The next conference is scheduled for May 2-4, 2018, in San Antonio, Texas. Registration and conference agenda information will be posted to the site in the near future.

Please direct questions about ATCOP to any member of the leadership team: Luta Pleiss (NED), Kelly Clark (MIED), Julie Gibson (FLNB), June Evans (SDD), Eric Klingenberg (ILSP), or Kathy Noel (CASB)

Bankruptcy Best Practices Working Groups - Many Courts

Every court has certain practices and procedures they would like to improve. These working groups are focused on best practices. Stop by and learn about best practices that could work for your court!

The Bankruptcy Best Practices Working Groups, one focused on technology and the other on operations, work to develop innovative recommendations, identify and analyze technology solutions to improve business processes, and assist courts in adopting technology solutions and new business processes. Stop by and visit with the Bankruptcy Best Practices Working Groups for information on best practices for your court.

Case Management Assist - Oklahoma Western

Case Management Assist is used to organize, prioritize, and complete work assignments; to assign, reassign, and distribute work; to record attorney filing errors; and to analyze office productivity. The Info Share will focus on recent changes to CMA including reassignment from the CIP; Mass Editing; temporary assignment of pooled work; Dynamic Case Assignment; Redesign of the Work Reassignment Screen; Private Notes, and a look forward to importing eOrders.

CHAPWeb and ChapMobile App - Calendar Management Solutions - Utah Bankruptcy

Participate and experience the newest developments available for CHAP (Chambers Automation Program), the nationally supported calendaring and Matter-tracking program for Bankruptcy judges and their staff.

CHAPWeb: See the newest release of CHAPWeb which offers complete management for Chambers and courtroom operations. CHAPWeb is a browser-based application that offers mobility for calendar review, note taking, docket and detail review, document tracking, and hearing preparation. CHAPWeb is customizable, user friendly, and comes with single sign-on compatibility. It is Next Gen ready and optimized for Centralized Courts.

CHAPMobile App: Use ChapMobile, an app available for iOS and Android devices. See how quickly you can view hearing calendars for each judge and 341 Meetings by Trustee. Search by Attorney, Case Name, or Case Number, and view court locations and contact information. This app keeps Judges, internal court staff, the Bar, Trustees, and the Public up-to-date.

CourtSpeak - North Carolina Eastern

North Carolina Eastern Bankruptcy's digital audio program, CourtSpeak, is the AO-approved software program for automatically docketing courtroom audio recordings to PACER. CourtSpeak software is the optimum solution for district courts because it allows batch processing and upload of all the days audio files vs manually docketing one hearing at a time. It is compatible with FTR, VoiceIQ, DCR-Liberty, and CourtSmart. Approval by at least one judge in your current district is required before implementing the CourtSpeak program and additional information may be found at <http://cs.nceb.circ4.dcn>. SDSO and ITSO tested!

ePOC (Electronic Proof of Claims) - North Carolina Middle Bankruptcy

An electronic method for non-attorneys to file claims on-line and without a CM/ECF login.

Federal Judicial Center (FJC)

Learn more about the programs and services that the FJC offers for executives, supervisors and managers, and court employees. FJC staff will be available to answer questions.

JAVA ADI Model - Minnesota Bankruptcy

Java ADI Model is a new way to develop ADIs. It tackles ADI development in a way that is different from the traditional ADI development by taking advantage of Java's vast capabilities. The model provides numerous advantages to ADI creation, such as development and testing in

the Windows environment, integrating all ADIs in one program, and debugging the source code with the IDE Eclipse. In addition, this model inspires collaboration and sharing through a common repository (AO GitLab) where developers are able to easily contribute to the source code. Currently, there are three ADIs available; Upload List of Creditors, Notice of Assets and Notice to Creditors, and Chapter 13 Plan Embedded Requests. We are looking forward to more ADI contributions from the community.

Judicial Voice Recorder JVR - Courtroom Digital Recording - Utah Bankruptcy

JVR (Judicial Voice Recorder) – Come and see the progress on our JVR product development. JVR is a court developed, open source, multi-channel, multimedia digital case recording and playback system that will be free to all Federal courts. JVR is portable and can be used on a single PC with a microphone or in a large courtroom with multiple microphones and video/teleconferencing audio sources. JVR uses existing recording and mixer hardware to track who is speaking and their microphone location which automatically adds timestamps and notes to a timeline. JVR has a data factory and can import CM/ECF or other data for use during the recording. The patent for JVR is in final review as of 2018.

Judiciary Financial System (JFinSys) - Accounting for Bankruptcy Courts - Virginia Eastern

The Judiciary Financial System (JFinSys) is the successor to the Financial System (FinSys)--both of which were developed and are maintained and supported by the Virginia Eastern Bankruptcy Court (VA-EB) through its JFinSys Development and Deployment Team. JFinSys, which is a financial system addressing accounting requirements for bankruptcy courts, processes and maintains funds that are received via cash register applications, CM/ECF (Current and NextGen), and Pay.gov. JFinSys is used by bankruptcy courts to record, track, and manage transactions associated with bankruptcy cases. Funds are disbursed in accordance with Judiciary policy. VAEB and the AO are incorporating JFinSys into the Judiciary Integrated Financial System as the Bankruptcy Court Debt Management Module.

NCBC Benefits Committee

Come see the benefits that are available as part of your NCBC membership. NCBC sponsors a comprehensive benefits package through FedAdvantage that is designed to complement your existing judiciary benefits. Stop by to learn more about these exclusive products. You can also find out how to get involved with the NCBC and meet some of your Benefits Committee members.

NCBC Impact Newsletter

Come meet and mingle with the NCBC Impact Editor and Editorial Committee members! Share your ideas, provide feedback, discuss ideas for a future newsletter issue, and more!

NCBC Mentorship Program

NCBC Mentorship Program is a great resource. Learn how to apply for the program and you'll be matched up with someone who can help you navigate your way through learning more about the Judiciary and the skill set required to be a successful employee.

NCBC Scholarship Program

Come learn more about one of the advantages of your NCBC membership. Scholarship opportunities are available each year to assist with the cost of conference registration or tuition assistance. Learn how to apply for a scholarship. Put the NCBC scholarship program to work for you.



Next Generation of CM/ECF - AO Court Services Office

Learn more about the Next Generation of CM/ECF (NextGen) application, the progress of the national roll-out, the modules available for adoption, and general information to assist courts in signing up for implementation, if you haven't already signed up. Court Services Office staff will be available to answer questions.

Procurement Tracking Application (POP) - Pennsylvania Middle

POP is a simple web based procurement tracking application. It allows for easy retrieval of all procurement documents. It can alert contracting officers or other parties via email when a request is entered or modified. It logs all notes and steps of the procurement process.

Security Service Offerings from Local IT Solutions Support - AO

Learn how services offered by the Local IT Solutions Support (LITSS) Division from the AO can help you to secure your court's network while meeting the requirements of the Judiciary IT Security Scorecard. We will use real world scenarios provided by court offices to demonstrate effective ways to use these services.

Current offerings include:

- Securing and managing your endpoints with the Patch and Asset Management service.
- Identifying and addressing vulnerabilities with the Vulnerability Scanning Service.
- Reducing your network's exposure to malicious actors with the Web Based Threat Protection Service.
- Preventing malware intrusion with Endpoint Protection Service.

We will have information about these current LITSS offerings and previews of upcoming LITSS services.

A Taste of CliftonStrengths - Illinois Northern

CliftonStrengths is a philosophy whose purpose is to drive outcomes by discovering and developing the very best in each employee. Individual contributors, teams or leaders, people who focus on using their strengths are 3 times more likely to have an excellent quality of life and are also 6 times more likely to be engaged in their jobs. Stop by our table to learn where we are 14 years on our "strengths journey."

Tell Us What You Think! - NCBC

NCBC is developing a new program that offers participants leadership training to take on greater responsibilities in their current positions and provide bankruptcy court offices future leaders to achieve their missions.

Give us 20 minutes to get your feedback by participating in a focus group discussion.

SharePoint in the Judiciary - Texas Southern District and the AO

Texas Southern and the AO will provide an overview of SharePoint online with a potential demonstration of a use case within a Bankruptcy Court.

Statistics Dashboard - Maryland Bankruptcy

The statistics dashboard presented last year has been enhanced to show adversaries and closings and now uses SARD openings.

2018 MSU NCBC CLASS PROGRAM



MSU JUDICIAL ADMINISTRATION PROGRAM TO END IN 2019

Our goal is to get members to the finish line!

The NCBC's fifteen-year relationship with MSU will end in 2019 as Dr. Maureen Conner has announced her retirement from Michigan State. The University has developed a plan to wind down the program but also to keep its commitment to the NCBC and bankruptcy court employees who enroll and want to complete the noncredit certificate program.

Live Classes at the 2018 Conference

Two live classes will be offered at this year's conference. Visioning and Strategic Planning (with Barry Lander) and Education and Training (with the Federal Judicial Center's Stephanie Hemmert and Phyllis Drum). Schedule details can be found on page 2.

What if I Need More Classes to Finish?

If additional coursework is needed to complete the certificate program, it may be completed via self-paced, online classes or as scheduled in a more interactive mode. But remember, ALL coursework must be completed by March 30, 2019 and all fees paid by April 30, 2019. Details about options start on page 3.

How Will MSU Handle the Final Capstone Project?

Finally, the capstone project, which is the culmination of the certificate program, has several important deadlines. Submissions of Capstone Proposals are due April 30, 2019 with the final papers due July 1, 2019. The final program graduation will be held at the 2019 NCBC Conference.

Can I Still Enroll in the Program and Where Can I Get Additional Information?

Applications are still being accepted to the Michigan State University Judicial Administration Noncredit Program. New students must adhere to the timelines and deadlines set forth above. Cathy White remains as the Judicial Administration Program Administrator and can assist students in assessing the where they are in the program, any outstanding payments due, and other graduation requirements. Cathy may be reached at gamperca@msu.edu.

MSU SNAPSHOT

Sunday, August 12
8:00 a.m.
Orientation and
Graduation Review

8:30 a.m. - 2:30 p.m.
Visioning and Strategic
Planning

3:00 - 5:00 p.m.
Education and Training
(Part 1) Principles

Tuesday, August 14
Graduation

1:30 pm - 3:00 pm
Education and Training
(Part 2) Applying Principles

Wednesday, August 15
10:45 am - 12:00 pm
Education and Training
(Part 3) Practice



BIOGRAPHIES

RONALD BLANKENSHIP is the Chief of the Systems Deployment and Support Office within the AO's Department of Technology Services (DTS/SDSO). Ron provides the Judiciary with services that include the National Support Desk, the Testing Services Division, the Training Division, and the Software Infrastructure Division. The Software Infrastructure Division provides enterprise platforms and services that include the JENIE Portal, Identity and Access Management, National Active Directory, Lotus Notes, Office 365 Pro Plus, Outlook, and all systems supporting Public Access to Court Electronic Records (PACER). Ron leads a very dynamic organization, which is geographically dispersed across three states. Ron has been with the Judiciary since 2003.

SHANNON BUZZARD is a Project Manager with BAE Systems for the past 7 years and just recently joined the BNC team in March 2018. She is responsible for daily operations and court customer service. She has a Bachelor's of Business Administration degree with a concentration in Human Resources from James Madison University and a Masters Certificate in Project Management from Villanova University.

GARBO CHEUNG-JASIK is a senior education specialist with the Federal Judicial Center's (FJC) Executive Education group. She joined the FJC in 2008 and works on developing and designing education and training for court unit executives. In her role, she also provides consulting services in response to courts on a range of organizational issues. Garbo joined the FJC from a career in the nonprofit sector, where she directed and managed education and outreach programs and initiatives. Her background and focus have been in leadership development; program development, design and implementation; curriculum development; communications and marketing, and events management.

FRED CHILDERS has been Chief Deputy of the U.S. Bankruptcy Court, Northern District of Georgia since 2010, having held the same position in Georgia Middle beginning in 2006. He served as Operations Manager for a Standing Chapter 13 Trustee in Atlanta for 18 years prior to beginning federal service. He has presented training programs for the Federal Judicial Center, the National Association of Chapter 13 Trustees and at previous NCBC conferences. Fred holds Degrees from Furman University and the University of Texas.

KELLY CLARK is the Training Coordinator for the U.S. District Court, Eastern District of Michigan. She has been with the Court since 1991 and has been in a training position for the past 13 years. She is an FJC Trainer for the Structured Writing Program and the New Court Trainer's WebEx Series. Kelly has facilitated workshops at the Automation Training Community of Practice and the Federal Court Clerks Association Conferences. She represents the FCCA as the 6th Circuit Director and Education Chairperson of the Education Planning Committee.

JAMES A. DE LA TORRE, CRPC, has over 28 years of experience counseling federal employees on financial matters and intricacies of their federal benefits and retirement systems. Jim has conducted federal benefit and financial planning seminars in all 50 states and is an active presenter at federal conferences and professional associations. Jim has appeared on the radio show "Fed Talk" and is an active participant in the federal employee blog "Federal Soup." Jim is the president of his own firm, FedAdvantage. He holds a Charter Retirement Planning Counselor (CRPC) designation from the College for Financial Planning, and is a member of the Financial Planning Association (FPA).



BETHANY DE LUDE joined the Federal Judiciary in March of 2010 to serve as the Chief of the IT Security Office (ITSO) within the Administrative Office. In this role, she works collaboratively with stakeholders across the courts and within the national program offices to build a security aware culture and to make continuous improvements in the information security health of judicial information and information systems. By working together, both local and national IT security programs create, refine, and benefit from value added products and services, such as security awareness materials and technical resource packages and court unit IT security assessments and web server security testing. Under Bethany's leadership, the national program ensures that data drives informed, risk based decisions about protecting judiciary information assets.

Prior to joining the Federal Judiciary, Bethany held security leadership positions at the National Security Agency, PricewaterhouseCoopers, Riggs Bank, the Centers for Medicare & Medicaid Services, and, most recently, the Corporate Executive Board. She is an accomplished industry speaker featured at local and national conferences.

Bethany graduated from the University of North Carolina at Chapel Hill with a BA in Mathematics and she earned an MS degree in Information and Telecommunication Systems for Business from the Johns Hopkins University and holds a US Patent [Sole Inventor, U.S. Patent 6,223,985]. Bethany has been a Certified Information Systems Security Professional since 2002.

PHYLLIS DRUM is a Sr. Education Specialist with the Management and Professional Development Education Group in the Education Division at the Federal Judicial Center. Since joining the Center in 2000, she has written and revised curriculum for court staff, and designed, developed, and evaluated training programs for various audiences using media such as web and video conferencing, and TV/video. She serves as the primary liaison between the Center and federal court trainers, conducting professional development programs for new and experienced trainers. She also serves as project leader for instructor led training programs such as Preventing Workplace Harassment, Time Management, and the Personality Temperament Instrument program. Phyllis has a Bachelor of Science degree in education from the University of Massachusetts (Amherst) and a Master's Degree in Distance Education and E-learning with an emphasis on Teaching and Training from the University of Maryland University College.

PATRICIA J. FITZGIBBONS has served as Chief Human Resources Officer of the AO's Human Resources Office. Patty provides leadership and vision for the Judiciary's HR programs and oversees the HR services for the courts. Patty has over 30 years of executive experience in human resources management, both in the public and private sectors. She has served as the HR Director for the United States Senate and has directed human resources for several large, international law firms. In addition, Patty has held leadership positions with non-profit organizations and consulting firms that provide services to the federal government in the areas of human resources, financial management and strategic planning. Patty holds a BA in Government from St. Lawrence University and a Master's in Public Administration from the Rockefeller College of Public Affairs and Public Policy at the State University of NY at Albany.

NICK GOMEZ is the Case Management Branch Chief and the NextGen Implementation Manager at the AO's Court Services Office. In late 2016, Nick came to the branch from the AO's Department of Technology Services, Systems Deployment and Support Office (DTS/SDSO) where he was part of the National Support Desk. Nick began his career with the Judiciary in 1988 and has experience working with Appellate, Bankruptcy, and District CM/ECF. He has many years of technical, leadership, and project management experience, and leads a talented team of NextGen Implementation Leads in the deployment of NextGen to all 3 courts types.

BEVERLY GRIFFETH-BRYANT is a Gallup Certified Strengths Coach who has worked in the federal courts for the last 32 years, where she started her federal service in the Eastern District of Michigan, U.S. District Court. She is a Training Specialist in the United States Bankruptcy Court for the Northern District of Illinois. Beverly and other strengths champions in her court unit strive to weave strengths-based language through her court unit and the judiciary hosting a monthly WebEx entitled "Judiciary Talent Tuesday"; new employee orientation, coaching and innovative training programs. She has been married to Michael for 28 years and has one son Eric Michael.

LISA HANEY is the Chief Deputy Clerk for the U.S. Bankruptcy Court for the Western District of Tennessee. She has 27 years of judiciary experience in the areas of human resources, employee development, and budget and project management. She has served on the Human Resource Specialist Advisory Group (HRSAG), coordinates the HR Forum, and serves as a trainer for several FJC programs.

CHARLENE HARDY is an Assistant General Counsel with the Administrative Office, Office of the General Counsel (OGC), where she has worked since March 2013. Charlene advises and counsels on legal issues to managers in the areas of employment law, discrimination, and EDR complaints. She also manages the administrative tort claims program and tort litigation for the Judiciary. Prior to coming to OGC, Charlene worked at the United States Department of Justice, Civil Rights Division, the Transportation Security Administration, and the United States Secret Service. Charlene has a Bachelor of Arts in English Literature from Yale University and received her Juris Doctor from Boston University School of Law.

STEPHANIE HEMMERT has worked with the Federal Judicial Center since May 2006. As a Senior Judicial Education Attorney in the Judicial and Legal Education team, her primary responsibility is developing curriculum, based on adult education principles, for federal judges and attorneys. Stephanie has also developed education programs on management and operational issues for clerks of court and staff of the federal circuit, district, and bankruptcy courts. Before joining the Center, Stephanie, a graduate of and Adjunct Professor at George Mason University School of Law, practiced at a civil litigation firm in Alexandria, Virginia. Prior to law school, Stephanie was in the Property and Casualty insurance industry, worked as a Learning Consultant at the world headquarters of Chubb & Son, consulting with senior business managers, assessing business unit needs, and providing web and classroom-based learning solutions in line with company strategies and worked as a Commercial Lines Underwriter and as a Training Specialist at Selective Insurance, a regional insurance company. Stephanie graduated with honors and Phi Beta Kappa from Rutgers University in New Brunswick, New Jersey with a B.A. in Economics. Stephanie holds her Bronze Level Certification from Kirkpatrick Partners, is a Certified Association for Talent Development (ATD) Master Trainer, and has a Facilitating Synchronous Learning Certificate from ATD. She is also a member of the International Society for Performance Improvement (ISPI) and the National Association of State Judicial Educators.

AMY HERMAN is a lawyer and art historian who uses works of art to systematically sharpen observation, analysis, and communication skills. By showing people how to look closely at painting, sculpture, and photography, she helps them hone their visual intelligence to recognize the most pertinent and useful information and recognize biases that impede decision-making. She developed her Art of Perception seminar in 2000 to improve medical students' observation and communication skills with their patients when she was the Head of Education at The Frick Collection in New York City. She adapted the program for a wide range of professionals and leads sessions internationally for the New York City Police Department, the FBI, the French National Police, the Department of Defense, Interpol, the State Department, Fortune 500 companies, first responders, the military, and the intelligence community. In her highly participatory presentation, she demonstrates the relevance of visual literacy across the professional spectrum and how the analysis of works of art affords participants in her program an innovative way to refresh their sense of critical inquiry and reconsider the skills necessary for improved performance and effective leadership. The program has been featured in *The New York Times*, *The Wall Street Journal*, *The CBS Evening News*, and *Smithsonian Magazine*, among others. Ms. Herman holds an A.B., a J.D., and an M.A. in art history. Her book, *Visual Intelligence*, was published in May 2016 and was on the *New York Times* and *Washington Post* best sellers' lists.

BETH JOHNSON is an education specialist for Management and Professional Development Education at the Federal Judicial Center. Beth joined the Management and Professional Development Education group in September 2015. She has been with the Federal Judicial Center since 2008. Before joining the Center, she worked as an operations director, program manager, and program coordinator for several private and non-profit organizations. She is an Everything DiSC Certified Trainer. Beth holds an M.S. in Justice, Law, and Society from American University and a B.A. in Political Science and English from Otterbein University.

JENNIFER (JEN) JONES has been a Procurement Analyst in the Policy & Training Branch of the Procurement Management Division (PMD) for over 5 years, interpreting and implementing procurement policies and regulations to support contracting activities. Before joining the judiciary, Jen had 15 years of software, training and procurement analysis experience as a contractor for the Federal government, state government and national laboratories where she served as a project manager, procurement subject matter expert and trainer, responsible for leading multiple implementation teams providing financial and acquisitions software. Jen holds a BA in Psychology from the University of Maryland, College Park in College Park, Maryland.

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

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

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

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

THOMAS KEARNS has been the Chief Deputy Clerk for the U.S. Bankruptcy Court for the District of Maryland since May 2016. Previously, working for the Executive Office for U.S. Trustees, first as Trial Attorney in the Office of General Counsel, then as Deputy Assistant Director and finally as the Assistant Director for the Office of Planning and Evaluation. At the Office of Planning and Evaluation, Thomas was responsible for statistical analysis and data integrity; training managers, attorneys and support personnel at the National Bankruptcy Training Institute; handling press inquiries and public relations; and managing debtor audits. Before joining the Department of Justice, he was in private practice in Colorado for 12 years, focusing on bankruptcy matters and civil litigation, and he served as law clerk to Bankruptcy Judge E. Stephen Derby (D. Md.). Since 2015, Thomas has been an Adjunct Professor at The George Washington University Law School, where he teaches consumer bankruptcy law.

BARRY LANDER was appointed Clerk of the United States Bankruptcy Court, Southern District of California on April 3, 1989. Prior to this position, he served as Chief Deputy Clerk, U.S. Bankruptcy Court for the Eastern District of California (1984 - 1989). Previously, he was Clerk of the United States Bankruptcy Appellate Panels of the Ninth Circuit from 1981 through 1984. Barry has served as President of the National Conference of Bankruptcy Clerks (NCBC) in 2004 – 2006. He served as Vice President and Immediate Past President of NCBC. He acts as the coordinator of the Michigan State Judicial Administration program for the NCBC. He is a member of the AO Budget and Finance Advisory Council and recently completed service on the Next Generation CM/ECF Project Steering Group. He has served as Chair of the Administrative Office's Bankruptcy Clerks' Advisory Group, Co-Chair of the AO Court Exchange Programs Working Group and Chair of the Federal Judicial Center's Bankruptcy Clerks Education Committee. He has served on several AO advisory and working groups. He has taught numerous Administrative Office and Federal Judicial Center programs and is often called upon to speak on various administrative and technological topics, being a known leader and proponent in the field of electronic filing. Barry received the 2014 Judge Ralph H. Kelley Outstanding Achievement Award in recognition of his 25 years of leadership to the National Conference of Bankruptcy Clerks. He also received the 2000 Director's Award for Excellence in Court Operations because of his contributions and improvements to the Case Management/Electronic Case Filing System. Barry received a Bachelor of Arts Degree from California State University, Northridge in 1977 and a Master's Degree in Judicial Administration from the University of Southern California in 1979.

GUS MARIS has been with the Federal Judiciary for over 19 years, working with the Administrative Office's, Administrative Systems Office, as a deputy of the Financial Management Portfolio for the last year. Previously, eight years with the United States District Court, Eastern District of New York as a Financial Supervisor and Budget Analyst for the District, Probation and Bankruptcy units. Served as project lead for the court's conversions to CCAM and JIFMS and as a JIFMS mentor. Prior to that, worked ten years at the Southern District of New York in their Financial Department performing several duties such fund reconciliation, disbursing of court funds and criminal debt management. He also served as a lead for several projects such as the FAS4T conversion to the Phoenix Data Center and the digitalization of criminal debt records. Gus received a Bachelor of Science Degree in Criminal Justice in 1999 from John Jay College in New York City.

DR. RICHARD MARSHALL is a Senior Education Specialist in the Education Division, Management and Professional Development Education branch. At the FJC, he has managed programs such as the Federal Court Leadership Program, the National Educational Conference for Clerks, Executives, and Chief Deputies of the U.S. District Courts, and the Juror Management and Utilization Workshop. He teaches professional development courses on topics such as customer service, project management, memory skills, education, training & development, presentation skills, and managing former peers. Prior to joining the FJC in 2008, Dr. Marshall was the Executive Director of the Pound Civil Justice Institute, a legal think tank in Washington, DC. He has been a Visiting Assistant Professor at the University of Illinois and a visiting instructor and pre-law advisor at Eastern Illinois University. Dr. Marshall received his B.A. in Political Science and English from the University of Delaware and a Masters and Ph.D. in Political Science from the University of Illinois at Urbana-Champaign.

GARY MCCAFFREY was appointed Chief of the Administrative Office's Court Services Office, Operations Division, in 2014. He served as the Bankruptcy Program Manager in the AO's former Bankruptcy Court Administration Division where he oversaw staff support and all administrative aspects of the national Bankruptcy Noticing Center and Electronic Bankruptcy Noticing programs. He also served as regional administrator for the bankruptcy clerks' offices in several circuits. Gary worked in the AO's former District Court Administration Division as a Management Analyst. He began his career with the federal courts in 1992 at the Bankruptcy Court for the District of New Hampshire where he served as Administrative Officer in the clerk's office.

LANA MEREWETHER is the Clerk of Court for the U.S. Bankruptcy Court in the District of New Mexico. She has been employed with the federal judiciary since July 1995 and has served in many positions in the court, including serving as the chief deputy clerk, working as the court's automation trainer, and serving ten years as the court's information technology manager. Lana is an adjunct faculty member for the Anderson School of Business at the University of New Mexico teaching management of technology classes since 2001. Lana obtained her MBA from the University of New Mexico in 2000. She also earned MS and BS degrees in Biology/Animal Behavior from New Mexico State University. Lana is a graduate of the Federal Judicial Center's Federal Court Leadership Program (FCLP) and has continued to work with the FJC as a coach for FCLP.

MARK NEAL has served as Clerk of Court for the U.S. Bankruptcy Court for the District of Maryland since May 2013, and serves on the Bankruptcy Clerks Advisory Group. Previously, Mark worked for the Department of Justice, Office of the U.S. Trustee, first for nine years as a Trial Attorney hired through the Attorney General's Honor Program, and then for eleven years as the Assistant U.S. Trustee for the District of Maryland, Baltimore Division. He was detailed to the Executive Office for U.S. Trustees during 2005 to lead the U.S. Trustee Program's national implementation of the new credit counseling and debtor education provisions of the Bankruptcy Reform Act, and in 2004 he served as one of Maryland's Standing Chapter 13 trustees. Mark is an Adjunct Professor at the University of Maryland Francis King Carey School of Law, where he teaches Bankruptcy and Creditors' Rights. He is also the past president of the Bankruptcy Bar Association for the District of Maryland, and a graduate from the University of Maryland School of Law with honors.

JULIE OWENS is a Case Manager Generalist and Eastern District of Michigan Case Coordinator. Starting in the Public Service Department in 1997, Julie was promoted to the position of Case Manager in 2000. She has worked for various judges on the Bench during her twenty-year career with the Court. For over ten years, Julie has trained new case managers and acting as a mentor to her colleagues. Julie is the Court's Goodfellows Doll Coordinator, serves on the Diversity and Holiday Party committees and is a member of the Critical Incident Stress Management Team. Besides lifetime memberships to the Federal Court Clerks Association and National Conference of Bankruptcy Clerks, Julie is a member of Federally Employed Women, the Junior League of Detroit, Toastmasters International and volunteers as a mentor for high school students. Julie is an award-winning Toastmaster and has received four nominations for the U.S. District Court Chief's Award, is the recipient of the 2014 and 2017 Chief's Award and 2016 Winning Futures Mentor of the Year Award. She also has certifications as a ProLiteracy Tutor and Life Skills and Career Readiness Mentor.

JOSEPH PETERS was appointed as the Associate Director for the Department of Technology Services in July 2013, after having served as Assistant Director for Information Technology since 2011 and as the Deputy Assistant Director since 2008. Prior to joining the Administrative Office (AO), Joe was the Deputy Chief Information Officer for the Transportation Security Administration (TSA). While at TSA, he had overall responsibility for data, telephone, radio, and video systems and all IT security and applications development. During his tenure at TSA, Joe also spent time working at the Department of Homeland Security where he served as the Chief Information Officer for the Management Directorate and served as the Deputy Director of the Business Transformation Office.

Prior to joining the TSA, Joe spent several years in the private sector as a Solutions Architect for 3Comm and AVAYA corporations. Prior to working in private industry, he spent almost 10 years with the United States Secret Service. While at the Secret Service, he served as the Deputy Assistant Chief for IT Infrastructure.

Joe has an undergraduate degree in Management Information Systems from Loyola College in Baltimore and is CIO Certified by the National Defense University. He is also a graduate of the National Defense University's Advanced Management Program.

CONNIE PORZUCEK is the Deputy Chief of the Systems Deployment and Support Office within the AO's Department of Technology Services (DTS/SDSO). Connie joined the Judiciary in June 2016 as the Branch Chief for the Application Platform Branch, and has served as the Software Infrastructure Division Chief. Connie is actively involved in the Judiciary's rollout of Office 365 Pro Plus and migration from Lotus Notes to MS Outlook. Connie came to the Judiciary from The Hershey Company, where she gained significant experience in leading organizational change, developing high performance teams, fostering inclusion for large initiatives, and running a highly effective IT Project Management Office.

PATSY RAMSEY is a Systems Accountant, in the Administrative Systems Office (ASO), Administrative Office of the U.S. Courts (AO). Patsy has been with the AO since 2001. She helped to migrate all 94 Judicial Districts to one central financial accounting system (Momentum Financials). This was a Judiciary first, implementing a single integrated financial system within the Federal Judiciary. The migration included core financials (FAS4T) and the module to manage civil and criminal debt (CCAM). Patsy was the Project Manager for Phase 2 of the Circuit migration to the Judiciary Integrated Financial Management System (JIFMS), managing all aspects of the migration. As the Product Owner of JIFMS, she serves as the Configuration Control Board (CCB) chair. She is also responsible for configuration updates, quarterly releases, JIFMS training coordination, communicating system updates and Tier 3 Help Desk support.

Patsy has an undergraduate degree in Business Administration from The University of South Carolina, graduate studies in Principal of Instructional Systems Design from Johns Hopkins University and, a Masters Certificate in Project Management from George Washington University.



Central Park is New York's backyard, with a lush 843-acre patch of nature, including a lake, in the middle of Manhattan. This is one of the city's biggest attractions and greatest assets, enjoyed by tourists and used by locals year-round. Countless scenes from movies and TV shows have been filmed here over the years.

JOY RICHARDSON is the assistant division director for Management and Professional Development Education at the Federal Judicial Center. Joy leads a group responsible for developing and delivering leadership and management education for supervisors and managers and professional development education for nonsupervisory staff. She has written several programs and publications for the Center on topics, such as performance management, succession planning, quality improvement, and mentoring.

KELLEY ROUSSEAU is an Internal Controls Analyst/Administrative Specialist for the U.S. Bankruptcy Court for the Western District of Tennessee, has over 14 years of judiciary experience in the areas of human resources, employee development, budget and educational outreach. She has visited numerous schools, churches and nonprofit organizations in the area to deliver the Credit Abuse Resistance (CARE) program. Of all of her duties with the court, she enjoys presenting this program the most. She has a BA in Criminology/Criminal Justice from the University of Memphis. Kelley has also been on the Education Committee for the NCBC for the past two years.

SANDY SMITH joined the Eastern District of California Bankruptcy Court as the Chief Deputy Clerk in 2012. She began her judicial career in 2000 as the HR and Training Manager in the Southern District of California. She is a member of the FJC's Advisory Committee on Executive Education and on faculty for the New Deputy CUE, Experienced Deputy CUE and the Management Development programs. Previously, Sandy worked for Mervyn's Department Stores.

JOE SPEETJENS has been the director of the Bankruptcy Noticing Center since 1996. His expertise in systems design and operation has been applied to building, evolving, and operating the systems that provide the noticing services used by bankruptcy courts nationwide. Innovations in BNC operation save the Judiciary millions per year. Recently he has led the development of NoticingCenter.com, an ecommerce platform for providing noticing services to trustees and attorneys. Joe has been a supporter of NCBC since 1998. He has a Master's degree in Telecommunications from George Mason University and a BSEE degree from the University of Connecticut.

ALBERT SUCCI is the Branch Chief, Retirement Processing Services, in the Benefits Division, Human Resources Office at the Administrative Office of the United States Courts (AO). He is responsible for oversight of all operational aspects of processing retirement related paperwork, such as retirement applications, annuity estimates, service credits, military deposits and death cases. Albert has been at the AO since May 2012. Prior to joining the AO, he worked at the Department of Interior, Interior Business Center as a Human Resources Specialist in their Benefits Division. He retired from the U.S. Coast Guard in 2009 after 20 plus years of service.

KARLA THOMPSON has been the Acting Accounting Officer of the Accounting Branch at the Administrative Office of the US Courts (AO) since September 2017. As Acting Accounting Officer, overseeing the functions of the operating accountants assigned to the Reconciliation and Reporting Section, Cash and Debt Management Section and Financial Statements Section. In this capacity, Karla provides leadership and guidance to 17 accountants; maintains the integrity, accuracy of the general ledger accounts in the Judiciary Integrated Financial Management System (JIFMS); ensures accuracy, and timeliness of external reporting to Treasury; provides support and accounting operations guidance to the AO and court staff; prepares financial statements for external audits.

MONETTE WARREN has over 25 years of experience working with the United States Bankruptcy Court, Southern District of California. She has served most of her career in the H.R. & Training Department as an Administrative Analyst/Trainer. She develops and delivers internal and external training programs, with comprehensive materials, which consist of training videos and instructional handouts. She shares court developed training programs with the judicial family, serving as a resource to other courts who want to adopt local programs. She has developed and implemented a reference tool for Courtroom Deputies, using Microsoft Office OneNote to create a Chamber Notebook for each department, with chamber specific instructions to provide consistent coverage. The San Diego Bankruptcy Court is not new to implementing new pilot programs. With NextGen being the latest pilot program, Monette has helped to develop and facilitate the training for court staff, providing WebEx classes for attorneys and sharing her knowledge of NextGen at NCBC, Operational Practices Forum and ATCOP (Automation Trainer Community of Practice), from a pilot court's perspective. She also serves as a mentor to assist early adopter courts with implementing NextGen.



National Conference of Bankruptcy Clerks

The NCBC was formed in 1980 to serve the professional needs of the newly created position of Clerk of Court for the United States Bankruptcy Courts. Initial membership was only open to appointed Clerks of Court, but was later expanded to include deputy clerks, as well as others interested in the bankruptcy community.

Through the years, the NCBC has been a voice on matters that impact the bankruptcy system, and our president sits as an ex-officio member of the Bankruptcy Clerks Advisory Group. Here we can raise issues and be advocates for issues which our membership supports.

As a result of the expansion of the membership categories, NCBC also broadened its mission, essentially focusing its efforts in four areas: Leadership, Education, Advocacy and Solutions. This has been incorporated into everything that NCBC does, highlighted by the annual education conference. For more information about the history, benefits, membership, etc. of NCBC be sure and visit <http://www.ncbcweb.com>.

The NCBC puts on an annual conference with training offered from the AO and FJC, as well as prominent speakers in various fields of study to help our members develop their skills and provide network opportunities. The three and half day conference is held in various cities throughout the United States.

2017 NCBC CONFERENCE, DENVER, COLORADO



Join Us

The NCBC is dedicated to your professional development and the continued improvement of the federal judiciary. Join our over 1,000 members and take a proactive role in shaping both your future and the future of the bankruptcy system. Your membership in the NCBC confers some special privileges. Among those are the right to vote, members-only web access, our monthly newsletter (*The Impact*) delivered to your email box, and the opportunity to participate in voluntary benefit programs sponsored by the NCBC.

LIFETIME MEMBERSHIP

A big heartfelt "thank you" is extended to the 21 individuals who have joined the NCBC as lifetime members. These members renewed as lifetime members sometime between June 2017 and May 2018.

To acknowledge this commitment to the NCBC, each lifetime member will receive a certificate and a lapel pin at the conference in New York City, New York in August.

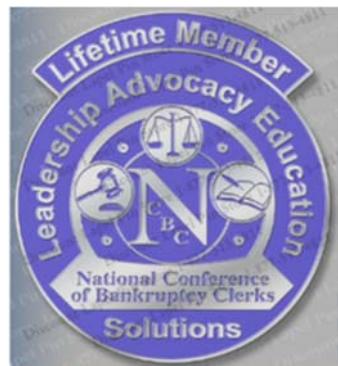
Andrea C. Weichers, Caryn King, Christopher Dodd, Dawn Meador, Demetrius Ross, Eileen Garrity, Jacqueline Bauknight, Janice Grimm, John Kroto, Joshua DeFore, Judy Cowger, Kelly Cobb, La-Tia Sanders, Michelle Severance, Nathan Lee, Paula Mills, Phyllis Wright, Russell Paluso, Sam Runck, Tiffany Shoffner, Vianey Virgen

Also in New York, we will hand out certificates and lapel pins to those members listed below who renewed as lifetime members between June 2016 and June 2017 but were unable to pick up their certificate and pin during the last year's conference in Denver.

Alan Milot, Alexandra Oriol-Bennett, Andrew Abreu, Angela M. Robson, Cory Ewing, Donna Williams, Julia Johnston, Junying Li, Kristina Stangl, Ming Tan, Thomas Walsh, Melinda Hardwick, Randy Eisenberg, Rhonda Richardson, Vicki M. Loehr.

Please pick up your certificate and pin at the conference registration table. Anyone not attending the conference will receive their items at a later time. You may also arrange for a court colleague to pick up these items for you.

If you are not part of this exclusive group and want to be, please sign up as a lifetime member during membership early next year. The lifetime membership for deputy clerks is \$150.00 and \$500.00 for Clerks of Court. Lifetime memberships include voting privileges!



2018 - NCBC MEMBERSHIP AWARDS

GOLD

Maine
Georgia Middle
Washington DC
Iowa Southern
Hawaii
North Carolina Eastern
Rhode Island
Illinois Central
Montana
Wisconsin Western

SILVER

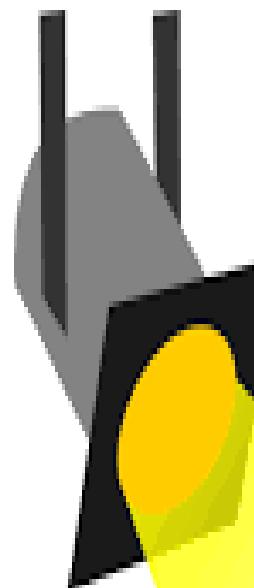
Texas Western
Tennessee Western
Kentucky Eastern
Alaska
South Carolina
Delaware
Kentucky Western
Washington Western
Florida Middle
Pennsylvania Western
New York Northern
Alabama Middle
California Southern
Arizona
Alabama Northern
California Northern
Iowa Northern
Alabama Southern
Puerto Rico
West Virginia Northern
Georgia Northern
Louisiana Middle

BRONZE

Nevada
Ohio Northern
Tennessee Middle
Utah
Michigan Western
Oklahoma Western
Indiana Southern
Kansas
New Mexico
Oklahoma Eastern
Illinois Northern
Oklahoma Northern
Idaho
New Jersey
Oregon
California Central
Louisiana Western
Missouri Eastern
California Eastern
Massachusetts
Pennsylvania Middle
Wisconsin Eastern
Tennessee Eastern

BRONZE - continued

Maryland
Michigan Eastern
North Carolina Western
Missouri Western
Illinois Southern
North Dakota
New York Southern
Mississippi Southern
Minnesota
Texas Eastern



**YOU'RE
A
STAR**

NYSB Committee Members:

Vito Genna
Sue Lank
Emmanuel Tanopo
Willie Rodriguez

Gerald Edwards
Keith Alexis
Autumn Porter
Pedro Garcia

NYSB Volunteers:

Luis Loor
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Trevor George
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Tracey Mercado
Deanna Anderson
Jackie De Pierola
Matthew Cales
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Maria Rodriguez Castillo
Dawn McCaffrey
Shea Harris
Mary Lopez
Arturo Tavarez
Linda Calderon
Beverly Richards
Brent Bush
Joe Aulisi
Mehmet Ibrocevic

WELCOME TO



Cool, cosmopolitan, crowded, constantly evolving ... the Big Apple blends big city splendor with small-town charm. Amid Gotham's iconic landmarks and towering skyscrapers, you'll experience a vibrant culture permeating each of the city's distinctive neighborhoods and boroughs. Follow trendsetters to the East Village and Brooklyn to check out indie boutiques, iconic bakeries and trendy coffee shops. Afterward, peruse the racks of the sleek shops lining Fifth Avenue, admire the cutting-edge art collections at the MoMa and the Met, catch a memorable show on Broadway or sit down for a meal at the latest "it" restaurant.

As the most populous city in the U.S. – set at the forefront of food, fashion and the arts – NYC requires stamina. But don't let the Big Apple's frenetic sights and sounds intimidate you from soaking up its grandeur. Wander through the concrete jungle and you'll discover roaring taxis zipping down bustling blocks, fast-paced pedestrians strolling past on their way to marquee galleries and trendy cocktail bars, and Times Square's neon lights flickering at all hours. And yet, the city's twinkling lights and chaotic corners also invite you to embrace every New York minute, explore every enclave and create your own urban adventure. There are endless ways to spend your time in the city that never sleeps, but before you leave, stop and look around – what's here today will be transformed into something bigger and better tomorrow.



Eat, Drink, and Be Merry!



It's fitting that New York's most popular nickname includes a reference to food. Experts say that the city is jam-packed with delicious places to eat, from the high-end celebrity chef hot spots to cozy eateries. When you're in this cosmopolitan city, you'll have to sample some of its specialties. Most people associate NYC with pizza: New York-style pizza consists of hand-tossed thin crust, a light layer of tomato sauce, plenty of mozzarella cheese and an assortment of toppings. Another New York staple? Bagels. The large, soft, doughy bagels can be topped with thick cream cheese or your favorite breakfast sandwich accoutrements.

The Big Apple is home to numerous upscale restaurants highlighting cuisine from around the world. The wealth of food options in the city is also part of why New York City consistently lands on the U.S. News ranking of the Best Foodie Cities in the USA.

What's more, New York City isn't only home to fantastic restaurants, but also to several stand-out bars and breweries. When the weather warms up, locals and travelers alike love heading to the top of rooftop bars around the city to soak up the skyline views..

For more ideas on where to eat, drink and be merry, be sure to visit the NCBC 2018 Conference website.





CityPASS tickets are valid for 9 consecutive days starting with the first day of use, there is no need to feel rushed. See the city that never sleeps at your own pace, and truly enjoy the experience.

Visit www.citypass.com/new-york for more information



CityPASS Admission Includes

- 1 The Empire State Building
- 2 American Museum of Natural History
- 3 The Metropolitan Museum of Art
- 4 Top of the Rock Observation Deck **OR**
Guggenheim Museum
- 5 Statue of Liberty & Ellis Island **OR** Circle Line
Sightseeing Cruises
- 6 9/11 Memorial & Museum **OR** Intrepid Sea, Air &
Space Museum

NEW YORK CITY



The City of New York often called New York City (NYC) or simply New York, is the most populous city in the United States. A global power city, NYC has been described as the cultural, financial, and media capital of the world, and exerts a significant impact upon commerce, entertainment, research, technology, education, politics, tourism, and sports. The city's fast pace defines the term *New York minute*. Home to the headquarters of the United Nations, NYC is an important center for international diplomacy.

NYC consists of five boroughs, each of which is a separate county of the State of New York. The five boroughs - Brooklyn, Queens, Manhattan, The Bronx, and Staten Island were consolidated into a single city in 1898.

The many districts and landmarks in NYC are well known, and the city received a record 62.8 million tourists in 2017.

It has been the country's largest city since 1790. The Statue of Liberty greeted millions of immigrants as they came to the Americas by ship in the late 19th and early 20th centuries and is a world symbol of the United States and its ideals of liberty and peace. In the 21st century, New York has emerged as a global node of creativity and entrepreneurship, social tolerance, and environmental sustainability, and as a symbol of freedom and cultural diversity.

NEW YORK CITY BOROUGHS



The Bronx

The Bronx is where hip-hop was born, where the Yankees became a dynasty and where you can find New York City's leading zoo and botanical garden.



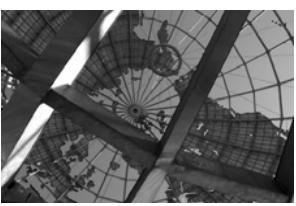
Brooklyn

No matter how hip it looks on TX, NYC's most populous borough is best experienced in person. Enjoy live music, Prospect Park, Nets basketball and more.



Manhattan

Even if you think you know Manhattan - its world-class museums, fine dining and unforgettable views - the borough always has something new and exciting in store.



Queens

Taste food from around the globe, watch Mets basketball and US Open tennis, see cutting-edge art and more in one of the world's most diverse places.



Staten Island

Take a free ferry ride to an island getaway filled with historic architecture, stunning views, gardens and many family-friendly attractions.

RETAIL THERAPY

With its world-renowned department stores, boutique shops, high-fashion and outlet centers, New York City has a well-deserved reputation as one of the world's great shopping destinations. From trendy to practical and whimsical to essential, here's where to shop and what to buy in New York's unique shopping districts.

Midtown

It may not have the swank factor of SoHo, but the Midtown shopping district, which includes the Times Square area, is chock-full of the city's must-visit stores.

Lower Manhattan and the Financial District

Lower Manhattan and the Financial District is a prime shopping locale due to stores like Century 21, a discount department store that attracts people from across the tristate area of New York, New Jersey, and Connecticut. Century 21 displays new and discounted inventory almost daily. Arrive early to see the newest merchandise.

SoHo

SoHo has been trendy for decades - it's the tony place to go shopping in New York City. SoHo runs from Broadway to Sixth Avenue, and from Canal up to Houston. Once an artist mecca, the remnants of its past are still visible in its many art galleries and cafes that line each street. SoHo is where you'll find exclusive high-end boutiques.



Cruises and Boat Tours



Hop-On, Hop-off Sightseeing Ferry

90-minute sightseeing cruise with 2 hop-off locations in Manhattan. This fully-narrated harbor cruise is led by a professional guide who is eager to share classic New York experiences with you!



High Speed Harbor Tour

A spectacular tour experience! In an open boat, close to the water, feeling the wind blow by, you experience New York in a most exhilarating way. Your adrenalin will be pumping on this exciting ride!



Clipper City Jazz Cruise

Acclaimed jazz guitarist, Joe Cohn, and accomplished saxophonist Ian Hendrickson-Smith, leads this swinging quintet. The ship has a full cash bar and a helpful and knowledgeable crew. Offers a sensory rich experience than some of the larger cruise boats.



Statue By Night

Statue by Night is truly a magnificent way to experience the Statue of Liberty! The cruise will pass the majestic skyscrapers of downtown Manhattan, and as the sun falls to the west arrive at Lady Liberty.



New York Water Taxi All - Day Access Pass

Experience NYC aboard New York's most iconic boat! The All-Day Access Pass is the ferry to get you where you want to be. You'll have access to the city's greatest neighborhoods, sights, and attractions.

JOURNEY TO AND AROUND NEW YORK CITY!

Find airports, ground transportation and more.

Air travelers to New York City may arrive at John F. Kennedy International Airport (JFK) or LaGuardia Airport (LGA), both in Queens, or Newark Liberty International Airport (EWR) in neighboring New Jersey. LaGuardia primarily serves domestic destinations, and also offers flights to select Canadian destinations. Kennedy and Newark both serve domestic and international destinations. Visitors can reach Manhattan from all three airports by using taxis, buses, subways and/or commuter trains.

New York is an excellent walking city, and getting around by foot is the best way to familiarize yourself with neighborhoods and their (sometimes subtle) divisions. Of course, sometimes you'll need to move more quickly or cover great distances, for which you've got subways, buses and cabs at your disposal.

If you can't walk to your destination, mass transit is the next-best way to get around. The City's rail and bus system is run by the Metropolitan Transportation Authority (MTA) and known as MTA New York City Transit. It's inexpensive, environmentally friendly and a great way to see sights throughout the five boroughs—and it operates 24 hours a day, seven days a week.

At Newark, and all area airports, please ignore offers of transportation from solicitors in the terminals.

MTA Subways, Buses and Taxi

If you can't walk to your destination, mass transit is the next-best way to get around. The City's rail and bus system is run by the Metropolitan Transportation Authority (MTA) and known as MTA New York City Transit. It's inexpensive, environmentally friendly and a great way to see sights throughout the five boroughs—and it operates 24 hours a day, seven days a week. To navigate the system, you can now download the MTA's official app MYmta, for both Android and iPhone.

The easiest and quickest way to travel around NYC is by public subway train. Riding the subway is also a fantastic way to feel like a local during your stay in New York. The subway trains also operate 24 hours a day, seven days a week.

Public buses are a scenic way to see the City and reach destinations not convenient to a subway stop. It's also worth noting that mass transit is central to New York City's efforts to become more environmentally friendly, and a growing number of NYC's buses are hybrid-electric models.

Many buses are available 24 hours a day, seven days a week, but be sure to check whether your route offers overnight service. A schedule and route map posted at the bus stop indicate when the bus should arrive and where it will go. Buses run about every 5 to 15 minutes, or at longer intervals, depending on the time of day.

The City's fleet of yellow taxicabs and green Boro Taxis is regulated by the Taxi and Limousine Commission. Grabbing a cab can be ideal when tired feet, heavy luggage or shopping bags weigh you down. Taxis are available 24 hours a day. • All taxis accept cash and most accept credit cards. Tip 15–20% at the end of a trip; tolls are extra and added to the metered fare.

MTA service information is available at mta.info or by calling



MYmta



The MTA has launched a new app and website designed to help all MTA customers get where they're going as quickly and easily as possible. They're loaded with helpful features like:

- Real-time arrivals for all subway stops, trains and buses
- Nearby stations, bus stops and places of interest close to your location
- Personalized trip planning across subways, buses, LIRR and Metro-North
- Preference settings that let you save your favorite trips, stations, and stops
- Exclusive access to info about scheduled work and delays, straight from the MTA
- And more

Try them out today for free!



New York is one of the most busiest and crowded cities in the world. It is also said truly that, "New York never sleeps" as there is always something happening.

It is the place that is traveled the most by backpackers. Therefore, the traffic congestion is always the problem as if you are travelling to or from New York. Because of traffic jams, many misses their air travels.

If traffic is also your problem then booking ride with UGO Shuttle is the best solution for you!

Book a reliable, convenient and the best ride if you are travelling to/from New York through ugoshuttle.com or call at 212-288-7400.



New York also offers other transportation options such as Taxi Service, Rental Cars and Sedan Service.

For contact and pricing information visit the Taxi and Limousine Commission website at nyc.gov/html/tlc/html/home/home.shtml



Both LaGuardia Airport and Kennedy Airport are located in Queens, New York, which is a borough of New York City. Kennedy Airport is largely for international flights as the runways are longer than 14,000 feet.

Just north of Kennedy Airport is LaGuardia Airport, which is a much smaller airport with just two runways spanning just about 7,000 feet. This airport is largely for domestic flights since it's too small to accommodate the larger aircraft. American Airlines and Delta Air Lines maintain hubs at LaGuardia. The airport is about to go through a multi-billion dollar renovation.

Distance to Times Square: The 11-mile trip will take about a half hour and set you back approximately \$30 for an Uber. A few city buses pick up from the airport, including the M60 that goes through Queens and then across 125th Street in Manhattan.

John F. Kennedy International Airport is a hub for domestic travelers and those arriving from overseas. If your final destination is not New York, your airline may book you on an outgoing flight from nearby LaGuardia Airport. Although you can technically get from one of these airports to the other via the public train service, it isn't a very viable option when you're burdened with luggage and tight time constraints. The fastest way to get between JFK and LaGuardia is via shuttle, taxi or private car service.

Distance to Times Square: Again, you're looking at about 15 miles to get to Manhattan, but depending on the time of day and congestion at the Holland Tunnel, it could be much quicker than JFK, or much, much worse. If you prefer public transit, there are regular trains from Newark to Penn Station.

For more information on what to expect visit www.jfkairport.com and www.laguardiaairport.com.



New York Marriott Marquis

1535 Broadway, New York , New York 10036

PHONE 1-212-398-1900

Discover the city that never sleeps from our Broadway hotel.



There is no city quite like New York City, and no hotel quite like New York Marriott Marquis. Set in the heart of Times Square on West 46th Street and Broadway, our iconic hotel lets you experience all the magic of New York from the moment you arrive. Feel the energy all around you, both within the hotel and as soon as you step outside. Inside our towering hotel, you'll find some of New York City's largest hotel rooms and suites, multiple restaurants - including the only revolving restaurant in the city and our new outdoor lounge -100,000 square feet of meeting and event space and a knowledgeable staff to help you navigate this expansive and ever-changing city. Whether visiting for a family vacation, romantic getaway or attending a conference, the New York Marriott Marquis is truly the perfect hotel for your stay in New York City.



Across the street from Times Square, this modern high-rise hotel on storied Broadway is a 3-minute walk from a subway station and 17 minutes' walk from the Empire State building.

Featuring floor-to-ceiling windows, some with views of Times Square, the low-key rooms include flat-screen TVs, Wi-Fi (fee) and coffeemakers. Family rooms offer connecting bedrooms. Suites add living rooms; upgraded suites come with separate living and dining areas. Room service is available.

There's a bright revolving restaurant, a casual eatery and a Starbucks cafe, as well as a lounge with a terrace. Other amenities include a gym and 120,000 sq ft of event space.

ROOM AMENITIES

- Paid WiFi Internet service
- complimentary for Marriott Rewards members
- Air-conditioned
- Business center
- Restaurant
- Fitness center
- Smoke-free
- Paid parking
- Laundry service
- Room service
- Airport shuttle
- Bar

Marriott Rewards

Marriott Rewards® Member Rates instantly reward you when you book direct on Marriott.com, the Marriott mobile app, through our call centers or select corporate travel professionals.

Members get our lowest rates all the time on Marriott.com. Marriott Rewards Member Rates is the latest perk in a series of benefits, from free Wi-Fi to earning points at more places.

BENEFIT LEVELS Marriott Rewards features four membership levels, offering you amazing privileges during your stay. Start with a great lineup of benefits like Marriott Rewards® Member Rates, then rack up qualifying nights to boost your status and get more rewards at Silver, Gold or Platinum Elite level.

COMPLIMENTARY PERKS From the ability to earn free nights to complimentary WiFi (at participating hotels).

MOBILE CHECK-IN Mobile check-in is available to Rewards members at participating hotels.

EARN FREE NIGHTS Rewards Members may earn and redeem points, subject to the terms and conditions of the Rewards Program. Rooms booked through third party online retailers, such as Expedia.com, Orbitz.com, Travelocity.com, Hotels.com, Booking.com, Priceline, etc. are not eligible for Points or Elite night credit. Wholesale packages and series tours are not eligible for Points or Elite night credit regardless of booking source. at our all-inclusive resorts.)

EXCLUSIVE DEALS Marriott Rewards provides member exclusive rates and offers. Make the most out of your Marriott Rewards membership every step of the way with Promotion Central. and promotions.

Marriott Rewards Member Benefits

MARRIOTT REWARDS BENEFITS <small>Benefit Specific to Delta Hotels and Resorts in BHG</small>	BASIC	SILVER	GOLD	PLATINUM
Delta Concierge 1-888-321-DELTA (3358) <small>Marriott Rewards Customer Service 1-800-468-4000</small>	✓	✓	✓	✓
Free Basic In-Room Wi-Fi	✓	✓	✓	✓
Ultimate Reservation Guarantee		✓	✓	✓
Priority Late Checkout <small>(when available)</small>		✓	✓	✓
10% Gift Shop Discount		✓	✓	✓
Complimentary Local Phone			✓	✓
Delta Hotels and Resorts: <small>Discounted Long Distance Calls (unlimited at low flat rate)</small>			✓	✓
Complimentary Enhanced Internet Access <small>(where available, regardless of booking channel)</small>			✓	✓
Room upgrades <small>(at check-in, when available)</small>			✓	✓
Complimentary Full American or Continental Breakfast			✓	✓
Lounge Access <small>(when available at hotel)</small>			✓	✓
Platinum Arrival Gift: Complimentary Food and Beverage Credit on Day of Arrival				✓
Hotel Credit at Delta Hotels and Resorts <small>Existing Delta Privilege members only: honored at Delta Hotels and Resorts until 2/29/16</small>		✓	✓	✓
Delta Hotels and Resorts: 2 Room Upgrades <small>(at check-in, when available) Existing Delta Privilege members only: honored at Delta Hotels and Resorts until 2/29/16</small>		✓		



W NEW YORK - TIMES SQUARE

1567 Broadway, New York , New York 10036

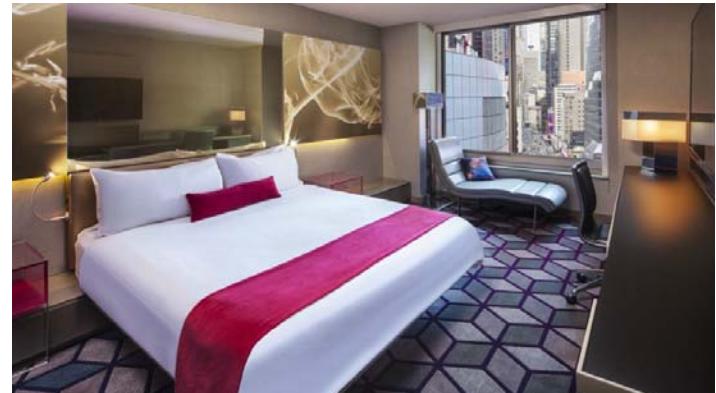
PHONE 1-212-930-7400



Bask in the Bright Lights of Broadway From Our Times Square Hotel

Soaring above a glittering stretch of Broadway in the heart of Midtown Manhattan, W New York - Times Square is a sultry escape in the center of it all. Benefit from our prime location to discover the endless attractions of the Big Apple, including the nearby Carnegie Hall, the Museum of Modern Art and Radio City Music Hall. Situated steps from an assortment of subway lines, our hotel instantly connects travelers to all parts of Manhattan - from the gritty and glamorous Lower East Side to the cheeky and charming West Village.

After a busy day exploring New York City, recharge in your luxury guest room or suite, refuel at one of our two dynamic restaurants or relax in The Living Room, a playful tribute to the Times Square of the past.



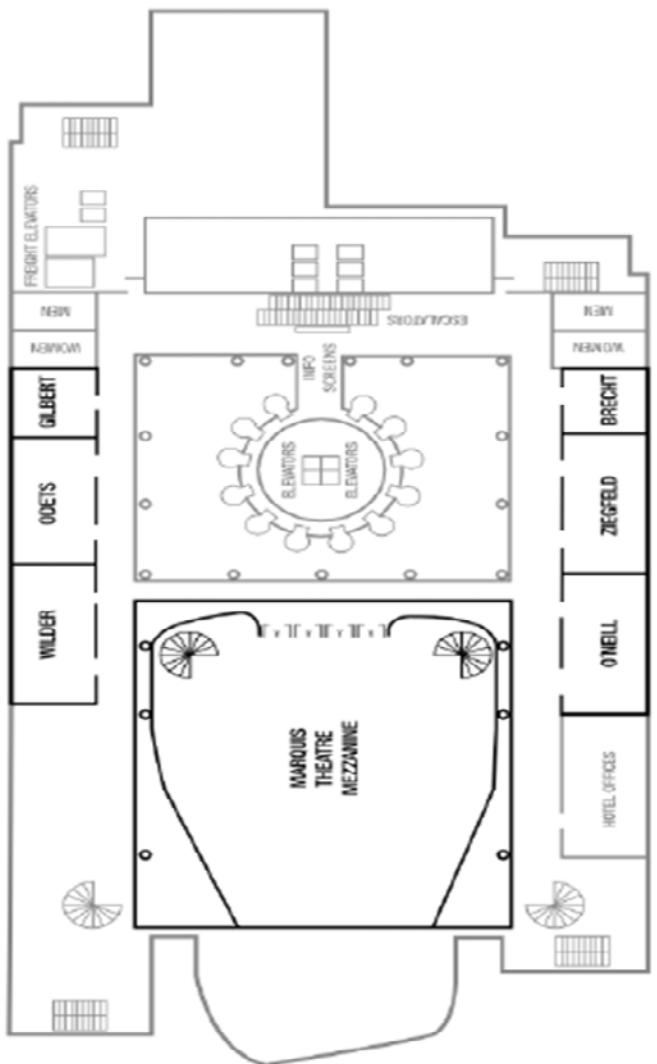
Elevated above an electric crossroad to the world, our Wonderful Rooms are where your New York story begins. Located on floors 10 to 25 and flanked by mirrors reflecting illuminating lights from Times Square, our Wonderful Room is a chic retreat above the mix. As the city's revelry ensues, ease into a detoxifying evening in either room with a new ombré carpet, a new chic bed headboard, a 49" flat screen television, a supreme media selection, sinkside bath amenities and W MixBar treats.

FEATURES

- In-room movies
- Hairdryer
- Terry cloth bathrobes
- Laundry services
- Flexible multifunctional workspace
- Data port, dual-line cordless telephone, dual-line speaker telephone, and voicemail
- E-Newspaper/Daily Newspaper upon Request
- In-room sage
- W MixBar
- 49" Plasma TV
- Iron and ironing board
- Individual climate control
- Wireless high speed internet access for \$14.95 USD per day

New York Marriott Marquis

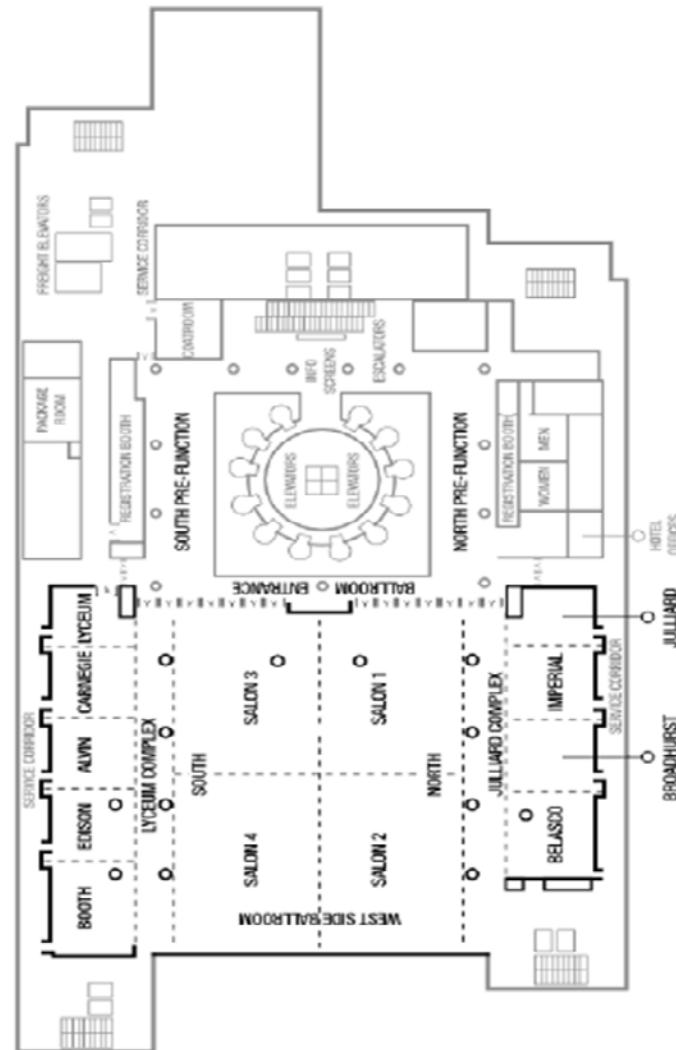
4th Floor



83

New York Marriott Marquis

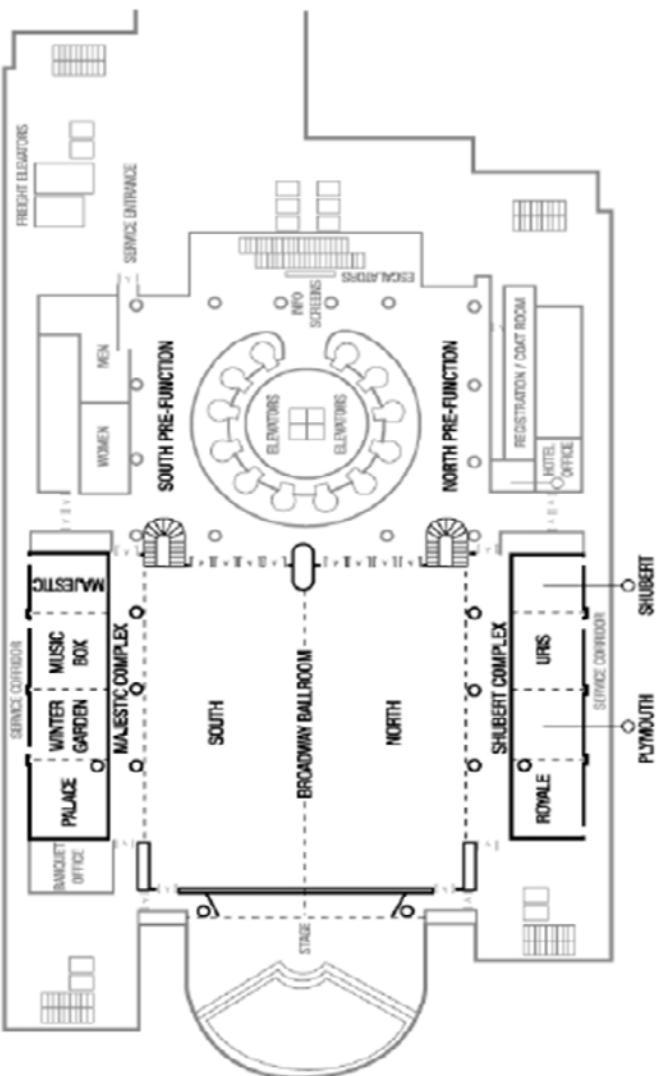
5th Floor



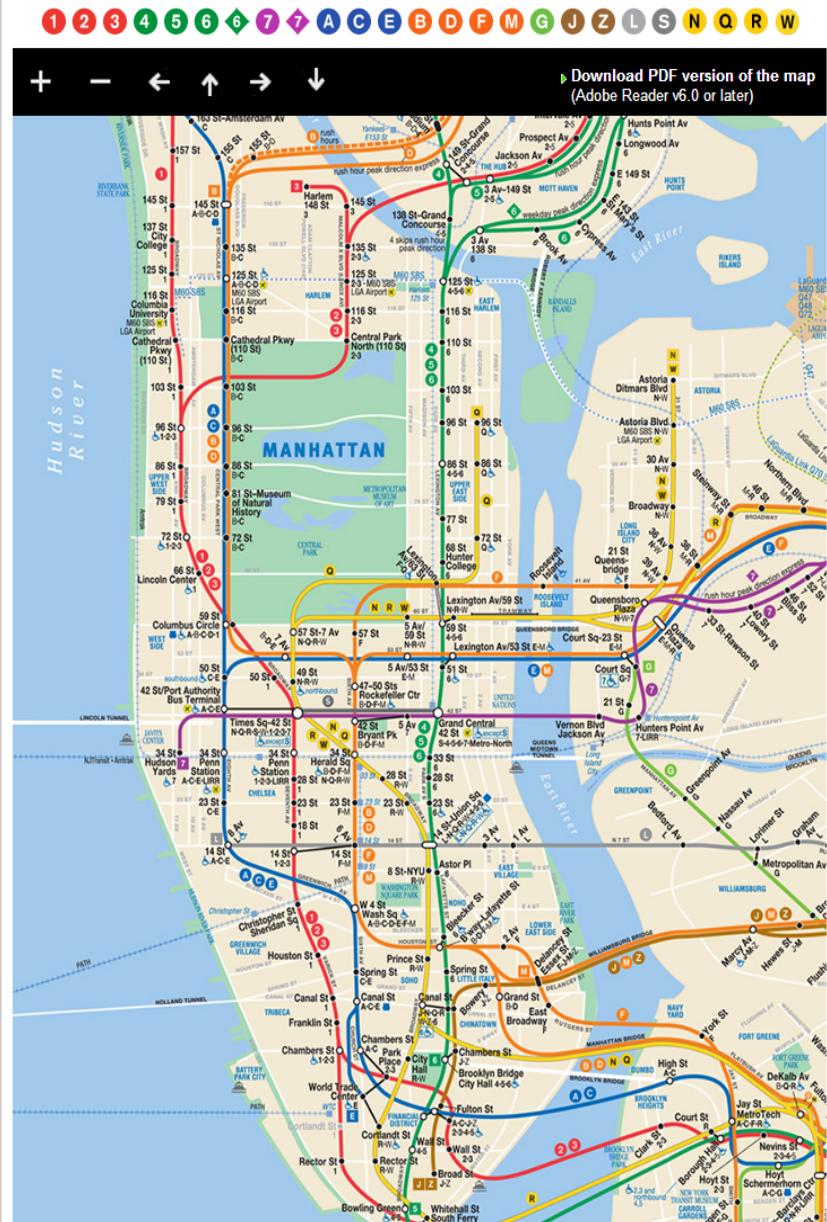
84

New York Marriott Marquis

6th Floor



Select a route for station stops, service and transfer information



Subway Service Guide

Time of day	Rush Hours	Middays	Evenings	Weekends	Late Nights
Route	6:30 AM - 9:30 AM, 3:30 PM - 8:00 PM Monday - Friday	9:30 AM - 3:30 PM Monday - Friday	8:00 PM - 12 midnight Monday - Friday	6:30 AM - 12 midnight Saturday & Sunday	12 midnight - 6:30 AM Every day
A 8 Avenue Express	Inwood/207 St, Manhattan – Ozone Park/Leftheris Blvd or Far Rockaway, Queens; Express in Manhattan and Brooklyn, Local in Queens, Note: A also serves Rockaway Park, Queens, during rush hours; other lines transfer to E Rockaway Park Shuttle at Broad Channel, Queens				Inwood/207 Street, Manhattan – Far Rockaway, Queens, Local. Note: Local shuttle connects to E 8 Avenue
C 8 Avenue Local	168 St, Manhattan – Euclid Avenue, Brooklyn, Local				No service, use C
E 8 Avenue Local	Jamaica Center, Queens – World Trade Center, Manhattan; Express in Queens, Local in Manhattan; same rush hour trips between Jamaica/17 St, St, Queens				Jamaica Center, Queens – World Trade Center, Manhattan; Local
S Rockaway Park Shuttle	Broad Channel – Rockaway Park/Beach 116 St, Queens, Local; connect with A at Broad Channel				
B 6 Avenue Express	Bedford Park Blvd, Bronx – Brighton Beach, Brooklyn; Local in Bronx and upper Manhattan, Express in midtown Manhattan and Brooklyn	143 St, Manhattan – Brighton Beach, Brooklyn; Local in upper Manhattan, Express in midtown Manhattan and Brooklyn			No service, use G, C, G
D 6 Avenue Express	Harrowd/20s St, Bronx – Caney Island, Brooklyn; Local in Bronx, Express in Manhattan and Brooklyn			Harrowd/20s St, Bronx – Caney Island, Brooklyn; Local in Bronx, Express in Manhattan and Brooklyn	
F 6 Avenue Local	Jamaica/17 St, Queens – Coney Island, Brooklyn; Express, Forest Hills/71 Av/ Avenue 21 1/2 St, Queens, Local in Manhattan and Brooklyn			Metropolitan Av, Queens – Myrtle Av, Brooklyn, Local; connect with D at Myrtle Av	
M 6 Avenue Local	Forest Hills/71 Av, Queens – Metropolitan Av, Queens, Local	Metropolitan Av, Queens – Myrtle Av, Brooklyn, Local; connect with D at Myrtle Av			

Time of day	Rush Hours	Middays	Evenings	Weekends	Late Nights
Route	6:30 AM - 9:30 AM, 3:30 PM - 8:00 PM Monday - Friday	9:30 AM - 3:30 PM Monday - Friday	8:00 PM - 12 midnight Monday - Friday	6:30 AM - 12 midnight Saturday & Sunday	12 midnight - 6:30 AM Every day
G Bklyn-Qns Local		Court Sq, Queens – Church Av, Brooklyn, Local			
L 14-Canarsie Local		B Av, Manhattan – Canarsie/Rockaway Parkway, Brooklyn, Local			
J Nassau Street Local	Jamaica Center, Queens – Broad St, Manhattan, Local, in Bronx and Manhattan; Express, Local in Bronx and Manhattan; Express, Myrtle Av/Marcy Av peak direction only	Jamaica Center, Queens – Broad St, Manhattan, Local			
Z Nassau Street Express			No C service, use C		
N Broadway Express	Astoria/Oltmans Blvd, Queens – Coney Island, Brooklyn; Local in Queens, Express in Manhattan and Brooklyn	Astoria/Oltmans Blvd, Queens – Coney Island, Brooklyn; Local in Queens and Manhattan, Express in Brooklyn		Astoria/Oltmans Blvd, Queens – Coney Island, Brooklyn, Local, via Financial District	
Q Broadway Express	96 St, Manhattan – Coney Island, Brooklyn; Express in Manhattan, Local in Brooklyn			96 St, Manhattan – Coney Island, Brooklyn, Local	
R Broadway Local	Forest Hills/71 Av, Queens – Bay Ridge/95 St, Brooklyn, Local			Whitehall St, Manhattan – Bay Ridge/95 St, Brooklyn, Local	
W Broadway Local	Astoria/Oltmans Blvd, Queens – Whitehall St, Manhattan, Local		No service, use G	No service, use G	
S Franklin Av Shuttle	Franklin Av – Prospect Park, Brooklyn; Shuttle				
S 42 Street Shuttle	Times Square – Grand Central, Manhattan; Shuttle		No service, use F		

Time of day	Rush Hours	Middays	Evenings	Weekends	Late Nights
Route	6:30 AM - 9:30 AM, 3:30 PM - 8:00 PM Monday - Friday	9:30 AM - 3:30 PM Monday - Friday	8:00 PM - 12 midnight Monday - Friday	6:30 AM - 12 midnight Saturday & Sunday	12 midnight - 6:30 AM Every day
1 Broadway/7 Av Local		Van Cortlandt Park/242 St, Bronx – South Ferry, Manhattan, Local			
2 Broadway Express		Wakefield/241 St, Bronx – Flatbush Av, Brooklyn; Express in Manhattan, Local in Bronx and Brooklyn; some rush hour trips to/from New Lots Av, Brooklyn		Wakefield/241 St, Bronx – Flatbush Av, Brooklyn, Local	
3 Broadway Express		Harlem/148 St, Manhattan – New Lots Av, Brooklyn; Express in Manhattan, Local in Brooklyn		Harlem/148 St, Manhattan – Times Square/42 St, Manhattan; Express	
4 Lexington Av Express	Woodlawn, Bronx – Crown Heights/Utica Av, Brooklyn; Local in Bronx, Express in Manhattan and Brooklyn; skip 138 St, Bronx, rush hours; Av peak direction only; some rush hour trips to/from New Lots Av, Brooklyn		Woodlawn, Bronx – New Lots Av, Brooklyn, Local		
5 Lexington Av Express	Harlem Av or Dyre Av, Bronx – Flatbush Av, Brooklyn; Express in Manhattan and Brooklyn, Express in Bronx, peak direction only; some rush hour trips to/from New Lots Av, Brooklyn	Dyre Av, Bronx – Bowling Green, Manhattan; Local in Bronx, Express in Manhattan		Dyre Av – E 180 St, Bronx; Local, transfer to A at E 180 St	
6 Lexington Av Local	Pelham Bay Park or Parkchester, Bronx – Brooklyn Bridge, Manhattan, Local	Pelham Bay Park, Bronx – Brooklyn Bridge, Manhattan, Local			
7 Flushing Local	Flushing/Main St, Queens – 34 St-Hudson Yards, Manhattan	Flushing/Main St, Queens – 34 St-Hudson Yards, Manhattan, Local	Express peak direction only		

Note: Some subway services may differ from those listed above depending upon the line, the time of day, and/or the direction of service; consult subway timetables for more detailed information by individual subway line at: <http://www.mta.info/schedules>

January 2017

Area Dining and Attractions



New York City Walking Tour



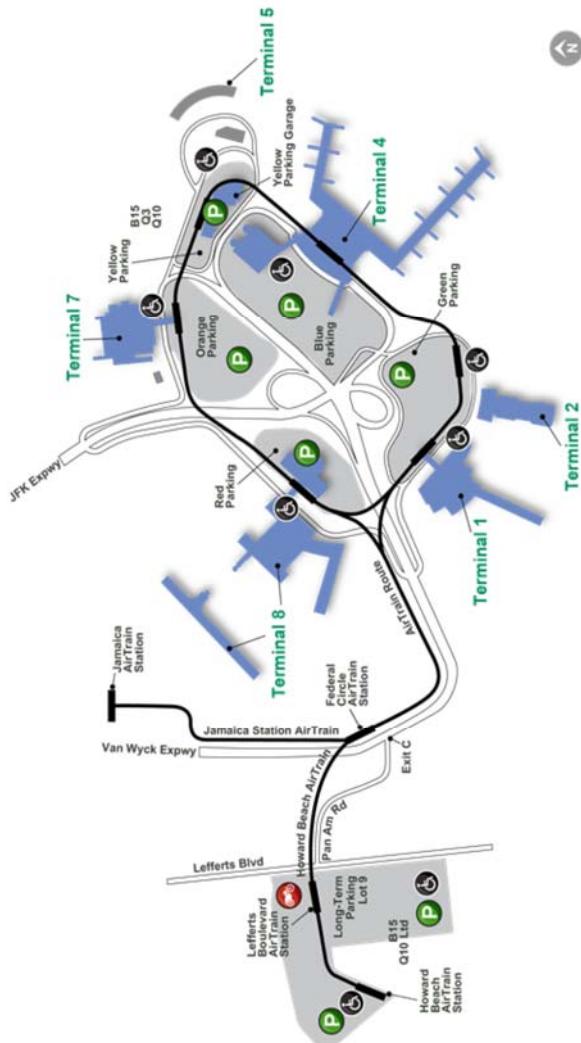
89

New York City



90

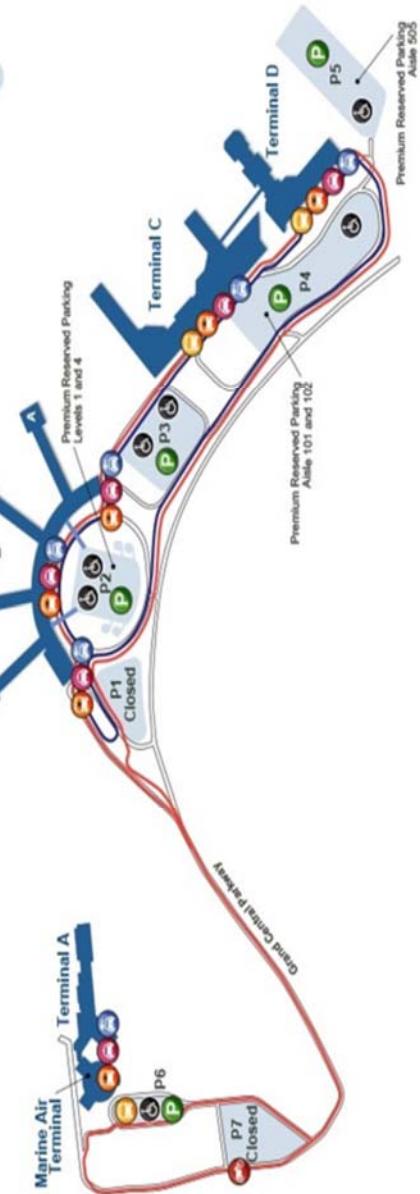
John F. Kennedy International Airport



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LaGuardia Airport

- Bus Route A — All terminals
- Bus Route B — Terminals B, C and D
- (●) Express Buses to Manhattan & JFK International Airport
- (●) Motorcycle/Bicycle Parking (Located adjacent to Lot P7)
- (●) NYC Transit Buses — M60 SBS — All terminals, Q47 - Terminal A, Q48 - All Terminals, Q70 LTD - Terminals B, C and D, Q72 - Terminals B, C and D
- (●) Daily Parking: P2, P4, P5, P6
- (●) Long Term Parking: P3
- (●) Premium Reserved Parking Levels 1 and 4
- (●) Premium Reserved Parking Alleys 101 and 102
- (●) Premium Reserved Parking Alleys 505
- (●) Taxi Pick Up Area
- (●) Reserved Spaces
- (●) Rental Car and Hotel Shuttles



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Emergency Contact List

FOR EMERGENCY SERVICES:

DIAL 911

HOSPITAL

The Mount Sinai Hospital

1468 Madison Ave.

New York, NY 10029

(212) 241-6500

Open 24 hours (Mon-Sun)

New York Presbyterian

Emergency Medicine

525 E.68th St.

New York, NY 10065

(212) 746-5454

Open 24 hours (Mon - Sun)

PHARMACY

Walgreens

1471 Broadway

New York, NY 10036

(212) 302-0552

Open 24 hours (Mon-Sun)

Duane Reade

1657 Broadway

New York, NY 10019

(212) 957-4680

Open 24 hours (Mon-Sun)

VISION CENTER

LensCrafters

1166 B Avenue of Americas

New York, NY 10036

(212) 302-4882

9am - 8pm (Mon-Fri)

10am - 5pm (Saturday)

11am - 5pm (Sunday)

URGENT CARE

MedRite Urgent Care

330 W. 42nd Street

New York, NY 10036

(212) 695-4444

8am - 10pm (Mon-Fri)

9am - 7pm (Sat - Sun)

DENTAL CARE

Smile Arts of NY

30 East 40th Street #105

New York, NY 10016

(212) 537-6923

8am-7pm (Mon - Fri)

9am-4pm (Saturday)

9am-5pm (Sunday)

Times Square Dental Center

(1501 Broadway #2012

New York, NY 10036

(212) 302-4132

8am - 6pm (Mon, Tues, Thurs, Fri)

Closed Wed, Sat, and Sun

Conference Notes:

Conference Notes:

NCBC

Invites You To

SAVE THE DATES!

"Building the Bridge to a Better Bankruptcy Community"

