

# SECTION I

## ACCOMPLISHMENTS



## SECTION I A - JUDGES

The bankruptcy judges of the Central District of California are committed to continual improvement in judicial excellence, court administration, and community involvement. Meeting the Court's challenges has been and continues to be of utmost importance to this distinguished group of jurists.

### Judicial Committees

The judicial committees, consisting of judges and Clerk's Office management staff, address Court-related issues and provide feedback regarding operations, facilities, and administrative issues. During 1998, the standing judicial committees were:

- **Executive Committee**
- **Case Management Committee**
- **Chapter 13 Committee**
- **Consumer Matters Committee**
- **Education and Training Committee**
- ***Pro Bono* Committee**
- **Rules Committee**
- **Space and Security Committee**
- **U. S. Trustee Liaison Committee**

The task force/*ad hoc* committees were:

- **Alternative Dispute Resolution Committee**
- **Bankruptcy Foreclosure Scam Task Force**
- **Long Range Plan Committee**

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## Court Welcomes New Judges

Closely following the arrival of the Honorable Meredith Jury in November 1997, the Court welcomed the Honorable Ellen Carroll as the Court's newest bankruptcy judge in February 1998. Judges Jury and Carroll have filled the two vacancies on the Court's bankruptcy bench of twenty-one judges that were occasioned by the passing of the Honorable Calvin K. Ashland in April 1997 and the retirement of the Honorable John J. Wilson in February 1998. Judge Jury sits in the Riverside Division, joining the Honorable David N. Naugle and the Honorable Mitchel R. Goldberg. Judge Carroll, who was formally inducted on May 29, 1998, sits in the Los Angeles Division, but also hears cases in the San Fernando Valley Division via video conferencing.



Honorable Ellen Carroll



Honorable Meredith Jury

## Bankruptcy Foreclosure Scam Task Force

In 1996, Chief Judge Geraldine Mund established an *ad hoc* Task Force to investigate abusive bankruptcy filing practices and to recommend possible solutions. Chaired by Judge Lisa Hill Fenning, the Task Force brought together governmental and law enforcement agencies, public interest organizations, the legal community, lending institutions, and the Bankruptcy Court in a concerted effort to examine the problems and to develop solutions to minimize the frequency and impact of fraudulent filings. The principal focus of the Task Force was the recent rash of abusive, serial filings by individuals and entities solely for the purpose of delaying foreclosures on single family homes; however, it also investigated a variety of systemic abuses.

The Task Force issued its Final Report in May 1998. It proposed solutions emphasizing administrative, practice, and rule changes that can be implemented by the Central District of California Bankruptcy Court within the current statutory and national rules framework. Some of the administrative remedies have already been adopted by the Court (for example, procedures for issuance of

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prompt orders to show cause for fraudulent involuntary petitions and for judicial review and imposition of 180-day bar orders on serial Chapter 13 voluntary dismissals). The Task Force also suggested certain changes to state and federal laws that would help to eradicate abusive practices. Several of the Task Force's statutory proposals were incorporated into the Congressional Conference Committee's proposed bankruptcy reform bill during 1998, which is expected to be reintroduced in 1999.

## Major Revision of Local Rules Completed

A major revision of the Local Rules, along with a change in the numbering system to bring them into conformity with the national rules, was completed and became effective on July 1, 1998. To maximize input from the public, the proposed Local Rules were made available for public comment on the Court's web site and in the *Los Angeles Daily Journal*, as well as by download from computers in the Public Information areas in all divisions. After the conclusion of the comment period, a committee of judges and members of the bankruptcy bar reviewed the comments and finalized the Local Rules, which were then approved by the District Court. Once the Local Rules were approved, a seminar highlighting major changes was held for local attorneys. The new Local Rules were introduced to the Clerk's Office staff in all divisions, and much of the training was done by video conferencing.

## Pro Bono Program Expands Services

Since its inception in late 1997, the bankruptcy *pro bono* program has expanded to include a wider variety of services offered to indigent debtors in bankruptcy cases. The *pro bono* program, known as the Debtor Assistance Project, was developed by the Los Angeles County Bar Association Commercial Law and Bankruptcy Section and Public Counsel, a not-for-profit public interest legal organization, with the assistance and cooperation of the judges.



The first phase of the *pro bono* program was initiated in October 1997. Under the initial program, qualified defendants in 11 U.S.C. § 523 non-dischargeability adversary proceedings are matched with volunteer attorneys who provide free legal representation in such proceedings. To ensure that *pro se* debtors are made aware of this program, the Clerk's Office issued a public notice announcing the availability of the program, and the Court also provides plaintiffs in such proceedings with a notice of the availability of the program and requires

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them to serve the notice on defendants along with the summons and notice of status conference. As of December 1998, the Debtor Assistance Project had undertaken the representation of over 75 qualified defendants in § 523 non-dischargeability adversary proceedings and received over 230 calls requesting its services.

In 1998, the Debtor Assistance Project expanded to include a counseling program on reaffirmation agreements in the Los Angeles and San Fernando Valley Divisions. Under this program, participating judges in these two Divisions bundle together their reaffirmation agreement hearings in order to afford an opportunity for volunteer attorneys to provide free counseling to *pro se* debtors prior to such hearings. (*Pro se* reaffirmation agreements require a court hearing.) This program has enhanced the protection of the legal rights of *pro se* debtors while also simplifying judicial calendars. In 1998, the Debtor Assistance Project also held seminars for volunteer attorneys and developed training materials, which were made available on the Court's web site.

## Riverside Division Remains Active Participant in Judicial Workload Equalization Program (JWEP)

The Court continued to participate in the JWEP during 1998. The program was designed to help equalize the workload in the Ninth Circuit through the intra-circuit assignment of cases. On October 1, 1998, a third group of 100 Riverside Division adversaries was assigned to the Honorable Frank Alley, Bankruptcy Judge from Eugene, Oregon. Based upon established guidelines, the selected adversaries were set for status conferences and heard via teleconferencing.

## Visiting Judges Assist the Northern Division

In addition to the JWEP, for the second year, recalled judges from the Courts of Oregon, Washington Eastern, and California Eastern have been providing assistance in the Northern Division. For periods ranging from one week to a month, the visiting judges hear a variety of matters, including adversary trials, relief from stay calendars, and law and motion calendars.

## Bankruptcy Mediation Program

In August 1995, the Court's Alternative Dispute Resolution (ADR) Program, known as the Bankruptcy Mediation Program, was implemented to assist parties in resolving their disputes more quickly, at less cost, and to their mutual satisfaction, often without the stress and pressure of litigation. The program has

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expanded to become the largest in the federal judiciary in terms of the number of matters assigned.

Mediators consist of both attorneys and non-attorneys. The Court appoints mediators for a one-year term after they apply and receive approval. Mediators must have certain qualifications before they are appointed and must complete 30 hours of mediation training (unless excused by the Court due to a sufficient amount of previous training and experience in mediation). Mediators approved by the Court are available through public listings and the Court's web site. Except in certain limited circumstances, mediators serve without pay (*pro bono*). The Court has developed a Procedures Manual, which includes all the necessary forms, for parties, attorneys, and mediators describing the Mediation Program.

Through December 31, 1998, the judges assigned 1,369 matters to the Mediation Program in the Central District. Some of the issues mediators heard included the dischargeability of debts, preferences (the payment of creditors a certain number of days before the filing of a bankruptcy that may be recovered and redistributed by the trustee), fraudulent transfers, claims disputes, and Chapter 11 confirmation issues.

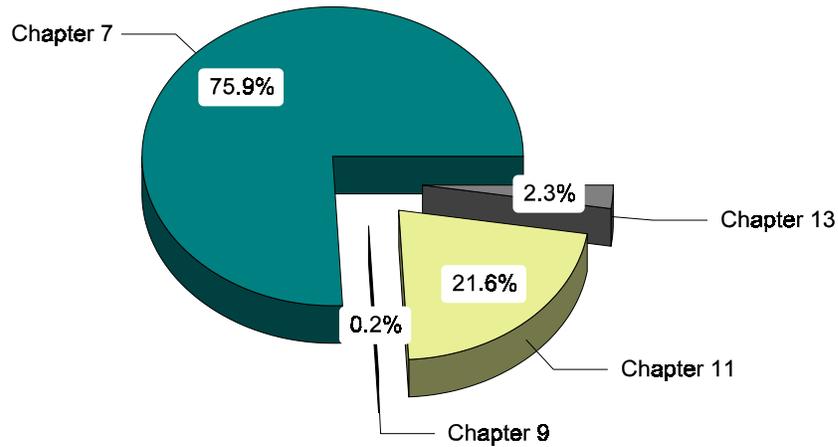
Of the 1,369 matters assigned to the Bankruptcy Mediation Program since the inception of the program, 1,200 were concluded and 169 were still pending. Of the 1,200 completed matters, 767 (64%) were settled and 433 (36%) were not settled. Matters not settled resume litigation and are decided by a bankruptcy judge. The pie charts on the next page show the matters assigned to the Bankruptcy Mediation Program by chapter, as well as the distribution of mediation matters within the various divisions of the Court.

Customized software has been developed in-house to: track all matters assigned to the Bankruptcy Mediation Program; monitor the mediators' assignments and availability; and generate numerous types of statistical reports by categories such as individual judge, division, case chapter, description of matter, and status of matter (pending versus completed and settled versus not settled).

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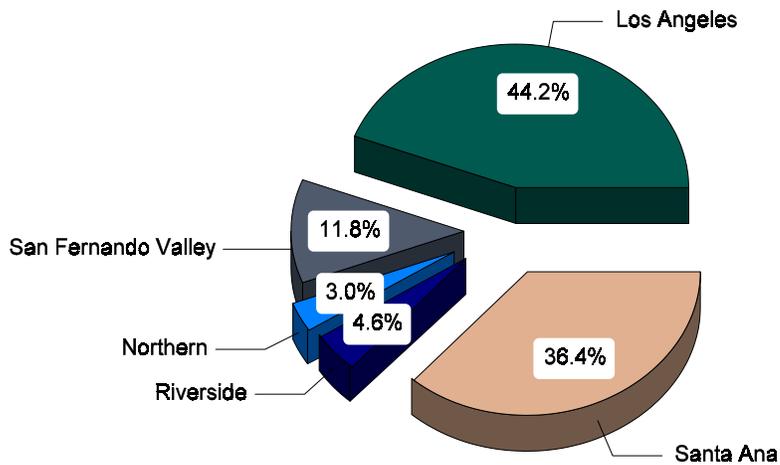
## Matters Assigned to Mediation Program by Chapter

August 1995 - December 1998



## Distribution of Mediation Matters in the Central District

August 1995 - December 1998



## SECTION I B - CUSTOMER SERVICE

By incorporating technology in the delivery of information to the public, the Central District continues to improve customer service. The Court currently uses integrated software and high-speed networks to provide 24-hour per day/seven days per week electronic case and general information to the public by modem, touch-tone telephone, and the Internet. This represents an extraordinary advance in customer service as compared to the limited access to case information just four years ago, when over 60% of the docket entries were recorded on paper case dockets. Customer service improvements during 1998 were:

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**“Hurrah! Many kudos to the Clerk of the Central District USBC for being out front, trying to get attorneys, debtors, creditors, and the Court working together more efficiently. Many thanks for such a great vision and excellent execution.”**

**- Customer Service Response**

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### Images of Case Documents Made Available to Public via webPACER

In 1998, the Los Angeles, Northern, and San Fernando Valley Divisions began making electronic images of case documents available to the public 24 hours a day, seven days a week, via the Court's new webPACER system, a major advance in customer service. Using a dial-up modem, attorneys and the public can view and print images of actual case documents from their offices or homes, eliminating the need to come to the courthouse or to employ an attorney service to obtain copies during Court business hours. This translates into considerable cost and time savings, as well as faster access to information and documents.

The Court also benefits from the new webPACER system. The Los Angeles, Northern, and San Fernando Valley Divisions currently image bankruptcy petitions, schedules, Chapter 13 plans, and orders, which comprise the majority of all case documents requested by the public for viewing. By making these documents available on webPACER, the number of requests for files received by Records staff has decreased by approximately 50%. As a result of less handling by the public, the security and integrity of official court records has been improved by reducing the opportunity for paper loss due to theft, damage, or misplacement. The availability of on-line imaged documents has also improved the speed and efficiency of the Court in processing its caseload, since the shift

from paper to electronic files allows simultaneous access to case documents by Court staff, judges, and the public and reduces the back-and-forth routing of files.

Electronic imaging entails scanning a document filed with the Court and then linking the electronic image to the docketed item on webPACER. A “separator page,” which is bar coded to link the image to the appropriate case and docket entry, is placed in front of each document, and documents are then batch-processed using a high-speed scanner. A quality control process ensures that the entire document was properly imaged and linked to the correct case. The following day, the public can access and print the electronic image of the document using webPACER by locating the document on the case docket and double-clicking on the corresponding docket entry. Divisional staff in the Los Angeles, Northern, and San Fernando Valley Divisions underwent extensive training in order to integrate the imaging process into Court operations.

The table below outlines the development of imaging in each participating division. Current plans target the implementation of imaging in the Santa Ana Division for April 1999, with the Riverside Division following suit a few months later.

Division	Date Imaging Commenced	First File Date of Imaged Documents	
		Petitions, Schedules, and Chapter 13 Plans	Orders
Los Angeles	June 1, 1998	June 1, 1998	August 1, 1998
Northern	June 15, 1998	April 17, 1998*	September 14, 1998
San Fernando Valley	October 5, 1998	October 1, 1998*	November 2, 1998

\* Retroactive imaging completed

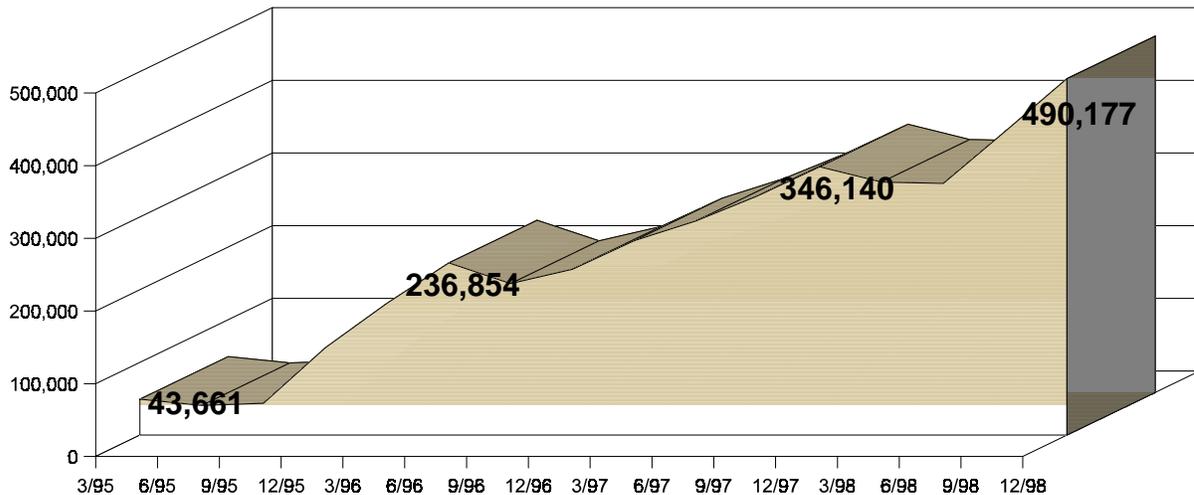
## PACER Upgrade Results in Skyrocketing Public Use

PACER was upgraded to webPACER in the Los Angeles, Northern, San Fernando Valley, and Riverside Divisions, providing the public with modem access to electronic data and on-line case files. With its user-friendly screens and browser menu, webPACER has become an important vehicle in the delivery of imaged documents, case information, court calendars, and tentative rulings to the public. With the addition of imaged documents in the Los Angeles, San Fernando Valley, and Northern Divisions in the last half of 1998, webPACER

usage by the public increased by an impressive 42% for the final quarter of 1998 over the second quarter of 1998. In 1998, PACER usage in the Central District exceeded 1.6 million minutes, generating close to \$1 million in revenue for the judiciary.

## PACER Usage in Minutes

Central District of California: 1995-1998



- (1) PACER in Los Angeles and San Fernando Valley Divisions implemented on 8/15/95
- (2) Number of telephone lines expanded from 20 to 36 on 04/04/96
- (3) webPACER images of petitions, schedules, and orders available in Los Angeles and Northern Divisions in Third Quarter of 1998
- (4) webPACER images of petitions, schedules, plans, and orders available in San Fernando Valley Division Fourth Quarter of 1998

## Web Site Continues to Expand

Throughout 1998, the Court substantially increased the type and amount of information made available to the bar and the public via its Internet site. The site now includes current post-judgment interest rates, the directory of panel trustees serving the Court, and information and documents relating to the Court's Mediation Program and the Debtor Assistance Project. Many new court forms and documents were also made available to the public for downloading, free of charge, 24 hours a day, seven days a week. These include the revised Local Rules, the new mandatory relief from stay forms, the proposed reaffirmation forms, and the updated Desk Reference Manual, as well as the set-up software for the Court's new webPACER system. Links were also added to the Thrift Savings Plan, the Bureau of the Public Debt, and the National Archives and Records Administration web sites. The public responded enthusiastically to the increased variety of information: over 75,000 people have visited the Court's Internet site since its debut in April 1997. The web site address is <http://www.cacb.uscourts.gov>

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## Bank Card Program Implemented District-Wide

Following extensive piloting by the Riverside Division, a District-wide bank card program was implemented. Under the program, MasterCard and VISA are accepted at the Intake areas to pay court fees from all patrons, except debtors.

## Kiosks Display Judicial Calendars

Kiosks are touch screens that display court calendars in public areas of the courthouse. With the installation of a kiosk on February 19, 1998, the Santa Ana Division joined the Los Angeles and San Fernando Valley Divisions in offering this useful service to the public.

## Court Calendar Program (CCP) Implemented in Santa Ana and Northern Divisions

The Santa Ana and Northern Divisions upgraded their NIBS case management systems to include the Court Calendar Program (CCP) in January 1998 and July 1998, respectively. With its linkage to NIBS, CCP allows the Clerk's Office to automatically calendar a hearing at the same time that a hearing-related document is docketed, saving time previously required to maintain a separate calendar program in WordPerfect. The introduction of CCP in the Santa Ana and Northern Divisions also allowed the two Divisions to make calendar information electronically available to the public through PACER and, in the Santa Ana Division, through a kiosk located in the public area. The Riverside Division is currently in the process of implementing CCP, and once it is fully operational, all five divisions will have electronic access to court calendars.

## Voice Case Information System (VCIS) Provides Case Information

The Voice Case Information System (VCIS), an automated telephone response system for users with touch-tone telephones, is available for cases filed in every division in the Central District. At no charge to the customer, VCIS conveys case information using a computer-synthesized voice. Some of the information provided includes: case number, case filing date, case chapter, status of case, and asset information. In 1998, District-wide usage topped one-half million calls, a 19% increase over 1997.

<b>Estimated VCIS Usage: 1997 - 1998</b>				
<b>Division</b>	<b>Total Calls 1997</b>	<b>Total Calls 1998</b>	<b>Number Change</b>	<b>Percent Change</b>
<b>Los Angeles</b>	<b>188,490</b>	<b>224,078</b>	<b>35,588</b>	<b>19%</b>
<b>Riverside</b>	<b>117,529</b>	<b>103,294</b>	<b>-14,235</b>	<b>-12%</b>
<b>Santa Ana</b>	<b>51,991</b>	<b>76,533</b>	<b>24,542</b>	<b>47%</b>
<b>Northern</b>	<b>42,693</b>	<b>52,176</b>	<b>9,483</b>	<b>22%</b>
<b>San Fernando Valley</b>	<b>49,515</b>	<b>81,744</b>	<b>32,229</b>	<b>65%</b>
<b>District</b>	<b>450,218</b>	<b>537,825</b>	<b>87,607</b>	<b>19%</b>

## Customers Give Court Excellent Ratings

Every visitor to the Court has an opportunity to complete a Customer Service Questionnaire. The Customer Service Questionnaire captures traditional “satisfaction with service” information and provides space for customer comments and suggestions. Customer Service Questionnaires are available from any Clerk’s Office in the Central District, as well as on the Court’s web site.

An analysis of the responses received from January through December, 1998, reflect the following:

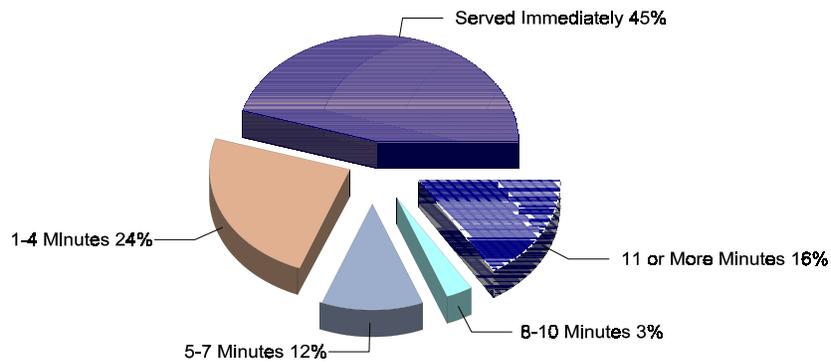
- **More than 88% of the respondents rated the overall service of the Court as excellent.**
- **More than 90% of the respondents rated the employee who served them as excellent in each of the following categories: Overall, Courtesy/Attitude, Competent/Helpful, and Speed/Efficiency.**
- **Service was provided to 80% of those responding within seven minutes of their arrival.**
- **The convenience of the facility was rated as excellent by 80% of those responding, while appearance of the facility was rated as excellent by more than 86% of the respondents.**

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Providing customers with fast service is an important goal of the Bankruptcy Court. Respondents to the survey suggested that they did not have to wait long to receive service. The pie chart below provides details on the length of wait for service.

## Customer Survey: Length of Wait

(BASED ON RESPONSES JANUARY - DECEMBER 1998)

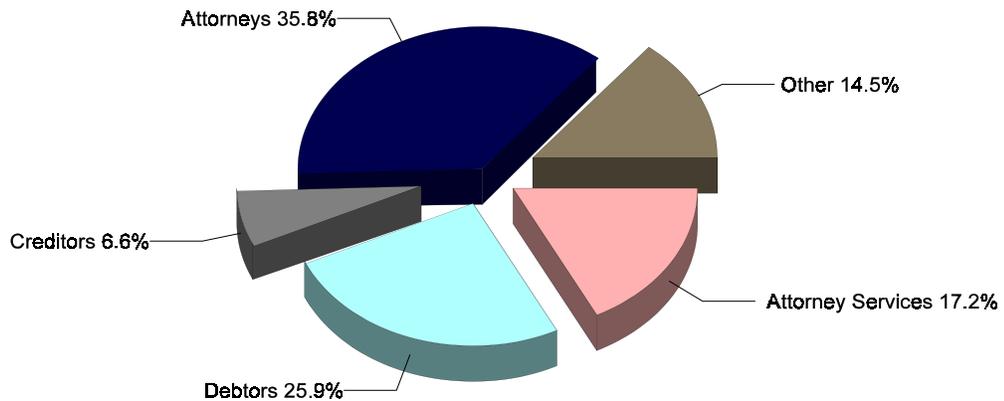


The following table and pie chart provide details as to services used by Customer Service Questionnaire respondents and the types of respondents.

<b>CUSTOMER SURVEY: SERVICES USED (Multiple responses possible)</b>	
<b>Intake/Filing Counter</b>	<b>92%</b>
<b>Records</b>	<b>20%</b>
<b>Information Office</b>	<b>12%</b>
<b>Case Administration</b>	<b>4%</b>

### **Customer Survey: Who Responded**

BASED ON RESPONSES JANUARY - DECEMBER 1998



## Customers Utilize Alternative Filing Method

As part of the Court's emphasis on customer service, in addition to the numerous filing windows in each division, the public also may leave pleadings in self-service drop boxes. The advantages of these boxes include not having to wait in line, access before and after hours, and the receipt of a file stamp on documents the same day they are left in the drop box. Almost 330,000 pleadings were left in the Court's drop boxes in 1998.

Estimated Number of Pleadings Left in Self-Service Drop Boxes: 1998*					
Division Document	LA	RS	SA	SFV	District
Documents With Fees	17,160	5,191	5,791	7,488	35,630
Documents Without Fees	132,000	55,339	52,000	55,000	294,339
<b>TOTAL</b>	<b>149,160</b>	<b>60,530</b>	<b>57,791</b>	<b>62,488</b>	<b>329,969</b>

\*The Northern Division does not have a drop box.

## Court Receives Prestigious Award

The Los Angeles Metropolitan Chapter of the American Society of Public Administration (ASPA) presented the "Winston Crouch Award" to the Court. The "Winston Crouch Award" is an annual award given to an agency or an individual for meritorious public service achievements or contributions to the quality of life in the metropolitan Los Angeles area. Past winners of this prestigious award include the American Red Cross and the Los Angeles Olympic Organizing Committee. Jon D. Ceretto, Executive Officer, is shown receiving the award on behalf of the Court.



## SECTION I C - FACILITIES

### Long Range Objective Completed

The move of the Santa Ana Division into the new Ronald Reagan Federal Building and United States Courthouse in January 1999 completed the Court's long range objective of relocating all divisions into new or upgraded offices.

### Building Improvements Made District-Wide

#### Los Angeles Division

Two significant changes were made in the Edward R. Roybal Federal Building and the 300 North Los Angeles Street Federal Building:

- The reconfiguration of the Case Initiation Division at 300 North Los Angeles Street was completed and resulted in an 18% increase in the number of workstations in the area (now 66). The reconfiguration supports the new cross-functional organization structure (see page 34) and improves the efficiency of operations in Intake and Records.
- The Space & Facilities Department was relocated within the Roybal Federal Building to accommodate expansion of the District Court.



**Edward R. Roybal  
Federal Building  
and Courthouse**



**300 North Los Angeles Street  
Federal Building**

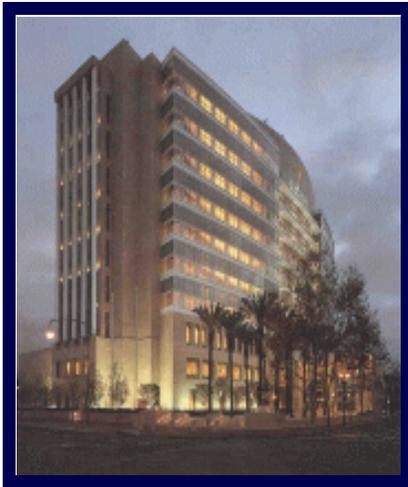
### **Riverside Division**

Developed as part of a “Law and Justice Center” complex built to meet community needs, the Riverside Division celebrated its one-year anniversary in the new location.



### **Santa Ana Division**

During 1998, the build-out and furnishing of the new 620,000 square foot facility was completed. The Santa Ana Division made the long-anticipated move into its new location in January 1999. The Bankruptcy Court occupies 96,000 square feet in the new building, which includes six courtrooms and chambers areas, a District and Bankruptcy law library, and the Clerk’s Office.



### **Northern Division**

In conjunction with its move to a new, larger location in November 1997, the Northern Division held its dedication ceremony on March 13, 1998.

### **San Fernando Valley Division**

The Intake area was reconfigured to allow space for the archiving of case files and to improve operational efficiency. By the end of 1998, the Division had begun designing the build-out of a public information area that will be staffed by Court personnel.



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## Occupant Emergency Preparedness/Building Security Activities

On Friday, December 18, 1998, the San Fernando Valley Division received a threat by an anonymous caller claiming that the anthrax virus had been released into the building's air conditioning system. The building was evacuated, and approximately 91 people were held in quarantine until approximately 10:00 p.m. while the Los Angeles Fire Department's Hazardous Materials Unit collected samples from the air conditioning system.

While the building remained closed over the weekend, the Clerk's Office management team refined and prepared to implement its contingency plans for maintaining Court operations in the event that the building was not declared safe for occupancy by Monday morning. The Clerk's Office formulated plans for accepting new filings at the Los Angeles divisional office, including assigning new case numbers and judge assignments, as well as for accepting other filings outside of the San Fernando Valley facility. The telephone scripts for the public information and employee information lines were updated, and public notices were prepared in case the emergency continued into the next business day. Plans were also made to conduct emergency hearings in the Los Angeles Division in the event that the San Fernando Valley Division was required to remain closed. Due to this planning, the Division was prepared to provide all essential services to the public in the event that the building could not be reopened on the next business day.

Throughout the weekend, the Clerk of Court was in direct communication with health authorities to ensure that tests were conducted thoroughly and completed quickly. After analysis of the cultures and a determination that the call was a hoax, the building was reopened for business on Monday morning.

As a result of the anthrax threat: the Court responded with improvements to District-wide emergency procedures; the U.S. Marshals Service began revising the Occupant Emergency Plan to include an emergency evacuation response for biological/chemical threats; the U.S. Marshals Service committed to working with the Los Angeles Fire Department to provide biological/chemical preparedness training for the staff and tenants in the building; and the Building Security Committee for the San Fernando Valley Division began developing improvements for the safety and security of all persons in the building.

### *Abra's District-Wide Implementation*

Implementation of a new human resources and attendance-tracking computer program called "Abra" was completed in the Court Resources Division in the early spring of 1998. Data from the Court's previous attendance-tracking and personnel program was converted, updated, and expanded by the addition of more employee information categories. The software provides a broader scope of automated information and reporting capabilities than the Court's previous software.

As of June 1998, Court Resources staff in all five divisions were able to directly access the Abra software and database centrally located in Los Angeles. This access was made possible by the full activation of the Court's Wide Area Network (WAN). Abra's powerful reporting features are also available to the divisions, enabling Division managers to rapidly obtain summary information as desired.

### *Tuition Reimbursement Program Continues to Grow*

The tuition reimbursement program initiated in 1997 continued to grow throughout 1998. This program allows for a maximum reimbursement per employee of \$1,500 per year for approved classes. During calendar year 1998, 18 employees were reimbursed a total of \$10,193 for education to improve their job skills.

### *Innovative Recruitment Efforts Move Forward*

In an effort to reach the most qualified candidates available, the Court pursued numerous avenues of recruitment. The Court expanded the use of an Internet web site feature initiated in 1997 that advertises open positions and transmits resumes of potential candidates directly to the Court. The Court also continued to advertise in various newspapers and attended job fairs.

### *Employee Recognition*

- **Yearly Awards Ceremony**

The Bankruptcy Court participated in the judiciary's Special Service Awards Program in 1998. A total of 130 awards were given to individuals for the following types of contributions:

- implementing new technology to improve and expand the Court's services and capabilities to the public, judges, and members of the bar;
- sustaining superior performance in support of the daily operations of the Court; and
- increasing case processing effectiveness while reducing the Court's pending caseload.



**San Fernando Valley Division**



**Northern Division**



**Los Angeles Division**



**Santa Ana Division**



**Riverside Division**

- **Employee of the Month**

During 1998, twelve employees received the “Employee of the Month” Award for their contributions to the Court. As in past years, the awards were given to employees who went above and beyond the scope of their responsibilities to assist the public, help a fellow employee, or improve their working environment. At a special monthly ceremony, each winner was awarded a cash award, an “Employee of the Month” certificate, a photograph of the award presentation, and an honorable mention in the Court’s monthly newsletter, the *Full Court Press*.



**Top row (from left):**

**Robin Beacham, Relief Courtroom Deputy - San Fernando Valley (February),  
Jose Arias, Intake Analyst - Los Angeles (May), Lorraine Bolden, Intake Clerk - Los Angeles (July),  
John Craig, Relief Courtroom Deputy - Riverside (October)**

**Center row (from left):**

**Christina Yip, Systems Analyst - Los Angeles (March), Denis Finnegan, Intake Clerk - San Fernando  
Valley (August), Laurie Gaffney, Intake Analyst - Santa Ana (November),  
Jon D. Ceretto, Executive Officer/Clerk**

**Front row (from left):**

**Steve Wilson, Automation Support Specialist - Los Angeles (December), Mary Dyer, Systems Analyst -  
Northern Division (April), Jeffrey Kai, Case Administrator - Los Angeles (September), Danielle Soto,  
Intake Clerk - Riverside (June)**

**[Not pictured: Kari Garland, Systems Administrator - Riverside (January)]**