

# Annual Report 2014

United States Bankruptcy Court  
Central District of California





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# INTRODUCTION

## EXECUTIVE SUMMARY

In 2014, the U.S. Bankruptcy Court for the Central District of California found innovative ways to maximize efficiency, conserve resources, and prepare for the future, while continuing to manage the largest caseload in the nation. Highlights of the year include:

- Judge Sheri Bluebond was selected to assume the post of Chief Bankruptcy Judge for the next four years. She will succeed Chief Judge Peter H. Carroll, who has served as Chief Bankruptcy Judge since 2011. Judge Bluebond will be the seventh Chief Bankruptcy Judge for the Central District and has served as a bankruptcy judge since 2001. On November 6, in recognition for her contributions to bankruptcy adjudication and service to the community, the Central District Consumer Bankruptcy Attorney Association (*cdcbaa*) presented Judge Bluebond with the Calvin Ashland Judge of the Year award.
- Despite the ongoing decline in bankruptcy filings, the Central District of California led the nation in the number of cases initiated for the seventh consecutive year. A total of 57,356 petitions were filed in the Central District.
- In August, Judge Barry Russell, who is the most senior bankruptcy judge actively serving in the United States, was reappointed to a fourth term. Judge Russell has served for nearly 40 years.
- On May 9, Judge Robin L. Riblet retired and assumed recalled status on May 11. Judge Riblet, along with her family, friends, and colleagues, celebrated her 26-year career as a bankruptcy judge with heartfelt presentations by attendees after a buffet-style dinner on May 10.
- At the Los Angeles Bankruptcy Forum (LABF) Annual Holiday Party, on December 8, 2014, the LABF paid tribute to Judge Alan M. Ahart upon his retirement after almost 27 years on the bench. He is retiring effective January 2, 2015 but will serve as a recalled bankruptcy judge beginning January 3, 2015.
- For Judge Erithe A. Smith, this year marked the 20<sup>th</sup> anniversary of her first appointment to the bench. In May, the Santa Ana Division celebrated this milestone in Judge Smith's career.
- On June 20, Judge Scott H. Yun was appointed to his first term on the bankruptcy bench. Judge Yun serves in the Riverside Division.
- In September, the Court made bankruptcy filing software available to *pro se* debtors through its website. The Electronic Self-Representation (eSR) program enables self-represented debtors to prepare and submit chapter 7 petitions electronically.
- The Court adopted the electronic noticing pilot, DeBN, on a permanent basis, and the Administrative Office of the U.S. Courts (AO) made the program available to bankruptcy courts throughout the nation. Electronic noticing saves money, reduces paper waste, and improves communication with debtors.
- During its second year, the Court's Shared Administrative Services (SAS) team increased the number of services offered to other courts and federal agencies. The Court completed 15 SAS agreements, resulting in over \$80,000 in revenue.
- In February, the Clerk's Office launched the full version of its online chat program. Visitors to the Court's website can enter into real-time chat with a representative of the Call Center to ask specific procedural questions about bankruptcy.
- In preparation for the completion of the new Los Angeles Courthouse, the Court continued to collaborate with federal agencies, contractors, and other court units on the Roybal Realignment Project.
- After over 40 years of service, Chief Deputy of Operations Michael E. Rotberg announced his retirement. At the conclusion of a nationwide search, the Executive Officer/Clerk of Court announced the selection of Operations Manager Benjamin Varela as chief deputy on November 3. Mr. Varela began transitioning immediately and replaced Mr. Rotberg upon his retirement.

The background of the page features a close-up, slightly blurred image of the United States flag, showing the stars and stripes. The flag is draped across the top and right sides of the page, with the blue field containing white stars and the red and white stripes visible on the left and bottom. The text is overlaid on a light beige, textured background.

## OUR MISSION

To serve the most populous and diverse judicial district in the country by providing bankruptcy relief, fair and impartial justice, and a prompt and efficient resolution of disputes.

## OUR VISION

The United States Bankruptcy Court for the Central District of California will provide the highest quality of justice and service to the public by:

- Maintaining a safe, professional environment
- Adhering to high standards of conduct and professional development
- Treating the public with dignity and respect
- Being accessible, convenient, understandable, and responsive to the needs of the district's diverse community
- Allocating and managing resources efficiently and effectively
- Using advanced technology to support the Court, enhance access to justice, and serve those who access the Court
- Educating the public about the role and function of the Court and the services provided

## THE BANKRUPTCY JUDGES OF THE CENTRAL DISTRICT OF CALIFORNIA

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Left to Right:

Top Row: Theodor C. Albert, Deborah J. Saltzman, Scott C. Clarkson, Neil W. Bason, Ernest M. Robles,  
Mark D. Houle, Wayne Johnson, Mark S. Wallace

Middle Row: Robin L. Riblet (recalled), Thomas B. Donovan, Catherine E. Bauer, Meredith A. Jury, Julia W. Brand,  
Sandra R. Klein, Richard M. Neiter, Erithe A. Smith, Robert N. Kwan, Victoria S. Kaufman

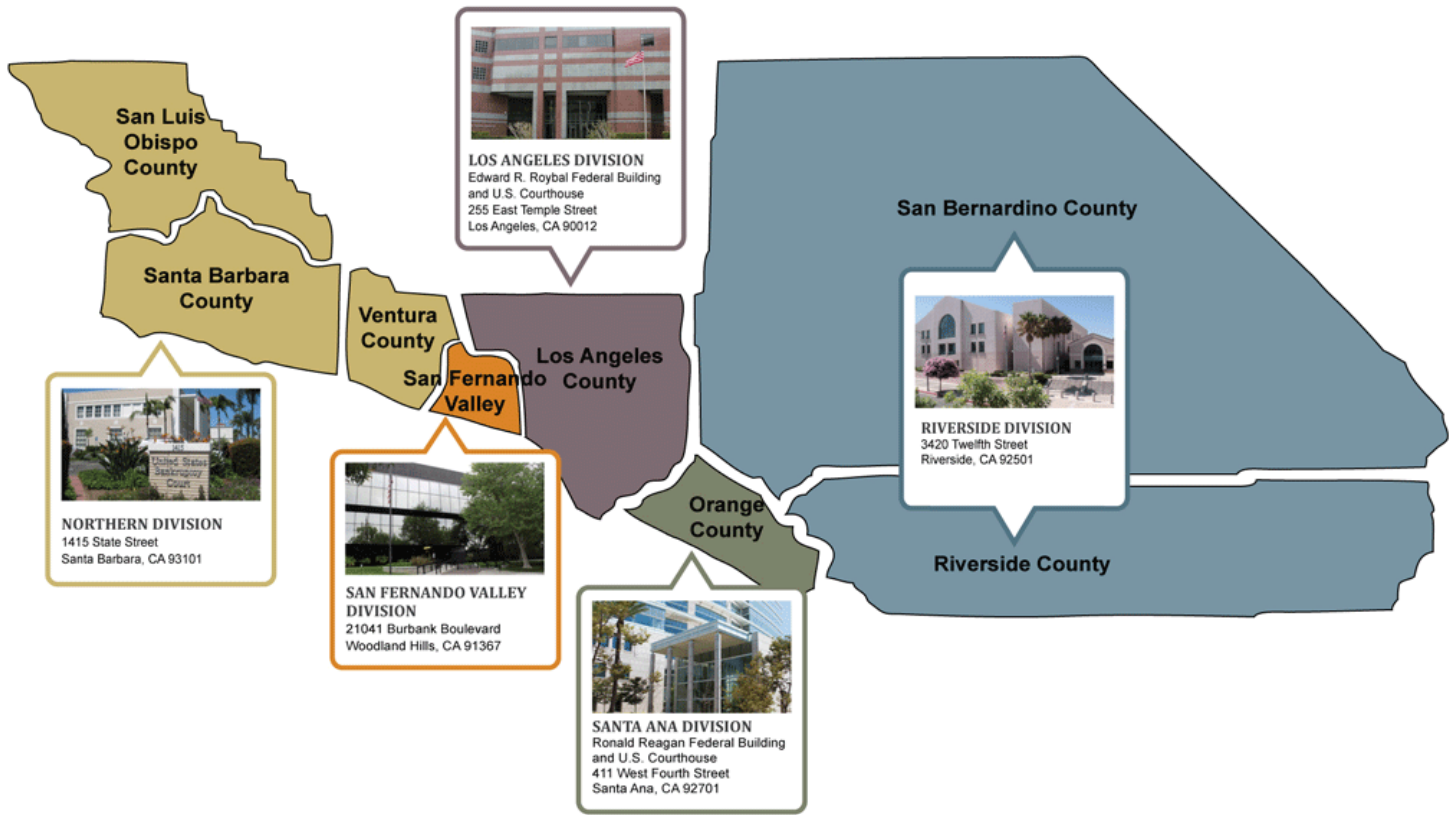
Front Row: Alan M. Ahart, Sheri Bluebond, Vincent P. Zurzolo, Peter H. Carroll (Chief Judge),  
Geraldine Mund (recalled), Barry Russell, Maureen A. Tighe

Not pictured:

Scott H. Yun

# IN PROFILE

## CALIFORNIA CENTRAL BANKRUPTCY COURT DISTRICT MAP



## DISTRICT PROFILE

The Ninth Circuit is the largest of the 12 federal circuits in terms of size, population, number of federal judges, and volume of litigation. Encompassing the federal courts of Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Washington, Guam (a U.S. Territory), and the Northern Mariana Islands (a U.S. Commonwealth), the U.S. Bankruptcy Court for the Central District of California is one of 13 bankruptcy courts within the Ninth Circuit.

The U.S. Bankruptcy Court for the Central District of California is the largest bankruptcy court in the United States. With jurisdiction over seven counties, the Central District covers approximately 40,000 square miles. The Central District is comprised of five divisions: Los Angeles, Northern, Riverside, San Fernando Valley, and Santa Ana. The Court serves the residents of Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, San Luis Obispo, and Ventura Counties, with courthouses in Los Angeles, Riverside, Santa Ana, Santa Barbara, and Woodland Hills.

## POPULATION SERVED

With a population of more than 19.2 million people, the Central District of California represents nearly 50 percent of the state's population. According to the United States Census Bureau, the Central District of California is home to four of the five most populous counties in the state, and four of the 12 most populous counties in the United States (Los Angeles, Orange, Riverside, and San Bernardino Counties).



# APPOINTMENTS AND MILESTONES

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*Attorney Jim King Presenting Judge Sheri Bluebond with  
Judge of the Year Award*

## JUDGE SHERI BLUEBOND SELECTED AS CHIEF BANKRUPTCY JUDGE AND NAMED JUDGE OF THE YEAR

In 2014, Judge Sheri Bluebond was selected to serve as the next Chief Bankruptcy Judge for the Central District of California. She will assume the post on January 1, 2015. Judge Bluebond will succeed Chief Judge Peter H. Carroll, who has served as Chief Bankruptcy Judge since 2011. Judge Bluebond will be the seventh Chief Bankruptcy Judge for the Central District. Judge Bluebond's appointment as Chief Bankruptcy Judge will run through 2018.

On November 6, the Central District Consumer Bankruptcy Attorney Association (*cdcbaa*) held its 11<sup>th</sup> Annual Calvin Ashland Awards Dinner honoring Judge Bluebond. The event, attended by members of the Judiciary, Bar, and other organizations, was held at the L.A. Hotel in Downtown Los Angeles. During the ceremony, attorney Jim King presented Judge Bluebond with the Calvin Ashland Judge of the Year award for her remarkable contributions and exceptional service as a bankruptcy judge for the Central District of California.

## JUDGE BARRY RUSSELL REAPPOINTED

On August 25, 2014, Chief Judge Alex Kozinski of the U.S. Court of Appeals for the Ninth Circuit announced the reappointment of Judge Barry Russell. Judge Russell, who has been serving the Central

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*Chief Judge Peter H. Carroll and Judge Barry Russell*

District of California for nearly 40 years, is currently the longest-serving full-time bankruptcy judge in the nation. This is his fourth appointment to the bench.

Judge Russell has spent his entire legal career in government service. Before he was appointed to the bench in 1974, he served as an estate and gift tax examiner for the U.S. Department of the Treasury, as a deputy public defender, and as an assistant U.S. attorney in the Criminal Division of the Office of the U.S. Attorney in the Central District of California. Judge Russell served on the Ninth Circuit Bankruptcy Appellate Panel from 1988 to 2001, and as the panel's chief judge from 1999 to 2001.

Judge Russell was instrumental in developing the Court's Bankruptcy Mediation Program, established in 1995, and has been the administrator of the program since its inception. From 2001 to 2011, he served as a member of the Ninth Circuit Alternative Dispute Resolution (ADR) Committee. Judge Russell served as chief judge of the U.S. Bankruptcy Court for the Central District of California from 2003 to 2006.

## JUDGE ERITHE A. SMITH CELEBRATES 20 YEARS ON THE BENCH

Judge Erithe A. Smith was appointed by the U.S. Court of Appeals for the Ninth Circuit Court to serve as a bankruptcy judge for the Central District of California on May 2, 1994, and reappointed on May 2, 2008. This year marks Judge Smith's 20<sup>th</sup> year of service to the Court.

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Left to Right: Judges Theodor C. Albert, Erithe A. Smith, Mark S. Wallace, and Catherine E. Bauer

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Chief Judge Peter H. Carroll and Judge Scott H. Yun

The Santa Ana judges, law clerks, and Clerk’s Office staff shared a moment of reflection commemorating Judge Smith’s 20 years on the bench. During the event, attendees celebrated Judge Smith’s amazing accomplishments throughout her tenure.

### JUDGE ROBIN L. RIBLET CELEBRATES RETIREMENT

On May 10, 2014, Judge Robin L. Riblet, along with her family, friends, and colleagues, celebrated her retirement after a 26-year career as a bankruptcy judge. Guests enjoyed a beautiful buffet-style dinner complete with a sushi bar. After dinner, the attendees surrounded Judge Riblet as her family made a heartfelt presentation. Judge Riblet retired on May 9 and assumed recalled status on May 11.

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Born in Seoul, South Korea, Judge Yun graduated *cum laude* from University of California, Los Angeles in 1993 and received his Juris Doctor from the University of Southern California Gould School of Law in 1996. He served as a law clerk to Bankruptcy Judge Ernest M. Robles in 1997 and entered private practice, first as an associate with Steinberg, Barness & Foster, then as an associate with Robinson, Diamant & Brill. In 2000, he joined the firm of Stutman, Treister & Glatt, representing chapter 11 debtors and official committees of unsecured creditors as lead or co-lead counsel. He served on the firm’s executive board as president, and had been a shareholder since 2003.

Judge Yun heard his first cases in the Riverside Division on July 23, 2014.

### JUDGE MAUREEN A. TIGHE PROFILED

Judge Maureen A. Tighe was the subject of a judicial profile in the September 10, 2014 issue of the *Daily Journal*. The article, written by staff writer Brian Cardile, describes Judge Tighe’s work to improve her community, with particular focus on her efforts to ensure that self-represented parties have fair access to justice. It details the judge’s work to compile and analyze data about the Central District’s self-represented litigants in the Court’s *pro se* annual reports, and her role in opening self-help desks in the San Fernando Valley Division and throughout the Central District. Mr. Cardile quotes numerous

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### CENTRAL DISTRICT WELCOMES NEW BANKRUPTCY JUDGE SCOTT H. YUN

On June 20, 2014, Chief Judge Alex Kozinski of the U.S. Court of Appeals for the Ninth Circuit announced the appointment of Scott H. Yun to serve as a judge for the United States Bankruptcy Court for the Central District of California. Chief Bankruptcy Judge Peter H. Carroll swore in the new judge on June 23. Judge Yun serves in the Riverside Division, filling the position left vacant by the transfer of Judge Deborah J. Saltzman to Los Angeles.

attorneys who have either appeared before Judge Tighe or encountered her in their work on behalf of *pro se* parties. All testify to her fairness and empathy.

Born in New Jersey, Judge Tighe graduated from Rutgers School of Law with high honors in 1984. She was editor-in-chief of the school's law review. After graduation, she clerked for District Judge Harold A. Ackerman in New Jersey, and then spent two years as an associate at a New York law firm. From 1988 to 1996, Judge Tighe was a coordinator for the Bankruptcy Fraud Task Force of the U.S. Attorney's Office (USAO) in Los Angeles. She served as deputy chief of the USAO major frauds section from 1995 to 1998, and as a U.S. Trustee in the Central District from 1998 until 2003, when she was appointed to the bench.

## JUDGE MARK D. HOULE PROFILED

Judge Mark D. Houle was the subject of a judicial profile in the winter issue of the Federal Bar Association's (FBA's) *Inland Empire Bar Review*. Author Stefanie G. Field, who sits on the Board of Directors of the FBA's Inland Empire Chapter, notes Judge Houle's sense of humor, humility, and fairness.

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After graduating *summa cum laude* from Salem State College in 1993, Judge Houle enrolled in Boston College Law School, where he developed an interest in bankruptcy law. After completing law school, the Massachusetts-native relocated to the Central District of California to work as a rotating law clerk for Judges Lynne Riddle, James N. Barr, Robert W. Alberts, and John J. Wilson. He then went into private practice as associate with a bankruptcy firm. While he was there, according to Ms. Field's biographical sketch, Judge Houle "[so] impressed opposing counsel at Pillsbury Winthrop Shaw Pittman LLP that they offered him a job." Judge Houle was of counsel with Pillsbury Winthrop Shaw Pittman LLP when he was appointed to the bench in 2012.

Asked for the traits that have contributed to his success, Judge Houle lists "merit, resiliency, and being nice," which Ms. Field counts as essential

characteristics of the judge's judicial persona. She also provides a thumbnail of his judicial philosophy. In the words of the profile, Judge Houle "sees himself largely as a facilitator" who "prefers to focus on efficiency and substantive issues, rather than rigidly following procedure." Ms. Field concludes by praising the judge's "experience, love of the law, and attitude."

## PASSING OF RETIRED JUDGE ARTHUR M. GREENWALD

Retired Judge Arthur M. Greenwald died on June 4, 2014 following a long illness. First appointed as a bankruptcy judge in 1988, Judge Greenwald was reappointed in 1992, and was serving in the San Fernando Valley Division when he retired in 2005. He had been a member of the California Bar since 1964, and had served as an assistant U.S. attorney for seven years before his appointment to the bench.



Chief Judge Peter H. Carroll prepared a resolution from the Court honoring Judge Greenwald. The matted and framed resolution was hand-delivered by Communications Specialist Laura Piedra to Judge Greenwald's twin sister, Pearl Greenwald.

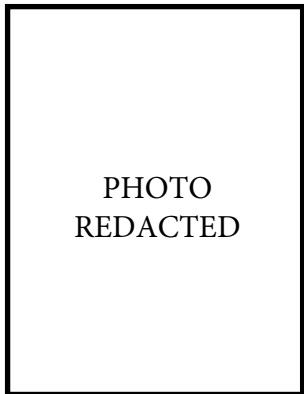
## COMMITTEE APPOINTMENTS

### JUDGE ERITHE A. SMITH CONTINUES TO SERVE ON THE U.S. JUDICIAL CONFERENCE'S COMMITTEE ON THE ADMINISTRATION OF THE BANKRUPTCY SYSTEM

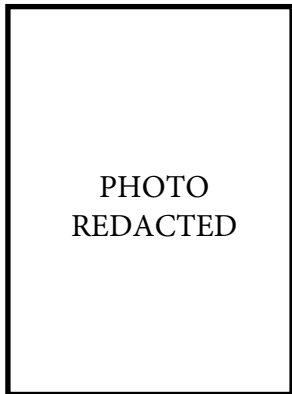
Since 2012, Judge Erithe A. Smith has served as a member of the U.S. Judicial Conference's Committee on the Administration of the Bankruptcy System (Bankruptcy Committee). Charged with oversight of the bankruptcy system, the committee monitors and analyzes bankruptcy operations throughout the nation. It also makes recommendations to the Judicial Conference on the

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numbers and locations of bankruptcy judgeships, issues that affect the office of bankruptcy judge, the allocation of judicial resources to bankruptcy courts, and other matters. Judge Smith serves on the Subcommittee on Budget Matters and the Subcommittee on Estate Administration. She also serves as the Bankruptcy Committee’s liaison to the Bankruptcy Rules Committee of the Judicial Conference. Judge Smith’s term will end on October 1, 2015.



Chief Judge Peter H. Carroll



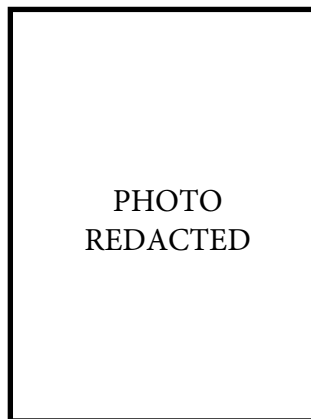
Judge Gregg W. Zive

**CHIEF JUDGE CARROLL AND JUDGE ZIVE SERVE ON THE CONFERENCE OF CHIEF BANKRUPTCY JUDGES OF THE NINTH CIRCUIT**

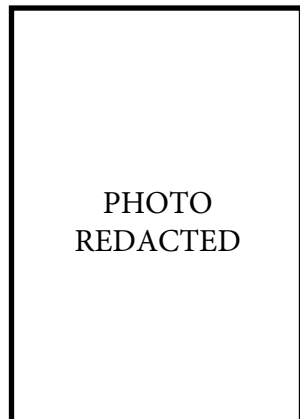
Chief Judge Peter H. Carroll and Judge Gregg W. Zive serve on the Ninth Circuit Conference of Chief Bankruptcy Judges. The conference, which meets twice per year, supports the effective and expeditious administration of justice and the safeguarding of fairness in the administration of the bankruptcy courts within the circuit and serves as a resource to the Judicial Council of the Ninth Circuit and its representatives to the Judicial Conference. To do so, it promotes the fair and prompt resolution of disputes, ensures the effective discharge of court business, prevents any form of invidious discrimination, enhances public understanding of, and confidence in, the Judiciary and the bankruptcy system and keeps apprised of and advises the Judicial Council on issues which may affect these goals. Judge Zive’s term ended on July 31, 2014 and Chief Judge Carroll’s term will end on January 2, 2015.

Additionally, on September 30, 2014, Chief Judge Carroll began serving on the Executive Committee:

Ninth Circuit Conference of Chief Bankruptcy Judges. His term will end on September 30, 2015.



Judge Maureen A. Tighe



Judge Catherine E. Bauer

**JUDGES TIGHE AND BAUER SERVE ON THE NINTH CIRCUIT PRO SE LITIGATION COMMITTEE**

Judges Maureen A. Tighe and Catherine E. Bauer serve on the Ninth Circuit *Pro Se* Litigation Committee. Pursuant to its mission, the Ninth Circuit *Pro Se* Litigation Committee considers the impact on unrepresented litigants and makes recommendations with respect to improving the administration of such cases. Judge Tighe’s term ended on September 30, 2014 and Judge Bauer’s term will end on September 30, 2015.

**JUDGE RICHARD M. NEITER SERVES ON THE NINTH CIRCUIT ALTERNATIVE DISPUTE RESOLUTION COMMITTEE**

Judge Richard M. Neiter serves on the Ninth Circuit Standing Committee on Alternative Dispute Resolution (ADR). The committee produces educational materials on ADR for the benefit of the Ninth Circuit’s district and bankruptcy judges and aids in developing and expanding ADR programs within the Circuit. Judge Neiter’s term will end on September 30, 2015.

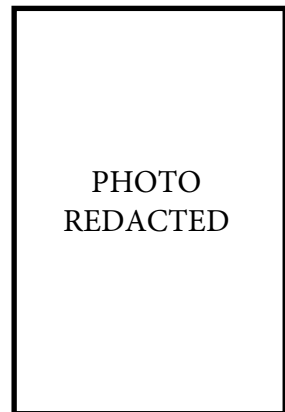
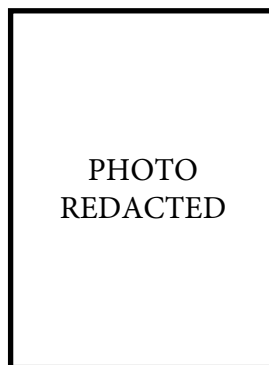


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## JUDGE DEBORAH J. SALTZMAN SERVES ON THE NEXTGEN CM/ECF WORKING GROUP AND NINTH CIRCUIT COURTS & COMMUNITY COMMITTEE

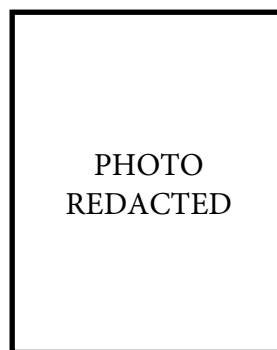
Judge Deborah J. Saltzman serves as a member of the national Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF) Working Group. The group includes five bankruptcy judges. The purpose of the NextGen CM/ECF Working Group is to review functional requirements and design documents for a new application related to how work is done in CM/ECF, and to review policy questions and make recommendations concerning whether policy issues should be referred to the Court Administration and Case Management Committee's NextGen Subcommittee. Judge Saltzman provides regular updates to the Court's IT Committee and CM/ECF Committee.



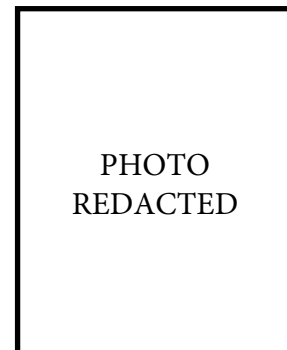
Additionally, Judge Saltzman serves on the Ninth Circuit Courts & Community Committee. Charged with educating the public about federal courts, the Ninth Circuit Courts & Community Committee promotes community outreach programs and cultivates relationships between the courts and media. Judge Saltzman's Ninth Circuit Courts & Community Committee term will end on September 30, 2015.

## JUDGES BRAND, CLARKSON, KLEIN, AND SALTZMAN SERVE ON THE NINTH CIRCUIT BANKRUPTCY JUDGES EDUCATION COMMITTEE

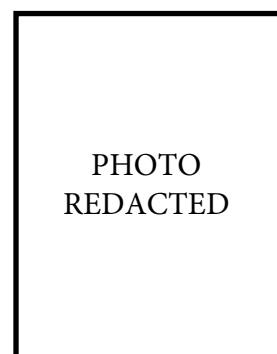
Judges Julia W. Brand, Scott C. Clarkson, Sandra R. Klein, and Deborah J. Saltzman serve on the Ninth Circuit Bankruptcy Judges Education Committee. Judge Clarkson has served as the chair of the committee since November 2013. The Ninth Circuit Bankruptcy Judges Education Committee was formed more than 20 years ago to provide an educational program exclusively related to bankruptcy topics. Members are either elected by their peers or volunteer to serve three-year terms. The committee consists of six or seven bankruptcy judges from the Ninth Circuit who work together to create a pre-conference program that is presented at the annual Ninth Circuit



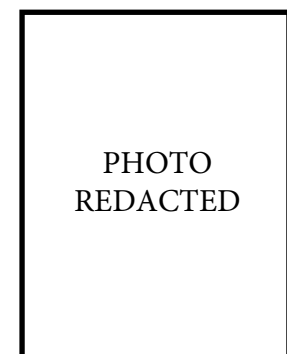
*Judge Julia W. Brand*



*Judge Scott C. Clarkson*



*Judge Sandra R. Klein*

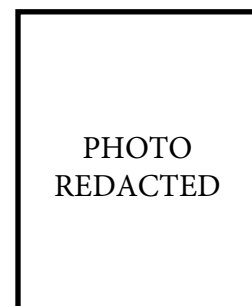


*Judge Deborah J. Saltzman*

Judicial Conference. Members of the committee also participate in an annual review of Ninth Circuit bankruptcy decisions and in the annual New Judges Orientation. Judges Clarkson, Klein, and Saltzman completed their terms on July 31, 2014, and Judge Brand will complete her term on September 30, 2015.

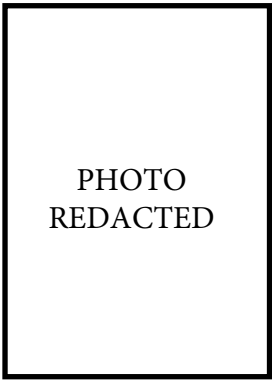
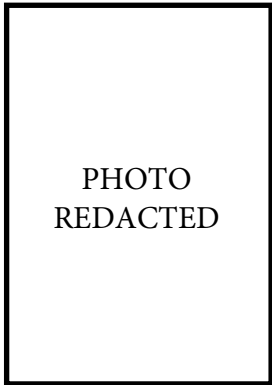
## JUDGE GERALDINE MUND SERVES ON THE ADVISORY COUNCIL FOR THE NINTH JUDICIAL CIRCUIT HISTORICAL SOCIETY

Judge Geraldine Mund continues to serve on the Advisory Council for the Ninth Judicial Circuit Historical Society (NJCHS). The NJCHS was founded in 1985 to collect, preserve, and present to the public the history of law in the western United States and the Pacific Islands. The organization also educates children and the general public about the judicial system, rule of law, and other civic values. As a longtime member on the NJCHS, Judge Mund has been instrumental in overseeing the national implementation of oral histories for bankruptcy judges and attorneys, constructing NJCHS's Strategic Plan, and much more.

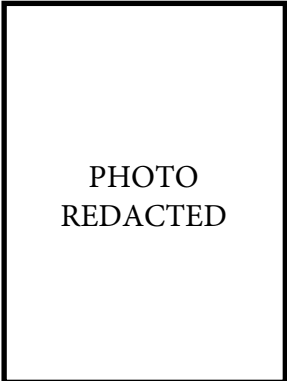


**CHIEF JUDGE PETER H. CARROLL SERVES ON CBF PRO BONO COMMITTEE**

Chief Judge Peter H. Carroll continued to serve on the California Bankruptcy Forum (CBF) *Pro Bono* Committee, which oversees the CBF *Pro Bono* Project. CBF established the *Pro Bono* Project in 2013 in response to the needs of *pro se* bankruptcy filers in California bankruptcy courts. For every CBF conference registrant, CBF sets aside \$10 to fund local legal aid or other nonprofit groups that provide *pro bono* bankruptcy services. Other funds are derived from the CBF's *pro bono* auction at the conference and voluntary donations by attendees. In conjunction with the 2014 Annual Conference in Santa Barbara, the CBF used a crowdfunding competition between the Orange County Bankruptcy Forum (OCBF) and the Los Angeles Bankruptcy Forum (LABF) to raise a total of \$10,466.11 for the project. The OCBF funds will be used "to expand the reach of *pro se* clinics via the internet," while the LABF will use the funds "to support the work of the 'self-help desks' located in the Los Angeles, San Fernando Valley, and Northern Divisions."



Chief Judge Peter H. Carroll



Samuel Abram

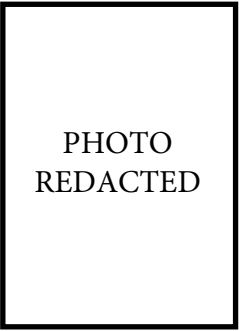
**CHIEF JUDGE PETER H. CARROLL AND SYSTEMS INTEGRATION MANAGER SAM ABRAM SERVE ON THE NINTH CIRCUIT IT COMMITTEE**

On December 4, 2014, Chief Judge Peter H. Carroll was appointed to the Ninth Circuit Information Technology Committee through September 30, 2017. Systems Integration Manager Sam Abram, appointed to the committee in 2011 and reappointed in 2013, concluded his term on September 30, 2014.

The Ninth Circuit IT Committee discusses IT trends and directions, establishes guidelines and makes recommendations for implementation of new initiatives within the Ninth Circuit, and demonstrates new technologies which can be beneficial to Ninth Circuit courts. Additionally, the Ninth Circuit IT Committee discusses training court staff on new software, hardware, processes, and procedures.

**JUDGE SCOTT C. CLARKSON APPOINTED TO INDIVIDUAL CHAPTER 11 TASK FORCE**

In the spring of 2014, Judge Scott C. Clarkson was appointed to the American Bankruptcy Institute's (ABI's) Individual Chapter 11 Task Force as a member of the Judges Advisory Panel. The Individual Chapter 11 Task Force has undertaken a two-year study of individual chapter 11 cases throughout the nation, in hopes of developing a comprehensive report and providing recommendations for improvement of the system and the procedures used in individual chapter 11 cases. Judge Clarkson is one of six bankruptcy judges serving on the task force.



**EXECUTIVE OFFICER/CLERK OF COURT KATHLEEN J. CAMPBELL SERVES ON THE BANKRUPTCY CLERKS ADVISORY GROUP, NINTH CIRCUIT COURTS & COMMUNITY COMMITTEE, AND HUMAN RESOURCES ADVISORY COUNCIL**

Executive Officer/Clerk of Court Kathleen J. Campbell served on the Bankruptcy Clerks Advisory Group (BCAG) through December 31, 2014 and is currently serving on the Ninth Circuit Courts & Community Committee and the Human Resources Advisory Council



(HRAC). BCAG provides advice about Clerk's Office-related issues that affect the administration of the bankruptcy system.

As a member of the Ninth Circuit Courts & Community Committee, Ms. Campbell aids in educating the public about the work of the federal courts by promoting community outreach programs and facilitating relations between the courts and media. Ms. Campbell's term on the Ninth Circuit Courts & Community Committee will end on September 30, 2015.

Ms. Campbell also serves on the HRAC. The HRAC provides advice on the needs and views of court constituents with respect to judiciary-wide human resources matters. Ms. Campbell's term on the HRAC will end on December 31, 2015.

#### **BERYL DIXON SERVES ON THE HUMAN RESOURCES SPECIALISTS ADVISORY GROUP**

Officer of Planning and Personnel Management Beryl Dixon serves on the Human Resources Specialists Advisory Group (HRSAG). The HRSAG's mission is to provide the Administrative Office of the U.S. Courts (AO) with advice, assistance, and recommendations regarding human resources, payroll, and benefits administration on an ongoing basis, in order to enhance the quality and timeliness of service to courts. Ms. Dixon's term will end on December 31, 2015.



#### **SANDI BRASK APPOINTED TO BANKRUPTCY METHODS ANALYSIS PROGRAM WORKING GROUP**

On March 13, 2014, the Administrative Office of the U.S. Courts (AO) announced that Special Projects Manager Sandi Brask had been appointed to serve on the Bankruptcy Methods Analysis Program (BMAP) Working Group. The



10-member group collects, reviews, and recommends selected court practices that increase the efficiency or effectiveness of bankruptcy clerk's offices.

The BMAP Working Group meets in-person up to three times per year and keeps in touch through periodic conference calls. Ms. Brask's appointment will end on December 31, 2015.

#### **FRANCIS HA APPOINTED TO COURTROOM TECHNOLOGY WORKING GROUP**

Network Manager Francis Ha served on the Administrative Office of the U.S. Courts' (AO) Courtroom Technology Working Group. The Courtroom Technology Working Group evaluates and recommends changes to the current courtroom technology program. Its recommendations concern funding mechanisms, procurement strategies, best practices, guidelines, and the future direction of the program. The working group also assists the AO and the Information Technology Advisory Council in making recommendations to the Judicial Conference Committee on Information Technology for adjustments to the courtroom technology program. Mr. Ha's appointment ended in September 2014.



#### **HERBERT SEALES ANNOUNCED AS CO-CHAIR OF THE GREATER LOS ANGELES AREA FEDERAL EXECUTIVE BOARD COOP WORKING GROUP**

Administrative Specialist and COOP Coordinator Herbert Seales continued to serve as co-chair for the Greater Los Angeles Federal Executive Board (GLAFEB) COOP Working Group.



Established in 2006, the GLAFEB Continuity Working Group's mission is to:

- Promote the development of continuity plans and enhance the federal partners' overall

emergency preparedness for a wide-range of potential emergencies as mandated in Homeland Security Presidential Directive-20, *National Continuity Policy*, the *National Continuity Policy Implementation Plan*, and Federal Continuity Directive-1 (FCD-1), *Federal Executive Branch National Continuity Program and Requirements*.

- Encourage agency emergency preparedness and employee readiness among public and private organizations through partnerships and preparedness activities.

Working with this group affords the Court additional resources in the collective regional effort of preparing for emergency situations. Mr. Seales' appointment will end in 2015.

### **CLERK'S OFFICE STAFF SERVES THE NATIONAL CONFERENCE OF BANKRUPTCY CLERKS**

The National Conference of Bankruptcy Clerks (NCBC) is a private association that was created in 1980 to address the ongoing needs of bankruptcy clerks. Since then, NCBC has evolved to include deputy clerks and other parties interested in the welfare of the bankruptcy system. NCBC's main goal is to provide its members with training and development opportunities, advocate for bankruptcy clerks and the bankruptcy system, and foster leadership and input on a national level. NCBC is governed by officers, board members, and committees who meet in-person and via telephonic conference.

Central District of California Clerk's Office staff served on the following NCBC committees and boards:

#### **SANDI BRASK APPOINTED TO NCBC EDUCATION COMMITTEE**

In October 2014, Special Projects Manager Sandi Brask was appointed to the NCBC Education Committee for the 2015 NCBC Conference, which is tasked with developing the educational content of the 2015 conference.



#### **JAN ZARI APPOINTED EDITOR OF THE NCBC NEWSLETTER**

On September 15, 2014, Administrative Specialist Jan Zari was appointed as the *Impact* Editor for the NCBC. As *Impact* Editor, he chairs the NCBC Editorial Committee and serves on the NCBC Board. The *Impact* is the official newsletter of the NCBC and is distributed to all members. The *Impact* newsletter includes updates from the NCBC Board and the various activities of the organization, as well as news and updates from the Administrative Office of the U.S. Courts (AO) and from local courts across the nation. Mr. Zari's appointment will end in December 2018.



#### **JENNIFER PARO APPOINTED AS NCBC HISTORIAN**

Courtroom Technology Specialist Jennifer Paro serves as the NCBC Historian. Ms. Paro maintains the NCBC's existing historical records and documents its activities in photographs, videos, and audio recordings. Serving jointly with long-time NCBC Historian Mary Lynn Wilson, Ms. Paro focuses on digitizing the association's existing historical documents and recording oral histories, among other duties. Ms. Paro's three-year term will end in 2016.



#### **SABRINA PALACIO-GARCIA ELECTED TO NCBC BOARD OF GOVERNORS**

Self Help Desk Team Leader Sabrina Palacio-Garcia continued to serve as NCBC Ninth Circuit Liaison until she was elected by NCBC members to the Board of Governors in July 2014. As a member of the Board of Governors, Ms. Palacio-Garcia is responsible for completing





at least one project assigned or designated by the President of NCBC or agreed upon by a majority vote of the Board of Governors. Additionally, Ms. Palacio-Garcia was selected to chair the Membership Committee by the President of NCBC. Ms. Palacio-Garcia's two-year term will end in 2016.

#### **JESSICA GARIBAY SERVES AS NINTH CIRCUIT LIAISON OF THE NCBC**

Replacing Self Help Desk Team Leader Sabrina Palacio-Garcia, Executive Assistant Jessica Garibay was appointed to serve as the Ninth Circuit Liaison by the President of NCBC, with the consent of the Board of Governors. As the Ninth Circuit Liaison, her duties consist of representing the Circuit constituency, coordinating NCBC activities within the Circuit, chairing meetings and teleconferences with the NCBC Board, and disseminating membership and other information as necessary. Ms. Garibay's appointment will end in December 2016.



Conference, as NCBC Local Representatives, Ms. Miller and Ms. Yepes will work with the Ninth Circuit Liaison to promote and increase NCBC membership and participation within the Court. Ms. Miller and Ms. Yepes will complete their terms in 2016.



*Myeasha Miller*



*Monica Yepes*

#### **MYEASHA MILLER AND MONICA YEPES APPOINTED AS NCBC LOCAL REPRESENTATIVES**

In December 2014, Customer Service Representative Myeasha Miller and Operations Support Clerk Monica Yepes were appointed to two-year terms as NCBC Local Representatives. In addition to acting as the Court's local contact for the annual NCBC

## CALIFORNIA CENTRAL DISTRICT JUDICIAL COMMITTEES

In accordance with the Court Governance Plan, judicial committees appointed by the Chief Judge address court-related issues and provide feedback to the entire Board of Judges regarding court operations and administrative issues. The Chief Judge and the Executive Officer/Clerk of Court are *ex officio* members of each committee. Clerk's Office staff members attend meetings and support the judicial committees.

The members of the 2014 judicial committees were:

### EXECUTIVE

*Peter H. Carroll, Chair*  
Alan M. Ahart  
Theodor C. Albert  
Sheri Bluebond  
Meredith A. Jury  
Robin L. Riblet  
Maureen A. Tighe  
Vincent P. Zurzolo

### ALTERNATIVE DISPUTE RESOLUTION

*Barry Russell, Chair*  
Richard M. Neiter  
Law Clerk: Lovee Sarenas

### CASE MANAGEMENT

*Sheri Bluebond, Chair*  
Mark D. Houle  
Robert N. Kwan  
Robin L. Riblet  
Maureen A. Tighe

### CHAPTER 13

*Julia W. Brand, Chair*  
Meredith A. Jury  
Wayne Johnson  
Vincent P. Zurzolo

### COMMUNITY OUTREACH

*Sandra R. Klein, Chair*  
Deborah J. Saltzman  
Erithe A. Smith  
Maureen A. Tighe  
Law Clerk: Stephanie Rettier

### EDUCATION AND TRAINING/RETREAT

*Deborah J. Saltzman, Chair*  
Neil W. Bason  
Julia W. Brand  
Erithe A. Smith  
Mark S. Wallace  
Mark D. Houle  
Law Clerk: Erica Lee

### INFORMATION TECHNOLOGY

*Deborah J. Saltzman, Chair*  
Scott C. Clarkson  
Mark D. Houle

### PRO SE

*Maureen A. Tighe, Chair*  
Catherine E. Bauer  
Sandra R. Klein  
Robin L. Riblet  
Deborah J. Saltzman

### RULES

*Vincent P. Zurzolo, Chair*  
Theodor C. Albert  
Neil W. Bason  
Law Clerk: Jeffrey Cozad

### SPACE AND SECURITY

*Robert N. Kwan, Chair*  
Alan M. Ahart  
Wayne E. Johnson  
Robin L. Riblet  
Mark S. Wallace

# JUDICIAL CASELOAD

## BANKRUPTCY FILINGS

The Central District of California led the nation in overall bankruptcy cases filed for the seventh consecutive year. A total of 57,356 individual and business bankruptcy cases were filed during the 12-month period ending December 31, 2014, a 24.1 percent decrease from 75,581 filings received in 2013. Filings for all chapters declined significantly.

Chapter 7 filings decreased by 25.2 percent to 45,710 filings in 2014 and accounted for 79.7 percent of all petitions filed district-wide. Chapter 7 filings also accounted for 79.0 percent of all business filings and 79.7 percent of all nonbusiness filings in 2014.

Chapter 11 filings decreased 30.8 percent to 502. Chapter 11 cases, which typically require more judicial resources than cases that are filed under other chapters, accounted for approximately 0.9 percent of all petitions filed in 2014, consistent with the percentage of chapter 11 filings from 2013. Over 64 percent of chapter 11 petitions were business cases.

Chapter 13 filings decreased 18.8 percent to 11,140 filings in 2014. Chapter 13 petitions accounted for 19.4 percent of all filings in 2014, up from 18.2 percent in 2013. Chapter 13 petitions also accounted for 20.0 percent of all nonbusiness filings and 4.8 percent of all business filings in 2014.

The number of bankruptcy petitions terminated by the Central District in 2014 dropped 31.4 percent to 62,024. Because terminations exceeded filings in 2014, there were 46,482 cases pending in December 2014, which was 9.1 percent less than the number of cases pending in December 2013.

Although bankruptcy filings continued to decline for the fourth consecutive year, the Central District still averaged 103,136 filings per year during the past five years, the fifth highest average in the Court's history.

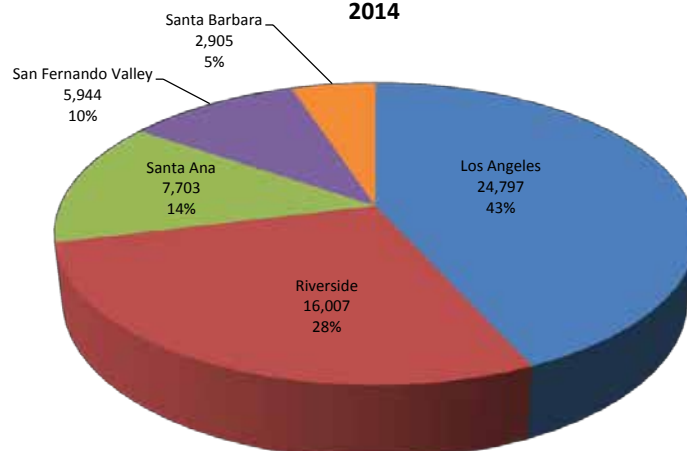
According to the national filing data released by the Administrative Office of the U.S. Courts (AO), for the 12-month period ending December 31, 2014,

### CENTRAL DISTRICT OF CALIFORNIA BANKRUPTCY CASES FILED BY CHAPTER OF THE BANKRUPTCY CODE CALENDAR YEARS 2008 - 2014

Year	Total	Chapter				
		7	11	12	13	OTHER <sup>1</sup>
2008	65,856	49,451	789	2	15,611	3
2009	108,647	83,656	1,126	9	23,853	3
2010	142,726	109,415	1,123	13	32,174	1
2011	134,501	99,170	1,165	9	34,154	3
2012	105,515	81,128	904	7	23,473	3
2013	75,581	61,127	725	2	13,726	1
2014	57,356	45,710	502	3	11,140	1
Percent Change 2013 - 2014	-24.1%	-25.2%	-30.8%	50.0%	-18.8%	0.0%

<sup>1</sup> Includes cases filed under chapters 9 and 15 of the bankruptcy code

### CENTRAL DISTRICT OF CALIFORNIA Total Bankruptcy Filings By Division 2014

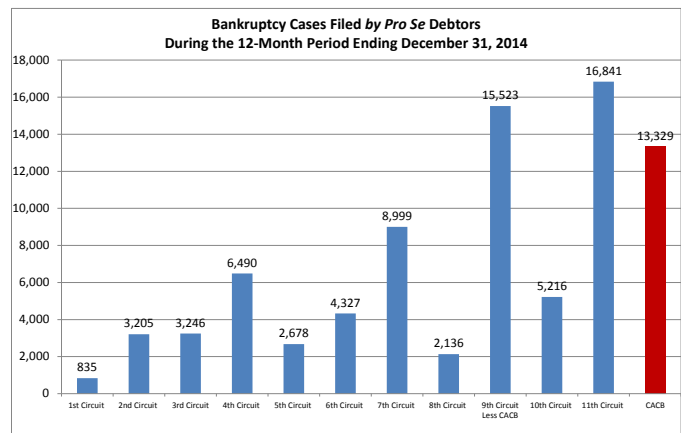
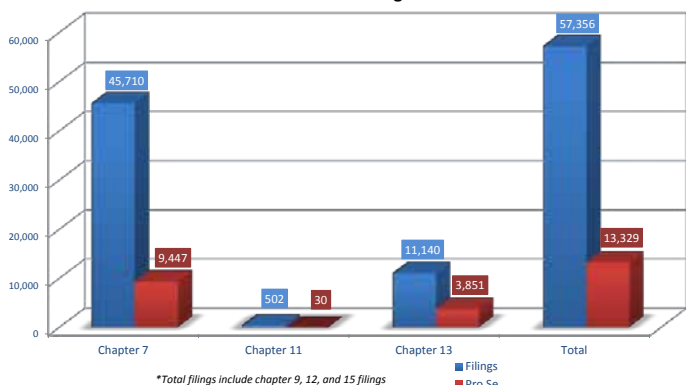


### CENTRAL DISTRICT OF CALIFORNIA BANKRUPTCY CASES FILED, CLOSED, AND PENDING CALENDAR YEARS 2008 - 2014

Year	Filed			Closed	Pending
	Total	Nonbusiness	Business		
2008	65,856	62,345	3,511	40,414	51,461
2009	108,647	103,539	5,108	85,719	74,443
2010	142,726	137,363	5,363	135,153	82,059
2011	134,501	130,188	4,313	146,224	70,383
2012	105,515	102,006	3,509	110,014	65,962
2013	75,581	72,896	2,685	90,429	51,136
2014	57,356	55,321	2,035	62,024	46,482
Percent Change 2013 - 2014	-24.1%	-24.1%	-24.2%	-31.4%	-9.1%

the Central District of California received 11.9 percent more bankruptcy filings than the second-largest district, the Northern District of Illinois. Additionally, the Central District of California led the nation with the highest total of business, and non-business filings. Bankruptcy filings in the Central District of California account for over 6 percent of the nation's filings.

U.S. Bankruptcy Court - Central District of California  
2014 Pro Se Filings



## PRO SE FILINGS

The Central District of California led the nation in both the number and percentage of *pro se* filings for the 12-month period ending December 31, 2014. The Central District's rate of *pro se* filings for the year was 23.2 percent, nearly three times the national average of 8.8 percent and 5.5 percentage points higher than the next-highest district, the Middle District of Florida, with 17.7 percent. The Central District of California handled 16.1 percent of the entire nation's *pro se* bankruptcy filings. Excluding the remainder of the Ninth Circuit and the Eleventh Circuit, the Central District alone handles more *pro se* filings than all remaining individual circuits. Also, the Central District had more *pro se* filings than the entire First,

Second, Third, Fifth, Eighth, and District of Columbia Circuits combined.

Of the 57,356 bankruptcy cases filed in the Central District, 13,329 were filed by *pro se* filers. Chapter 13 petitions had the highest *pro se* percentage with 34.6 percent, followed by chapter 7 petitions with 20.7 percent filed by *pro se* filers. Chapter 11 had the smallest percentage of *pro se* filings with 6 percent.

CENTRAL DISTRICT OF CALIFORNIA  
PRO SE CASES FILED BY CHAPTER OF THE BANKRUPTCY CODE  
CALENDAR YEARS 2008 - 2014

Year	Total	Chapter				
		7	11	12	13	OTHER <sup>1</sup>
2008	15,095	8,198	74	2	6,821	0
2009	25,904	15,526	112	0	10,266	0
2010	36,731	22,093	98	1	14,538	1
2011	38,098	21,594	78	0	16,426	0
2012	28,731	18,230	60	1	10,440	0
2013	18,655	13,314	40	1	5,300	0
2014	13,329	9,447	30	0	3,851	1
Percent Change						
2013 - 2014	-28.5%	-29.0%	-25.0%	-100.0%	-27.3%	0%

CENTRAL DISTRICT OF CALIFORNIA  
ADVERSARY PROCEEDINGS FILED, CLOSED, AND PENDING  
CALENDAR YEARS 2008 - 2014

Year	Filed	Closed	Pending
2008	2,976	2,286	3,211
2009	5,057	2,254	6,014
2010	4,853	5,350	5,521
2011	4,927	6,133	4,394
2012	3,670	4,450	3,632
2013	2,834	3,434	3,042
2014	1,981	2,444	2,579
Percent Change			
2013 - 2014	-30.1%	-28.8%	-15.2%

## ADVERSARY PROCEEDINGS

During the 12-month period ending December 31, 2014, adversary proceedings decreased 30.1 percent from 2,834 in 2013 to 1,981.

The number of adversary proceedings terminated in 2014 declined by 28.8 percent to 2,444 from 3,434 terminated in 2013. Pending adversary proceedings fell 15.1 percent, from 3,045 in 2013 to 2,584 in 2014.

## CASES OF INTEREST

The cases of interest in 2014 reflect the unique population served in the Central District, as well the region's economic climate. The following summaries include developments in select ongoing cases and highlights from new cases initiated in 2014.

### CITY OF SAN BERNARDINO

The City of San Bernardino continued to draw national attention as one of the largest cities to pursue bankruptcy protection. The City filed bankruptcy on August 1, 2012, but had yet to confirm a plan through the end of 2014. The City, with an estimated population of 205,000, underwent financial strain following the great recession of 2008. Benefits provided to public employees have been cited by the City as a main cause of its ongoing financial struggle and have been discussed as the source of financial trouble for other cities across the nation following the great recession.

Prolonged negotiations between the City and its public safety unions have also been blamed for the delayed confirmation of an exit plan. The Honorable Meredith A. Jury imposed a deadline on the City of May 30, 2015 to propose a plan. A major step taken in 2014, following lengthy mediation, was the City's statement of its intent to cover all payments owed to CalPERS for the retirement plans of the City's public employees.

### LAW V. SIEGEL

On March 4, 2014, a unanimous Supreme Court reversed the bankruptcy court's equitable surcharge of Mr. Law's \$75,000 homestead exemption, based on § 522(k) which states, "Property that the debtor exempts under this section is not liable for payment of any administrative expense . . ." The Supreme Court said the Court exceeded the limits of its authority under § 105(a) and its inherent powers.

Upon remand, Law moved to collect his homestead claim, though no funds remained in the bankruptcy

estate. At a preliminary hearing, the parties were asked to confer and to file further pleadings. Law filed two pleadings: (1) an appeal to the Ninth Circuit of the Bankruptcy Appellate Panel's earlier decision affirming a 2013 order approving the trustee's amended final report; and (2) a petition for mandamus to the Ninth Circuit seeking payment of his claim. Both are pending. No other pleadings have been filed.

### PLAZA HEALTHCARE, LLC

Plaza Healthcare, along with eighteen affiliated nursing facilities, filed for chapter 11 bankruptcy protection on March 4, 2014. Collectively, these facilities had 1,711 patients, 2,113 employees, and 1,905 beds. Plaza generates annual revenue of approximately \$170 million. The Court determined that it was in the best interest of all parties to create an overall deal structure to prevent the facilities from being sold piecemeal, and authorized the debtor facilities to enter into an interim management agreement with the winning bidder at auction to allow the winning bidder to take over management of the facilities until the acquisition became final. An auction was held on July 28, 2014, and Shlomo Rechnitz was declared the winning bidder. The term sheet for the acquisition included a \$32 million dollar deposit and a total sales price of \$62 million. The Court anticipates a plan will be filed sometime in the second quarter of 2015.

### EASY LIFE FURNITURE INC.

On May 1, 2014, Easy Life Furniture filed a chapter 11 bankruptcy in order to liquidate assets at its warehouse in Buena Park, and its 14 retail locations across Southern California. Formed in 1996, Easy Life reported yearly sales averaging \$43 million, assets of \$6.3 million, and debts of roughly \$12 million. Easy Life rejected all 14 store leases as well as the lease of its headquarters and warehouse, conducted going out of business sales at its retail locations to sell off its inventory, and conducted a bulk auction for the remainder of its assets in court on July 2, 2014. The debtor now has reduced its assets to cash and is currently addressing the case's remaining claims.

## INDIVIDUAL BANKRUPTCIES RECEIVING MEDIA ATTENTION

### Mekhi Phifer

On April 22, 2014, Mekhi Phifer, the actor known for his role in the 90's television show, ER, filed a chapter 7 bankruptcy petition listing under \$100,000 in assets and over \$1 million in debt, largely attributed to monies owed for federal and state income taxes. The actor received a discharge of over \$1.26 million in debt on August 4, 2014.

### Pierce Henry O'Donnell

Pierce Henry O'Donnell, the attorney who assisted with the sale of the Los Angeles Clippers basketball team, filed a chapter 7 bankruptcy petition on August 20, 2014. The petition, filed in the weeks immediately after the sale of the team, was supported by many fans in the wake of controversy over statements made by its previous owner, Donald Sterling. Attorney O'Donnell's bankruptcy petition listed assets of under \$500,000 and several million dollars in debt.

## JUDGES RELOCATED

In May 2014, Chief Judge Peter H. Carroll relocated from the Los Angeles Division to the Northern Division and Judge Deborah J. Saltzman relocated from the Riverside Division to the Los Angeles Division. Judge Robin L. Riblet retired on May 9 and assumed recalled status on May 11.

## NORTHERN DIVISION EXPANDED

On May 10, 2014, ZIP codes for the cities of Simi Valley, Thousand Oaks, Westlake Village, Newbury Park, and Malibu were reassigned to the Northern Division. The ZIP codes include: 90263, 90264, 90265, 91319, 91320, 91358, 91359, 91360, 91361, 91362, 93062, 93063, 93064, 93065, 93094, and 93099. The Clerk's Office completed this ZIP code realignment, as well as changes to the *Court Manual*, the Court's website, the Court's cashiering system, and Case Management/Electronic Case Files (CM/ECF), in a seamless and timely manner.

## CASES REASSIGNED TO JUDGE YUN

Concurrent with the start of Judge Scott H. Yun's term, many bankruptcy cases and adversary proceedings in the Riverside Division were reassigned. On July 21, 2014, Judge Yun was placed on the Riverside Division case assignment wheel. Also on that day, Judge Deborah J. Saltzman's pending Riverside Division cases were transferred to Judge Yun, including 566 chapter 7 cases, 20 chapter 11 cases, 1,992 chapter 13 cases, and 86 adversary proceedings.

# COMMUNITY OUTREACH, COURT EVENTS, AND PROGRAMS

## COMMUNITY OUTREACH

In 2014, the Court continued to reach out to the community through educational initiatives aimed at increasing public understanding, trust, and confidence in the federal court system as highlighted in its 2014 – 2019 Strategic Plan.

PHOTO REDACTED

*Central District Judges, Court Staff, Attorneys, and  
Junior State of America Students*

## COURT HOSTS HIGH SCHOOL STUDENTS FOR LAW DAY

On May 20, 2014, the Court hosted a Law Day celebration for approximately 80 high school students who are members of Junior State of America (JSA). The Bankruptcy Court's Community Outreach Committee, chaired by Bankruptcy Judge Sandra R. Klein, organized the district-wide Law Day celebration. Chief Bankruptcy Judge Peter H. Carroll and Bankruptcy Judges Neil W. Bason, Sheri Bluebond, Julia W. Brand, Victoria S. Kaufman, Richard M. Neiter, and Maureen A. Tighe also participated in the event. JSA is a nonprofit, nonpartisan organization that encourages students interested in politics, government, foreign affairs, the law, and education, to become active and informed citizens. The theme for the 2014 Law Day was "American Democracy and the Rule of Law: Why Every Vote Matters."

The daylong celebration began with two mock trials involving a criminal texting-while-driving case. The students played all of the roles in the trial, including the judges, prosecutors, defense attorneys, courtroom

deputies, and jurors. District Judge Philip S. Gutierrez and Chief Magistrate Judge Suzanne H. Segal assisted the student judges and provided information about trial practices and procedures. Attorneys from the Offices of the U.S. Attorney and Federal Public Defender coached the student prosecutors and defense attorneys and mentored the students as they prepared their closing arguments. Each mock trial included a jury, which deliberated and rendered a verdict.

Following the mock trials, Bankruptcy Judges Klein and Tighe provided financial literacy presentations. The presentations utilized video and audio clips to highlight important information such as distinguishing between wants and needs, budgeting, saving, investing, using credit cards wisely, and the difference between credit and debit cards. The presentations also included materials about student loans and bankruptcy.

The Bankruptcy Court then hosted a Power Lunch, during which judges, lawyers, and other professionals shared lunch with the students and discussed the law and the legal profession. In addition to the judges already mentioned, the following judges participated in the Power Lunch: Senior District Judges Terry J. Hatter, Jr. and Ronald S.W. Lew; District Judges Dolly M. Gee, John A. Kronstadt, and Beverly Reid O'Connell; and Magistrate Judges Alka Sagar and Patrick J. Walsh. Executive Officer/Clerk of Court Kathleen J. Campbell, Federal Public Defender Sean K. Kennedy, attorneys, and other federal agency professionals were also in attendance.

The Power Lunch opened with a discussion of significant events in the nation's history regarding voting and voting rights. Students were encouraged to exercise their voting rights so that their voices can be heard. Emphasizing that justice requires hard work and dedication, guest speaker Loyola Law School Professor Laurie L. Levenson spoke to the students about high profile cases, law, and justice. The Power Lunch concluded with a spirited game of "Legal Jeopardy," with categories such as "Bill of Rights" and "Who's Who in the Courtroom." The students as well as the volunteers had a wonderful time.

The Law Day celebration ended with a jobs panel, which featured speakers from the District Court, Bankruptcy Court, Bureau of Prisons, and offices of the U.S. Attorney, Federal Public Defender, U.S. Trustee, Pretrial Services, Probation, U.S. Marshals Service, and Federal Protective Service. The speakers discussed their backgrounds, educations, and jobs.

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*Left to Right: Beryl Dixon, Jan Zari, Sandi Brask, Judge Sandra R. Klein, Laura Piedra, Raymond Quon, Kimberly Rubal, Nick Tam, Guy Nakasu, Victor Chavez, and Chief Judge Peter H. Carroll*

#### **JUDGE SANDRA R. KLEIN HOSTS LAW DAY THANK YOU PARTY**

On June 13, 2014, Judge Sandra R. Klein welcomed the Clerk's Office, judges and law clerks to her courtroom—decorated for the occasion with festive balloons, flowers, and a “Thank You” banner—to convey her heartfelt gratitude to all those who contributed to the success of the Court's Law Day event. Chief Judge Peter H. Carroll was present to award the Chief Judge Coin to Special Projects Manager Sandi Brask, Communications Specialist Laura Piedra, Training Specialist Kimberly Rubal, Courtroom Technology Specialist Victor Chavez, Office Services Supervisor Guy Nakasu, Software Developer Raymond Quon, Operations Analyst Nick Tam, and Administrative Specialist Jan Zari in recognition of their extraordinary efforts toward the success of the Law Day event. During her remarks, Judge Klein shared feedback from participants in the Law Day event who uniformly noted that the event was carried out seamlessly. A variety of sweet treats were enjoyed by all present, as well as a heaping side of gratitude for a job well done.

#### **CONSUMER BANKRUPTCY LITIGATION PRACTICUM BEGINS**

On April 15, 2014, Judge Sandra R. Klein, chair of the Court's Community Outreach Committee, announced the launch of the Consumer Bankruptcy Litigation Practicum (CBLP) to be offered to Loyola Law School students. CBLP is a year-long course that provides students with an understanding of the law governing consumer bankruptcies and an opportunity to develop practical legal skills through engaging in skills-based simulations and providing assistance to consumer debtors. This course is comprised of two four-unit semesters. The first semester was held in the fall of 2014 and the second semester will be held in the spring of 2015.

This fall semester covered the substantive law governing consumer bankruptcy cases, including: an overview of bankruptcy law and significant Bankruptcy Code provisions affecting all types of bankruptcies; a more detailed consideration of the rules and life cycles of chapters 7 and 13 cases; and an analysis of issues particularly important to consumer debtors, such as exemptions, dischargeability, eligibility for chapters 7 and 13 and alternatives to bankruptcy. After learning interviewing techniques, how to identify relevant issues, and how to prepare necessary bankruptcy documents, students of the inaugural class gained real-life experience by interviewing clients and preparing chapter 7 petitions under the supervision of attorneys at the Legal Aid Foundation of Los Angeles (LAFLA). In addition to time in the classroom and at LAFLA, the students observed several bankruptcy court hearings, learned about courtroom etiquette and argued a simulated motion before a bankruptcy judge, who critiqued their argument.

In the spring semester, the students will work 16 hours each week at a consumer bankruptcy assistance project, such as Public Counsel. To fulfill their writing requirement, they will prepare approximately three simple pleadings (e.g., a complaint, an answer, a simple motion) and maintain a weekly journal of their activities at the assistance project.





*Left to Right: Dr. Stacey Wood, Julie A. Pollock, Molly Davies, and Debbie Deem*

### **COURT HOSTS TRAINING ON FINANCIAL ELDER ABUSE, DEMENTIA, AND MENTAL COMPETENCY ISSUES IN BANKRUPTCY**

On January 31, 2014, the Court's Community Outreach Committee hosted a training program on financial elder abuse, dementia, and mental incompetency in bankruptcy. The event was organized by University of California, Los Angeles Ann C. Rosenfield Fellow Julie A. Pollock with the guidance of Judge Sandra R. Klein, chair of the Community Outreach Committee; Judge Maureen A. Tighe; and Executive Officer/Clerk of Court Kathleen J. Campbell. Over 100 attendees participated, including bankruptcy judges, panel trustees, representatives from the Office of the U.S. Trustee, and chambers and Clerk's Office staff.

The program featured Vice President of Elder Abuse Prevention at WISE & Healthy Aging Molly Davies, Victim Specialist at the Federal Bureau of Investigation (FBI) Debbie Deem, and Associate Professor of Psychology at Scripps College Dr. Stacey Wood. While seniors continue to file for bankruptcy in increasing numbers, this event was designed to provide the Court with an introduction to relevant issues faced by seniors, including financial scams targeting the elderly, financial elder abuse, and the cognitive changes related to financial decision-making that can occur across an individual's lifespan.

Professor Stacey Wood opened the program with an overview of cognitive changes that occur in normal aging versus those experienced by persons suffering

from dementia. Dr. Wood underscored the reasons why some older adults may be susceptible to financial exploitation, based on these cognitive changes, and referenced sections of the California Probate Code that define financial capacity.

Molly Davies then provided an introduction to the subject of financial elder abuse in the United States, describing the reasons why elders are often targeted, as well as the scope of the problem across the country. Debbie Deem of the FBI. delved into further detail about common types of financial crimes targeting the elderly, including mass marketing, investment, and foreclosure fraud. Ms. Deem described the impact these crimes have on the victims, noting that many individuals may be forced into bankruptcy.

As the baby boom population ages, bankruptcy courts are likely to see an increase in the number of debtors over the age of 55 who have fallen victim to financial exploitation, as well as an increase in issues related to the financial capacity of elder debtors. The Central District hopes to create an ongoing dialogue regarding these topics.

### **PEOPLE V. GOLDILOCKS MOCK TRIAL**

On June 2, 2014, for the fifth consecutive year, over 80 third graders from CHIME Charter Elementary School in Woodland Hills converged upon the San Fernando Valley Division for a mock trial pitting the People of the State of California against beloved fairy tale character, Goldilocks.

The kids—many wearing business attire—split up into the three courtrooms and took their places as district attorneys, defense attorneys, jurors, sketch artists, bailiffs, recorders, clerks, and judges, and then the trial began. Two compelling witnesses, Baby Bear and Goldilocks, were heard and the verdicts varied.

Judge Maureen A. Tighe, assisted by law clerks, externs, and Clerk's Office staff members, were on hand to answer questions and make sure everything ran smoothly. The program concluded with a question and answer session, a tour of chambers, and a photo shoot at Judge Tighe's bench (complete with robe and gavel).

## CLERK'S OFFICE PARTICIPATES IN VETERANS VOCATION REHABILITATION AND EMPLOYMENT PROGRAM

In February 2014, United States Navy veteran Jason La Mard Jones began working at the Court through the Veterans Vocation Rehabilitation and Employment Program. Mr. Jones has a Bachelor of Science degree in Organizational Leadership and is expected to complete his Master of Arts degree in Management. Mr. Jones was assigned to the Human Resources Department to work on community outreach projects, the Paths to Success Leadership Development Program, and the Succession Planning project.



Back Row: Michele Downing, Leanne O'Brien, Jan Zari, Wendy Jackson, and Jennifer Wright; Front Row: Veronica Magno, Jennifer Harmon, and Sandi Brask

## COURT STAFF "RUN FOR JUSTICE"

On March 8, 2014, Special Projects Manager Sandi Brask, Training Specialist Kimberly Rubal, Legal Analyst Jennifer Wright, Administrative Specialist Jan Zari, Facilities Project Coordinators Jennifer Harmon, and Leanne O'Brien, Financial Specialist Veronica Magno, Lead Courtroom Services Deputy Wendy Jackson, and Human Resources Specialist Michele Downing participated in the "Run for Justice" at this year's Los Angeles 5K Marathon in support of Public Counsel. Nearly 600 additional participants joined the "Run for Justice" and over 3,300 in the larger race. The runners enjoyed a challenging 3.1-mile course around Elysian Park and Dodger Stadium and were greeted with cheers, shiny medals, and refreshments at the finish line. The race was a fun and rewarding experience for a great cause. As guests of Public Counsel, staff members were given the VIP treatment, including pre-

race accommodations at the Dodgers' Third Base Club. The runners received breakfast, t-shirts, and pictures from a photo booth.

## THIRD ANNUAL 5K RUN/WALK FOR DAP

On April 26, 2014, the Third Annual Leslie Cohen Law 5K Run/Walk was held in Santa Monica to benefit Public Counsel's Debtor Assistance Project (DAP). The event raised \$10,000 for the *pro bono* legal assistance program. Judges Catherine E. Bauer and Julia W. Brand were among the participants.

## BANKRUPTCY CLERKS PARTICIPATE IN 5K FAMILY FUN RUN/WALK

On March 29, 2014, Administrative Specialist Jan Zari, Facilities Project Coordinator Jennifer Harmon, Facilities Project Coordinator Leanne O'Brien, Financial Specialist Veronica Magno, and Human Resources Specialist Michele Downing participated in the Angels 5K Family Fun Run/Walk. The race, benefiting the Angels Baseball Foundation, was a fast and fun 3.1 miles around Angel Stadium of Anaheim with nearly 4,000 participants. Before crossing the finish line, all race participants had a chance to run around the outfield of the baseball field and see themselves on the huge illuminated scoreboard. Finishers were awarded Angels baseball-themed medals and had a chance to take pictures inside and around the stadium.

## COMBINED FEDERAL CAMPAIGN PARTICIPATION

In 2014, the Court continued to raise money through employee participation in and contributions to the Combined Federal Campaign (CFC), which promotes and supports philanthropy through its employee-focused, cost-efficient, and effective programs. CFC is the world's largest and most successful annual workplace charity campaign. Pledges support eligible nonprofit organizations that provide health and human service benefits throughout the world. This year's CFC contributions by division were as follows: Los Angeles - \$17,202; San Fernando Valley - \$4,355.40; Riverside - \$4,406; Santa Ana - \$2,308; and Northern - \$800, for a grand total of \$29,071.40.



*Left to Right: Gabriela Huerta, Loretta Moody, Krystal Harris, Wendy Jackson, and Litaun Lewis*

On November 14, 2014, during the annual CFC drive, two speakers from local charities visited the Riverside Division: Kymberly Cloughesy from Best Friends Animal Society and Marnice Smith from Meeting Seniors Needs Hotline. Ms. Cloughesy discussed Best Friends Animal Society's mission to save all animals in American shelters, and Ms. Smith discussed the services that Meeting Seniors Needs Hotline provides to seniors, veterans, and persons with disabilities. On November 21, Loretta Moody from Community Health Charities and Krystal Harris from PAWS/LA visited the Los Angeles Division for the CFC Kickoff event. Ms. Moody discussed the history and mission of Community Health Charities, which unites donors in the workplace with trusted health charities. Ms. Harris discussed PAWS/LA's services, which help low-income seniors and people disabled by life-threatening illnesses keep and care for their pets. On November 25, guest speakers from City of Hope and Guide Dogs of the Desert visited the San Fernando Valley Division. Mary Koenig from City of Hope described advances in the research and treatment of cancer, diabetes, and other life-threatening diseases. Shai Newman from Guide Dogs of the Desert brought in Garmon, an American Poodle. Mr. Newman explained that while Garmon is being trained to help the blind, the organization also has guide dogs that can assist diabetics by signaling when their blood sugar is low.

## "FILL A BACKPACK"

In August 2014, the Riverside Division participated in the Riverside County Department of Mental Health's 14<sup>th</sup> annual "Fill a Backpack" donation drive. As in past years, the Riverside Division staff donated backpacks, lunch boxes, notebooks, pencils, paper, rulers, dictionaries, markers, erasers and general school supplies. Volunteers filled each backpack with \$20-\$25 in school supplies. Multiple organizations collected the backpacks and distributed them to young people who are receiving mental health services.

## COURT EVENTS

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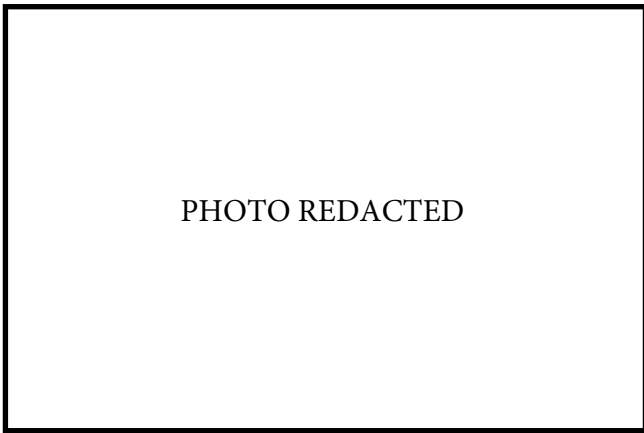
*Left to Right: Judge Barry Russell, Narain Kumar, Catherine Eschback, Shane Palmer, Steven L. Lundberg, Ryan Phillip Patterson, and Dean Erwin Chemerinsky*

## JUDGE BARRY RUSSELL FEDERAL PRACTICE AWARDS

On October 2, 2014, the Los Angeles Chapter of the Federal Bar Association hosted the presentation of the annual Judge Barry Russell Federal Practice Award at the Millennium Biltmore Hotel in Los Angeles with approximately 200 people in attendance. Every year, one student from each of the five ABA-accredited law schools in Los Angeles County is selected to receive the award, which recognizes excellence in the study of federal practice or procedure. The recipients are chosen by their law schools. At the lunchtime ceremony, Judge Barry Russell presents each award recipient with a plaque, a \$500 check, and an autographed copy of Judge Russell's *Bankruptcy Evidence Manual*. This award has been presented for 32 years. For the past

20 years, Dean Erwin Chemerinsky of the University of California at Irvine’s Law School has presented a review of Supreme Court cases following the ceremony.

The 2014 recipients of the Judge Barry Russell Federal Practice Award were Ryan Phillip Patterson from Loyola Law School, Catherine Eschback from Pepperdine School of Law, Steven L. Lundberg from Southwestern Law School, Shane Palmer from the University of California, Los Angeles School of Law, and Narain Kumar from the University of Southern California Gould School of Law.



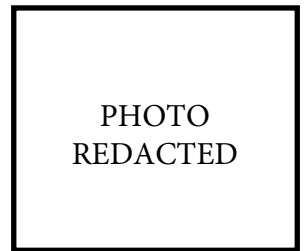
*Left to Right: Lindsay McMenamin, Ryan S. Carrigan, Retired Judge William J. Lasarow, Judge Vincent P. Zurzolo, Matthew Rosene, Reed Olmstead, and Yi Sun Kim*

in assisting hundreds of self-represented parties. Echoing Mr. Vera’s and Ms. Bordeaux’s remarks, Judge Zurzolo praised the development of self-help services throughout the Central District. Retired Judge William J. Lasarow, for whom the award was named, also addressed the audience, stating that he was honored to have the award in his name.

Staff members from each of the five organizations operating Self-Help Desks in the Central District presented an award to a volunteer serving their organization. The honorees were: Lindsay McMenamin, Reed Olmstead, Ryan S. Carrigan, Matthew Rosene, and Yi Sun Kim.

### JUDGES BAUER AND KLEIN ADMINISTER OATH TO NEW ATTORNEYS

On June 2 and December 4, 2014, Judge Catherine E. Bauer administered the California Bar Attorney’s Oath of Office to newly admitted attorneys from Whittier Law School.

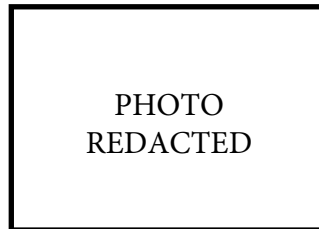


*Judge Sandra R. Klein*

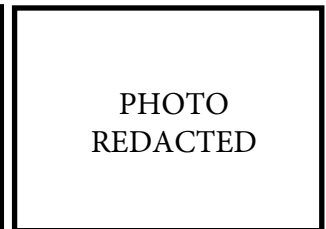
Additionally, on December 2, 2014, Judge Sandra R. Klein administered the oath to the Loyola Law School students who passed the July 2014 bar exam.

### LASAROW AWARDS

On November 20, 2014, Public Counsel’s William J. Lasarow Awards presentation was held in the lobby of the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles. Public Counsel hosts the annual awards reception to recognize volunteers serving the *pro se* bankruptcy population throughout the Central District.



*Judge Mark D. Houle*



*Judge Neil W. Bason*

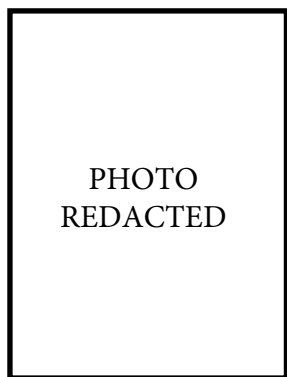
Following an opening by Public Counsel’s Supervising Senior Staff Attorney Magdalena Reyes Bordeaux and President and CEO Hernán Vera, Judge Vincent P. Zurzolo gave remarks at the ceremony. Judge Zurzolo spoke about the significance of gratitude, which, he commented, he was surprised to see absent from the list of cardinal virtues. He encouraged the practice of gratitude as a virtue that transcends religion, and thanked the volunteers for their contributions

### BANKRUPTCY JUDGES PRESIDE OVER NATURALIZATION CEREMONIES

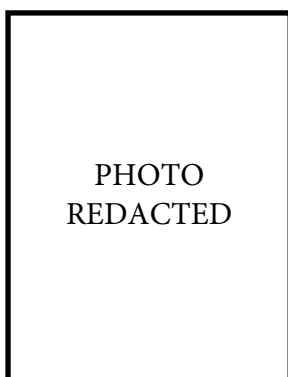
Four bankruptcy judges from the Central District presided over naturalization ceremonies in 2014. Judges Sandra R. Klein, Scott C. Clarkson, Neil W. Bason, and Mark D. Houle each led the swearing-in of new citizens in ceremonies throughout the year at

the National Orange Show, Los Angeles Convention Center, and Quiet Cannon.

Additionally, on September 18, Judge Klein swore-in new citizens in her hometown of Medford, Massachusetts at the Franeuil Hall.



Chief Judge Peter H. Carroll



Judge Maureen A. Tighe

#### COURT HONORS VOLUNTEERS DURING NATIONAL PRO BONO CELEBRATION WEEK

On October 20, 2014, the Court hosted a breakfast reception for the *pro bono* volunteers named in its 2014 Honor Roll, which lists all those who have served with *pro bono* organizations in the Central District to assist parties in bankruptcy during the past 12 months. Each October, in recognition of volunteers' service, the Court requests updates to the Honor Roll from *pro bono* organizations. The updated list is published during the American Bar Association's annual National *Pro Bono* Celebration week, which took place this year during the week of October 19.

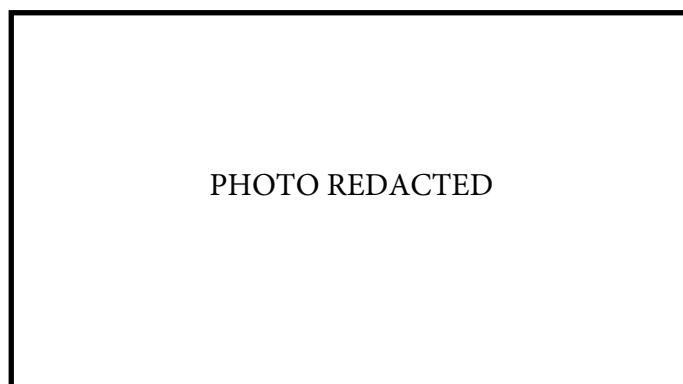
Chief Judge Peter H. Carroll, Judges Vincent P. Zurzolo, Thomas B. Donovan, Maureen A. Tighe, Sandra R. Klein, and Neil W. Bason, and Executive Officer/Clerk of Court Kathleen J. Campbell mingled with the guests, including volunteers, judiciary staff, and visitors from the U.S. Trustee's Office. Chief Judge Carroll expressed his appreciation for the service of the *pro bono* volunteers, and Judge Tighe shared words of inspiration from her recent introduction to Supreme Court Justice Sonia Sotomayor, who also champions *pro bono* work, emphasizing the impact volunteers have made in the Central District. Volunteers received certificates of recognition, "Celebrate *Pro Bono*" lapel pins and pens, and copies of the Court's newly released

2013 *pro bono* report, *Access to Justice: Self-Represented Parties and the Court*, where the 2013 Honor Roll also appears.

#### SPEAKING ENGAGEMENTS AND PROGRAMS

##### JUDGE MARK S. WALLACE SPEAKS AT FINANCIAL LAWYERS CONFERENCE

On January 9, 2014, Judge Mark S. Wallace spoke at the Financial Lawyers Conference program "Bankruptcy Tax Issues: Views from the Bench and Beyond." The event was held at the Omni Hotel in downtown Los Angeles. Judge Wallace discussed drafting tax sections of disclosure statements, litigating tax claims in bankruptcy court, and *Prudential Lines* injunctions.



Left to Right: Judges Scott C. Clarkson, Erithe A. Smith, and Mark S. Wallace

##### OCBA HOSTS "MEET THE JUDGES" EVENT

On January 29, 2014, the Orange County Bar Association's (OCBA's) Commercial Law & Bankruptcy Section hosted a "Meet the Judges" event at the Tustin Banquet Center. Judge Scott C. Clarkson moderated the event, interviewing Judges Erithe A. Smith and Mark S. Wallace. Judges Smith and Wallace provided insight into their backgrounds and discussed what led each of them to the bankruptcy bench. The judges also expounded on a few of their pet peeves concerning non-compliance with the Code and Local Rules and discussed certain cyclical trends in bankruptcy case filings. The event was attended by members of the bench, including Judges Theodor C. Albert and Catherine E. Bauer.

### JUDGE SANDRA R. KLEIN ARRANGES FINANCIAL ELDER ABUSE PROGRAM

With the assistance of Public Counsel, Judge Sandra R. Klein and University of California, Los Angeles Ann C. Rosenfield Fellow Julie A. Pollock arranged a financial elder abuse program held on February 3, 2014, at Public Counsel's office in Los Angeles. The program covered: dealing with psychological burdens of caregiving and caregiver stress, identifying signs of dementia, understanding options for long-term care, legal issues, and caregiver resources in Los Angeles. Speakers included Dr. Donna Benton, Ph.D., Research Assistant Professor of Gerontology at the University of Southern California Davis School of Gerontology, and Janet Morris, Director of the Family Caregiver Project at Bet Tzedek Legal Services and co-author of *The Caregiver Companion*.

### IEBF HOSTS "ASK THE JUDGES NIGHT"

On February 4, 2014, Judges Meredith A. Jury, Deborah J. Saltzman, Scott C. Clarkson and Mark D. Houle participated in a panel discussion during the Inland Empire Bankruptcy Forum's (IEBF's) "Ask the Judges Night" at the Mission Inn in Riverside, providing an opportunity for attendees to engage in a question and answer dialogue. All attendees were directed to submit questions prior to the event. On the evening of the event, the moderator asked the questions provided by attendees and the panel of judges responded.

### JUDGE SHERI BLUEBOND SPEAKS AT THE BEVERLY HILLS FAMILY LAW STUDY GROUP

On February 5, 2014, Judge Sheri Bluebond participated in the Beverly Hills Family Law Study Group discussion "When Worlds Collide: Bankruptcy and its Impact on Domestic Relations and Family Law" at McCormick & Schmick's in Beverly Hills.

### JUDGE VINCENT P. ZURZOLO HOSTS REVIEW OF LBR REVISIONS AT BROWN BAG

On February 13, 2014, Judge Vincent P. Zurzolo hosted a brown bag lunch discussion about the recent revisions to the Court's Local Bankruptcy Rules (LBRs) and *Court Manual* at the Edward R. Roybal Federal Building and U.S. Courthouse. In addition to the substantial number of attorneys and Los Angeles Division staff members in attendance, court staff from the other divisions joined the event by videoconference. Judge Zurzolo reviewed the recent revisions to the LBRs and *Court Manual*, especially the time- and labor-saving elimination of the requirement for orders to include a Notice of Entered Order and Service List. Judge Zurzolo also provided information about the upcoming changes to the Court's relief from stay forms as drafted by the Bar Rules Advisory Group, a group of volunteer attorneys representing all aspects of these matters. The discussion concluded with a question and answer period.

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### SANTA ANA JUDGES PARTICIPATE IN OCBA PANEL

On February 27, 2014, Judges Theodor C. Albert, Catherine E. Bauer, and Scott C. Clarkson participated in the Orange County Bar Association (OCBA) program "Meet the Judges, Part 2." Judge Clarkson moderated the discussion, interviewing Judges Albert and Bauer. The primary purpose of the program was to give bankruptcy attorneys the opportunity to meet the judges. Topics of discussion were prevailing issues in chapters 7, 11, and 13, courtroom advocacy and brief writing, and observations about future trends in the practice of bankruptcy law.

## JUDGE SHERI BLUEBOND SPEAKS AT THE JONATHAN CLUB IN DOWNTOWN LOS ANGELES

On March 5, 2014, Judge Sheri Bluebond attended the University of Southern California Gould School of Law 2014 Real Estate Law and Business Forum at the Jonathan Club in downtown Los Angeles. Judge Bluebond participated in a discussion titled “A 5-Year Look-Back: Real Estate Valuation in Workouts and Chapter 11 Bankruptcy Proceedings and Other Valuation Triggering Events.”

## “MEET THE NEW BANKRUPTCY JUDGES” SBCBA PRESENTATION

On March 6, 2014, the Santa Barbara County Bar Association (SBCBA) hosted the “Meet the New Bankruptcy Judges” presentation in Santa Barbara to introduce Chief Judge Peter H. Carroll and Judge Deborah J. Saltzman to the local area’s bar association. The lunchtime presentation provided attendees with an opportunity to learn about the upcoming transition in the Northern Division.

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*Left to Right: Judges Theodor C. Albert, Neil W. Bason, Deborah J. Saltzman, Richard M. Neiter*

## JUDGES TIGHE, ALBERT, NEITER, SALTZMAN, CLARKSON, AND BASON ATTEND ABI 22<sup>ND</sup> ANNUAL BANKRUPTCY BATTLEGROUND WEST

The American Bankruptcy Institute (ABI) held its 22<sup>nd</sup> Annual Bankruptcy Battleground West on March 11, 2014 at Hyatt Regency Century Plaza in Los Angeles. Judge Scott C. Clarkson, Judicial Chair, participated in the “What’s New? Recent Developments in Business and Municipal Bankruptcies” discussion. The panel

presented important recent developments including plan-confirmation issues, chapter 9 controversies from California, Detroit, and beyond, and the latest news on the continuing *Stern/Bellingham* fights in the Supreme Court and the Circuits. Judges Maureen A. Tighe and Theodor C. Albert moderated the “363: Is It Worth It?” and “Valuation: Is There Anything Else?” panel discussions, respectively. Additionally, Judges Maureen A. Tighe, Theodor C. Albert, Richard M. Neiter, Deborah J. Saltzman, Scott C. Clarkson, and Neil W. Bason judged the “Chapter 11, Soup to Nuts: Hot Topics in Chapter 11 Cases” debate.

## JUDGE SANDRA R. KLEIN PARTICIPATES IN “WOMEN ON THE BENCH” PANEL AT USC LAW SCHOOL

On March 12, 2014, Bankruptcy Judge Sandra R. Klein, along with Circuit Judge Jacqueline H. Nguyen, District Judge Beverly Reid O’Connell, and Chief Magistrate Judge Suzanne H. Segal, participated in a panel discussion at the University of Southern California Gould School of Law. The panel was part two of a series that featured women judges in the area.

Speaking in a conversational-style panel, the judges answered questions from students about what life is like as a federal judge. In addition to sharing their backgrounds and experience, the judges described their individual philosophies regarding work-life balance and how best to mentor term and career law clerks.

The judges offered several methods for clerks to meet the demands of their position while still maintaining a family life, such as flexible schedules and teleworking. Although each judge had a different philosophy about how to run chambers, they all expressed agreement on one issue: the importance of maintaining harmony amongst clerks during especially difficult work weeks.

## CHIEF JUDGE PETER H. CARROLL SPEAKS AT THE STATE OF THE CIRCUIT/DISTRICT

On March 14, 2014, the Los Angeles Chapter of the Federal Bar Association hosted its annual “State of the Circuit/District” luncheon at the DoubleTree Hotel in downtown Los Angeles. The event featured Circuit

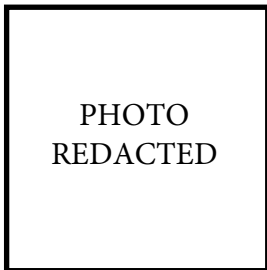
Judge Paul J. Watford, Chief District Judge George H. King, Chief Magistrate Judge Suzanne H. Segal, and Chief Bankruptcy Judge Peter H. Carroll. Over 200 judges, attorneys, and law clerks were in attendance. During the luncheon, each of the four judges discussed the current state of his or her court, commenting on issues such as budget concerns, newly appointed judges, new and ongoing programs, and strategic plans for the future.

### OCBF “PARTIES GONE WILD” PANEL

On March 25, 2014, Judge Neil W. Bason took part in a panel discussion hosted by the Orange County Bankruptcy Forum (OCBF) at the Westin Hotel in Costa Mesa. Approximately 30 people attended “Parties Gone Wild,” which addressed sanctions; alter ego claims, derivative suits, and *pari delicto*; claims trading; and the importance of good faith in defending avoidance actions. Judge Bason and attorneys Janet Gertz, Kavita Gupta, and Michael Reynolds engaged in a lively discussion, focusing on some of the alter ego topics. The panel also discussed whether actions against third parties could violate the portion of the automatic stay that protects property of the estate, not the debtor. In particular, the panel considered the question: if the bankruptcy estate and a creditor are both seeking recovery from the same assets, does the automatic stay apply, or should an injunction be issued?

### JUDGE ROBERT N. KWAN PARTICIPATES IN BEVERLY HILLS BAR ASSOCIATION PROGRAM

On April 3, 2014, Judge Robert N. Kwan participated in the Beverly Hills Bar Association, Bankruptcy Law Section luncheon program at Lawry’s Restaurant in Beverly Hills. Judge Kwan discussed “Getting Your Fee Application through the Gauntlet of Creditor, Court, and United States Trustee Obligations.”



### IEBF HOSTS PANEL DISCUSSION ON CHAPTER 7 ASSETS IN RIVERSIDE

On April 8, 2014, the Inland Empire Bankruptcy Forum (IEBF) hosted a panel discussion regarding disclosed and undisclosed assets in chapter 7 at the Hyatt Place Riverside. Judge Wayne Johnson moderated the discussion and participated on the panel. Other panelists included Chapter 7 Trustee Todd Frealy, Everett Green from the Office of the U.S. Trustee, and attorney and trustee Kavita Gupta.

After dinner, the panel discussed the recent Supreme Court ruling *Law v. Siegel* and its implications for a trustee’s powers to surcharge a debtor’s exemption when that debtor has committed fraud. Mr. Frealy began with comments about the steps a trustee takes to determine the value of properties and evaluate the potential equity the trustee can tap into for the benefit of the estate. The panel also pointed out some common red flags: understating the value of the home, transferring title of property to a trust, and asserting incorrect exemptions. Then, various hypotheticals involving a debtor and a trustee were posed based on the facts in *Law v. Siegel* and the panel examined possible outcomes. Members from the audience were engaged and participated by asking follow-up questions.



### JUDGE DEBORAH J. SALTZMAN PARTICIPATES IN LABF DINNER PROGRAM

On April 9, 2014, Judge Deborah J. Saltzman, joined by Peter M. Gilhuly of Latham & Watkins, LLP and Jeffrey C. Krause of Gibson, Dunn & Crutcher LLP, was a panelist at the Los Angeles Bankruptcy Forum's (LABF's) dinner program. Judge Saltzman, Mr. Gilhuly, and Mr. Krause discussed the varying perspectives concerning issues that arise under WARN, FLSA, ERISA, and COBRA in the context of a bankruptcy case during the "Be WARNed! Risks of Liability for Insiders, Secured Lenders and Buyers for Unpaid Employment-Related Claims" program.

### JUDGE ERITHE A. SMITH DISCUSSES RESIDENTIAL PROPERTY ISSUES AT OCBF PROGRAM

On April 10, 2014, Judge Erithe A. Smith joined chapter 7 trustees to discuss residential property issues at the Orange County Bankruptcy Forum (OCBF) event "Where's My Homestead?" Topics included: how the trustees deal with a sale of a residence in light of *Jacobson*; whether the trustee can obtain a turnover order of proceeds; and whether surcharge is dead after *Law v. Siegel*.

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### JUDGE SHERI BLUEBOND SPEAKS TO THE ABA'S BANKRUPTCY COMMITTEE

On April 10, 2014, Judge Sheri Bluebond participated in the "Winning Strategies in Chapter 11 Bankruptcy Sales: Getting the Most Out of the Section 363 Sales Process" discussion hosted by the Bankruptcy Committee of the American Bar Association's (ABA's) Business Law Section Committee at the JW Marriott in downtown Los Angeles.

### JUDGE SHERI BLUEBOND SPEAKS AT L'ERMITAGE

On April 17, 2014, Judge Sheri Bluebond participated in the "Distressed Real Estate Valuations: Getting the Right Valuation and Convincing the Court It's Right" discussion hosted by the Southern California chapter of the Turnaround Management Association. Ronald Greenspan, a senior managing director at FTI Consulting, and Jeffrey Krause, a partner at Gibson Dunn & Crutcher, joined Judge Bluebond on the panel held at L'Ermitage in Beverly Hills.

### JUDGES DISCUSS CASE LAW AND PROCEDURES AT OCBA EVENT

On April 24, 2014, Judges Theodor C. Albert, Catherine E. Bauer, Scott C. Clarkson, and Mark D. Houle were speakers at an Orange County Bar Association (OCBA) panel discussion on the latest developments in bankruptcy case law and court procedures. Additional topics discussed were best practices for creditor claim, student loan, and dischargeability issues. The judges introduced newly revised official forms. Other speakers included Chapter 13 Trustee Amrane Cohen and Assistant U.S. Trustee Michael Hauser.

### JUDGE SHERI BLUEBOND SPEAKS TO BEVERLY HILLS BAR ASSOCIATION

On April 24, 2014, Judge Sheri Bluebond joined the Bankruptcy Section of the Beverly Hills Bar Association at Lawry's Restaurant. The group discussed "Avoiding Powers: Preferences, Fraudulent Transfers and Other Such Things."

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**JUDGE MARK S. WALLACE SPEAKS AT THE ABI'S 32<sup>ND</sup> ANNUAL SPRING MEETING**

From April 24 through April 27, 2014, the American Bankruptcy Institute (ABI) held its 32<sup>nd</sup> Annual Spring Meeting in Washington, D.C. On April 26, Judge Mark S. Wallace joined attorneys Ken Weil from Seattle, Washington and Jeff Sklarz from New Haven, Connecticut to discuss "Preparing for the Metamorphosis: Tax Questions Arising from Changes in Debt from Recourse to Nonrecourse (or vice versa), Bankruptcy Discharges, Anti-Deficiency Statutes and §1111(b)."

**JUDGE SCOTT C. CLARKSON SPEAKS AT *PRO BONO* LUNCHEON**

On May 14, 2014, Judge Scott C. Clarkson spoke at the Federal Bar Association's *Pro Bono* Luncheon. Those in attendance included members of the bar and judges from the district and bankruptcy courts. In his remarks, Judge Clarkson emphasized the critical role that the bankruptcy *pro se* clinics and the reaffirmation clinics play in ensuring due process for *pro se* debtors.

**CHIEF JUDGE CARROLL AND JUDGES AHART, SMITH, BLUEBOND, TIGHE, NEITER, BRAND, AND HOULE PARTICIPATE IN THE 2014 CBF ANNUAL CONFERENCE**

On May 14 through May 16, 2014, Chief Judge Peter H. Carroll and Judges Alan M. Ahart, Erithe A. Smith, Sheri Bluebond, Maureen A. Tighe, Richard M. Neiter, Julia W. Brand, and Mark D. Houle participated in panels and roundtable discussions at the 2014 California Bankruptcy Forum (CBF) Annual Conference in Santa Barbara, California. Judge Bluebond hosted the bankruptcy game show "Quotable Quotes." Chief Judge Carroll served as CBF conference's judicial liaison for the second year.

**JUDGES ALBERT AND WALLACE ADDRESS DEVELOPMENTS IN CHAPTER 11 BANKRUPTCY LAW**

In May and June 2014, Judges Theodor C. Albert and Mark S. Wallace spoke about the latest developments in chapter 11 bankruptcy case law in a two-part Orange County Bar Association program. On May 22, Judge Albert spoke at the first part of the program, focusing on debtor representation in chapter 11 cases. On June 18, Judge Wallace spoke at the program's second installment, discussing creditor representation in chapter 11 cases.

**JUDGE MARK S. WALLACE SPEAKS AT ASSOCIATION OF INSOLVENCY AND RESTRUCTURING ADVISORS ANNUAL CONFERENCE**

From June 4 through June 7, 2014, the Association of Insolvency and Restructuring Advisors held its 30<sup>th</sup> annual conference in Denver, Colorado. Judge Mark S. Wallace joined a panel discussing taxes and small real estate cases.

**JUDGE MARK D. HOULE DISCUSSES ATTORNEY FEE AWARDS**

On June 10, 2014, Judge Mark D. Houle, joined by attorneys Michael J. Bujold, Craig Zimmerman, and Brett Ramsaur, was a panelist at the Inland Empire Bankruptcy Forum's "Attorney Fee Awards for Counsel in Chapter 7, 11, and 13 Proceedings, Secured and Unsecured Creditors and Other Parties in Bankruptcy Proceedings" program. The panel discussed cutting-edge issues related to attorney fee awards.

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*Left to Right: Judges Sheri Bluebond, Sandra R. Klein, Julia W. Brand, Deborah J. Saltzman, Scott H. Yun, Richard M. Neiter, Barry Russell, Robert N. Kwan, and Scott C. Clarkson*

## LABF JUDGES' NIGHT

On June 16, 2014, the Los Angeles Bankruptcy Forum (LABF) hosted its annual Judges' Night program at the Omni Hotel in downtown Los Angeles. The LABF's yearly program is traditionally well attended, and the 2014 event was no exception. The audience was held in rapt attention by Judges Barry Russell, Sheri Bluebond, Richard M. Neiter, Robert N. Kwan, Deborah J. Saltzman, Scott C. Clarkson, Sandra R. Klein, Julia W. Brand, and incoming Riverside Judge Scott H. Yun. The judges took turns describing cases they found to be of particular interest or importance. Judge Bluebond guided the discussion as moderator.

## JUDGE MEREDITH A. JURY SPEAKS AT CDCBAA

On July 19, 2014, Judge Meredith A. Jury, joined by Circuit Judge Richard Paez, Professor John A.E. Pottow from University of Michigan School of Law, and M. Jonathan Hayes, Esq., participated in the "*In re Bellingham: From the Insiders*" discussion at Southwestern Law School in Los Angeles. The discussion was part of the Central District Consumer Bankruptcy Attorney Association's (cdcbaa's) First Annual James T. King Bankruptcy Symposium.

## JUDGES BASON AND ZIVE JOIN PANELS AT FOURTH ABI BANKRUPTCY WORKSHOP

On August 16, 2014, Judges Neil W. Bason and Gregg W. Zive participated in panel discussions at the American Bankruptcy Institute's (ABI's) Fourth Bankruptcy Workshop. Judge Bason joined bankruptcy attorneys Kenneth H. Brown, Simon Klevansky, and Lynnette R. Warman on the "Bankruptcy Litigation

and Supreme Court Update" panel, moderated by attorney Rudy J. Cerone. Judge Zive discussed "Ethics in Bankruptcy" with attorneys Edward T. Gavin, Richardo I. Kilpatrick, Ted N. Pettit, and moderator James Patrick Shea.

## JUDGES RUSSELL, KLEIN, AND ZIVE SPEAK AT 22<sup>ND</sup> ANNUAL SOUTHWEST BANKRUPTCY CONFERENCE

Judges Barry Russell, Sandra R. Klein, and Gregg W. Zive spoke at the American Bankruptcy Institute's 22<sup>nd</sup> Annual Southwest Bankruptcy Conference, held in Las Vegas, Nevada from September 5 through September 7, 2014. On morning of September 5, Judge Zive, who sits on the conference's advisory board, discussed "Current Developments in Business Bankruptcy" with bankruptcy attorneys Peter J. Gurfein, Cecily A. Dumas, and Robert L. Eisenbach, III. The panel reviewed "issues ranging from bankruptcy courts' jurisdiction, venue and constitutional authority to other practical issues affecting estate professionals, plan confirmation and enforcement, avoidance actions and other bankruptcy-related litigation." That afternoon, Judge Russell brought his considerable expertise to the "Anatomy of Evidentiary Proceedings" luncheon program, where he reviewed the rules of evidence with attorneys James Patrick Shea, R. Scott Williams, Robin E. Phelan, and Michael P. Richman. During the conference's plenary session "Ethics: Professionalism" Judge Klein discussed professional conduct with attorneys Steven M. Berman and Edward T. Gavin.

## JUDGE SANDRA R. KLEIN ADDRESSES NEW CITIZENS

On September 18, 2014, as a part of Constitution Day and Citizenship Day, Judge Sandra R. Klein addressed 315 new citizens during a naturalization ceremony at Faneuil Hall in her hometown of Medford, Massachusetts. Judge Klein reminded the new citizens of all of the privileges and freedoms they will enjoy as citizens, including the freedom of religion and the freedom of speech. She noted that regardless of where the new citizens came from, or what ethnicity they might be, if they work hard and persevere, the opportunities available to them, their children and their grandchildren would be limitless.

During her remarks, Judge Klein quoted a number of American presidents, including President John F. Kennedy, who stated, “Immigrants have enriched and strengthened the fabric of American life.” She concluded with the prophetic words of President John Quincy Adams: “You will never know how much it cost my generation to preserve your freedom. I hope you will make good use of it.”

#### **JUDGE CATHERINE E. BAUER SPEAKS AT CO-SPONSORED BANKRUPTCY FORUM AND LAW SCHOOL EVENT**

The Orange County Bankruptcy Forum and Chapman University Fowler School of Law co-sponsored “Let’s Make a Deal!” on September 20, 2014. Judge Catherine E. Bauer spoke on the topic of “Mediation and Negotiation: Tips and Techniques from Experts.” The event was held at Chapman University School of Law.

#### **JUDGES ALBERT AND WALLACE PARTICIPATE IN THE OCBA SEPTEMBER MEETING**

On September 24, 2014, Judges Theodor C. Albert and Mark S. Wallace participated in the Orange County Bar Association (OCBA), Commercial Law and Bankruptcy Section’s September Meeting at the Hilton Orange County in Costa Mesa. Founding Dean and Distinguished Professor from the University of California Irvine School of Law, Erwin Cherminsky, discussed “The Supreme Court and the Future of Bankruptcy” in light of the Supreme Court decisions in *In re Bellingham* and *Stern v. Marshall*. Judges Albert and Wallace provided commentary and answered questions from the audience.

#### **JUDGE SHERI BLUEBOND PARTICIPATES IN LABF’S DINNER PROGRAM**

On October 6, 2014, Judge Sheri Bluebond participated in the Los Angeles Bankruptcy Forum’s (LABF’s) 25<sup>th</sup> anniversary dinner program at the Omni Hotel in downtown Los Angeles. In a special presentation, Judge Bluebond discussed the state of the Court and what to expect in the coming year. Other panelists included

Howard M. Ehrenberg of SulmeyerKupetz, Brian Osborne of Rust Omni, and Mark S. Shinderman of Milbank, Tweed, Hadley & McCloy.

#### **JUDGES KLEIN AND TIGHE PRESENT BANKRUPTCY 101**

On October 15, 2014, Judges Maureen A. Tighe and Sandra R. Klein presented “Bankruptcy 101 and the Resources Provided by the Court” to the WISE & Healthy Aging Financial Abuse Specialist Team (FAST) in Monterey Park. FAST is a multi-disciplinary group of professionals who investigate elder abuse or provide services to victims. Attendees included Adult Protective Services, ombudsmen, law enforcement, attorneys from the district attorney and city attorney offices, bank investigators, victim witness assistance, legal aid, and case managers. This team is included in a study the Library of Congress is conducting on teams that focus on financial abuse and exploitation. A few of their researchers were at the meeting to interview the FAST team that same day.

#### **JUDGE SCOTT C. CLARKSON PARTICIPATES IN BROWN BAG EDUCATIONAL PROGRAM**

On October 16, 2014, a brown bag program titled “The Unscheduled Lawsuit” was sponsored by the Orange County Bankruptcy Forum. Judge Clarkson spoke at the program, held in the Ronald Reagan Federal Building. The topics were: When is a debtor’s claim property of the estate? Can the debtor prosecute an unsecured claim lawsuit? If the debtor is barred from proceeding with this lawsuit, can he “fix” the problem?

#### **JUDGES SMITH, ALBERT, BAUER, SALTZMAN, CLARKSON AND YUN SPEAK AT OCBF JUDGES’ NIGHT**

On October 23, 2014, approximately 70 members of the Orange County bankruptcy bar attended the Orange County Bankruptcy Forum’s (OCBF’s) annual judges’ night event. Held at the Westin Hotel in Costa Mesa, the panel discussion was titled “Judges’ Night: Differing Perspectives on Important Legal Issues” and moderated by Jess Bressi.

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*Left to Right: Judges Erithe A. Smith, Deborah J. Saltzman, Scott C. Clarkson, Theodor C. Albert, and Scott H. Yun*

The panel, comprised of Judges Erithe A. Smith, Theodor C. Albert, Catherine E. Bauer, Deborah J. Saltzman, Scott C. Clarkson, and Scott H. Yun, discussed jurisdictional issues after *Stern v. Marshall*, the fate of pensions and healthcare benefits in municipal bankruptcies, trustee and consumer issues, mortgage strip-offs in chapter 7 and “chapter 20” cases, issues in asset sales, and other issues. The judges also engaged in a spirited debate regarding trustee compensation in connection with short sales and carve-outs in chapter 7 cases.

#### **IEBF HOSTS EVENING WITH JUDGE SCOTT H. YUN AND STAFF**

On November 4, 2014, the Inland Empire Bankruptcy Forum (IEBF) hosted an evening with Judge Scott H. Yun and his staff at the Hyatt Place Riverside. After dinner, “a spirited discussion of hot topics in consumer chapter 7 proceedings” took place with Judges Scott H. Yun and Meredith A. Jury, Chapter 7 Trustee Todd A. Frealy, Esq., and attorney Jenny L. Doling. The panel discussed the ability of trustees to sell over-encumbered assets, protect homestead exemptions, proper service of lien avoidance motions, and the unbundling of legal services.

#### **JUDGE JULIA W. BRAND DISCUSSES SETTLEMENT AGREEMENTS**

On November 4, 2014, Judge Julia W. Brand, joined by attorneys Stella Havkin, Raymond H. Aver, and Christian Cooper, participated in Public Counsel’s “Settlement Agreements: What You Need to Know

For State and Bankruptcy Courts” discussion. The program was moderated by Christian Cooper of Public Counsel and co-sponsored by Central District Consumer Bankruptcy Attorney Association (*cdcbaa*) and the Court.

#### **JUDGE ROBERT N. KWAN SPEAKS AT THE CALIFORNIA TAX BAR & THE CALIFORNIA TAX POLICY CONFERENCE**

The 2014 Annual Meeting of the California Tax Bar & the California Tax Policy Conference was held at the Loews Coronado Bay in San Diego from November 6 through November 8, 2014. Bankruptcy Judge Robert N. Kwan was among the prestigious speakers and attendees. On November 8, Judge Kwan, joined by U.S. Court of Federal Claims Judge Francis M. Allegra, U.S. Tax Court Judge Peter J. Panuthos, Craig Houghton of Baker Manock & Jensen, PC, and Haleh Naimi of Advocate Solutions, discussed the relative merits of litigating a case involving a taxpayer’s liability for federal tax in the four different courts that are available to taxpayers.

#### **JUDGE SCOTT C. CLARKSON SPEAKS AT 11<sup>TH</sup> ANNUAL BANKRUPTCY ETHICS SYMPOSIUM**

On November 21, 2014, Judge Scott C. Clarkson, joined by Professor of Law Nancy B. Rapoport and attorneys Stella A. Havkin, Ariel Leichter-Maroko, J. Scott Bovitz, M. Erik Clark, Leon D. Bayer, and Gillian N. Brown, participated in the Los Angeles Chapter of the Federal Bar Association’s 11<sup>th</sup> Annual Bankruptcy Ethics Symposium. The panel discussed “Best Practices for Small Law Firms with Limited Budgets: E-mail, Protocol and Disclaimers; Client Intake Sheets and Other Client, Communications; Office Procedures; Record Keeping and Destruction; Resources; Electronic Filing Nightmares; and Appearance Counsel,” “Representing Spouses in Bankruptcy: Beware of Ethical Land Mines and Conflicts,” and “An Ethics Conversation with Professor Nancy B. Rapoport” at the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles.

**JUDGES SMITH, ALBERT, BAUER, WALLACE, AND CLARKSON ATTEND JUDGES' NIGHT HOSTED BY THE OCBF AND OCBA**

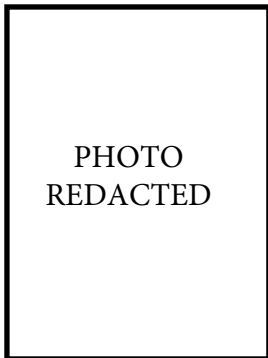
On December 3, 2014, Judges Erithe A. Smith, Theodor C. Albert, Catherine E. Bauer, Mark S. Wallace, and Scott C. Clarkson attended a Judges' Night program hosted by the Orange County Bankruptcy Forum (OCBF) and the Orange County Bar Association (OCBA) held at Andrei's Restaurant in Irvine, California. Retired Judge John E. Ryan presented the Peter M. Elliott Award to attorney Donald W. Sieveke. The event also raised donations for Armed Services YMCA at Camp Pendleton.

**JUDGES TIGHE, KWAN, AND BRAND PARTICIPATE IN ABI'S 26<sup>TH</sup> ANNUAL WINTER LEADERSHIP CONFERENCE**

The American Bankruptcy Institute (ABI) hosted its 26<sup>th</sup> Annual Winter Leadership Conference from December 4 through December 6, 2014 in La Quinta. On December 5, Judge Julia W. Brand joined a panel to discuss "Best Practices in Oral and Written Advocacy from the Perspective of New Judges" and Judge Robert N. Kwan participated in the "Resolving Tax Issues in Bankruptcy Court" panel discussion. Also, Judge Maureen A. Tighe participated in the "Individual Chapter 11 Confirmation Mock Hearing" on December 6.

**LABF HONORS JUDGE ALAN M. AHART AT ANNUAL HOLIDAY PARTY**

On December 8, 2014, at the Los Angeles Bankruptcy Forum's (LABF's) Annual Holiday Party, a tribute was paid to Judge Alan M. Ahart for his retirement after almost 27 years on the bench. The event was held at Mr. C Beverly Hills in Los Angeles and co-sponsored by the Financial Lawyers Conference, Central



District Consumer Bankruptcy Attorney Association (*cdcbaa*), Turnaround Management Association SoCal, the Bankruptcy Section of the Beverly Hills Bar Association, and the Commercial Law and Bankruptcy Sections of the Los Angeles County Bar Association.

Judges Vincent P. Zurzolo, Sheri Bluebond, Maureen A. Tighe, Richard M. Neiter, Robert N. Kwan, Catherine E. Bauer, Scott C. Clarkson, Sandra R. Klein, Julia W. Brand, Scott H. Yun, Geraldine Mund, and Executive Officer/Clerk of Court Kathleen J. Campbell attended the gala that included former and current law clerks, court staff, attorneys, staff from the U.S. Trustee's Office, accountants and numerous bankruptcy and insolvency professionals. John N. Tedford IV, partner at Danning, Gill, Diamond & Kollitz, LLP and former law clerk to Judge Ahart, presented Judge Ahart with a memento on behalf of all the sponsoring organizations, as recognition of his contribution to the legal community. Judges Mund and Zurzolo delivered heartfelt speeches that highlighted Judge Ahart as a well-respected colleague and member of the Judiciary. In his closing "thank you" speech, Judge Ahart thanked Congress for authorizing the judgeship position in 1988, the U.S. Court of Appeals for the Ninth Circuit that appointed him, his wife and family, externs and law clerks, and the bar.

Judge Ahart was appointed on April 4, 1988 and reappointed on April 4, 2002. He is retiring effective January 2, 2015 but will serve as a recalled bankruptcy judge beginning on January 3, 2015.

**CLERK'S OFFICE STAFF FACILITATES LALSA AND SFVLSA PRESENTATIONS**

On May 20, 2014, Lead Courtroom Services Deputy Wendy Jackson and Team Leader Sharon Sampson addressed the Los Angeles Legal Secretaries Association (LALSA). Ms. Jackson and Ms. Sampson provided a well-informed presentation on basic Local Bankruptcy Rules, including tips to avoid rejected orders, as well as Case Management/Electronic Case Files (CM/ECF) tips for filing documents. The event, held at Taix French Restaurant in Los Angeles, was thoroughly enjoyed by approximately 25 legal secretaries. Leaders of the San Fernando Valley

Legal Secretaries Association (SFVLSA) were also present at the LALSA Meeting and asked staff to attend a meeting of the SFVLSA to provide the same presentation.

On August 12, 2014, Ms. Jackson and Ms. Sampson made the same presentation to the SFVLSA at Il Tiramisù Ristorante in Sherman Oaks. More than 20 legal secretaries from the SFVLSA chapter attended the presentation on bankruptcy tips and tricks and avoiding rejection of orders and other documents. Like the legal secretaries of LALSA, the SFVLSA chapter was grateful to the presenters and enjoyed meeting bankruptcy court employees in person. Ms. Jackson and Ms. Sampson were extremely proud to play their part in meeting the goals of the Court's new Strategic Plan, Issue Five: Public Understanding, Trust, and Confidence.

#### **CLERK'S OFFICE STAFF SHARES INFORMATION WITH THE NALS OF ORANGE COUNTY**

Operations Supervisor Gloria Allen and Courtroom Deputy Tina Duarte spoke at a meeting of the National Association of Legal Secretaries (NALS) of Orange County. NALS is dedicated to enhancing the competencies and contributions of members in the legal services profession.

The night began with dinner and member introductions. After dinner, Ms. Allen and Ms. Duarte provided information regarding current Local Bankruptcy Rules changes and additions, including the elimination of the Notice of Entered Order and Service List, reminded the legal professionals about the use of Quick Response (QR) codes, and Ms. Duarte demonstrated how to download courtroom calendars.

Ms. Allen and Ms. Duarte were grateful for the opportunity to provide the legal community with updates and tips.

# KEY STUDIES, ACTIVITIES, AND ACCOMPLISHMENTS

## JUDICIARY BUDGET CHALLENGES FOR THE COURT

In 2014, the Judiciary continued to operate in a constrained budget climate. For court units, this meant operating under a Continuing Resolution (CR). In January, the President of the United States signed the “Consolidated Appropriations Act of 2014.” The Executive Committee of the Judicial Conference approved final financial plans for FY 2014 and courts received the balance of their FY 2014 allotments on February 18. Although funding in the final financial plan for court allotments represented a net increase of 5.8 percent above FY 2013 allotment levels, total FY 2014 court allotments were still approximately \$100 million below FY 2012 allotments and the equivalent of FY 2008 allotment levels on a national basis. Locally, the FY 2014 appropriation resulted in a 10.6 percent reduction to the Court’s budget allotments.

Throughout 2014, the Court continued to exercise caution with its expenditures and aggressively pursued cost-containment measures. In addition, the Court was able to secure supplemental funding to mitigate the deficit through shared administrative services and partnering with the Administrative Office of the U.S. Courts (AO) on national projects and initiatives. With continued prudent spending and conservation of resources, the Court was able to end the fiscal year without the necessity of layoffs or furloughs.

Despite the Court’s ongoing cost-containment efforts, the budget outlook for FY 2015 remained uncertain. The Court received partial year allotments under the interim financial plan on September 30 and the Court began FY 2015 with a CR, which remained in effect through December 11, 2014. Nationally, the interim financial plan increased funding for court allotments by approximately 3.9 percent over FY 2014 levels but was still approximately 7.1 percent below FY 2015 full formula requirements. As anticipated, the Court’s budget was reduced by 5.9 percent, representing a loss of \$929,249 in salary funding alone.

Given the Court’s decrease in filings, anticipated increase in shared administrative services cut, and

expected across-the-board budget cuts in subsequent years, significant shortfalls are expected in FY 2016 and beyond.

## ELECTRONIC SELF-REPRESENTATION SOFTWARE OFFERED TO *PRO SE* DEBTORS

On March 31, 2014, the Central District of California installed the Electronic Self-Representation (eSR)



software successfully in the live environment. eSR is an online tool to help individuals complete a chapter 7 bankruptcy petition when they have decided to file bankruptcy without an attorney. The implementation of eSR has been and continues to be a collaborative project with the New Jersey and New Mexico bankruptcy courts and the Administrative Office of the U.S. Courts (AO). Judge Maureen A. Tighe spearheaded the Court’s participation leading the local effort with court staff in the Pathfinder Working Group. Court staff worked over the weekend to ensure the software was ready and that no significant glitches would appear for first-time users.

With Judge Tighe shepherding the local effort over the preceding three years, the Court reached a major milestone on April 16, when a *pro se* debtor submitted an electronic bankruptcy petition in the Los Angeles Division. The filing marked the inaugural use of the eSR software nationwide. The following week Riverside Division’s self-help clinic became the second to offer eSR to its visitors. Public Counsel in Los Angeles, and Public Service Law Corporation in Riverside, each assisted the Court by pre-screening for visitors with computer proficiency who might be interested in using eSR for preparing bankruptcy petitions electronically.

After making several improvements based on feedback from its initial users, the Court soft-launched eSR software on the internet for general access by the public on September 24. While eSR can be used to



prepare chapter 13 petitions, the Court has chosen to focus its initial efforts on the preparation of chapter 7 petitions.

In addition to eSR's internet launch, the Court installed the software in the self-help desk areas in the remaining three divisions. Staff members were trained on how the eSR software works and on how to upload incoming eSR petitions. Attorneys volunteering in the self-help clinics were also provided training and an overview of eSR and case processing. This ensures that *pro bono* attorneys staffing the clinics are prepared to answer any questions debtors using the eSR software may have.

While expanding the availability of eSR to court users, the Court continues to monitor eSR, collect user feedback and collaborate on upgrades to improve the software, as needed.

## CENTRAL DISTRICT PERMANENTLY ADOPTS DEBTOR ELECTRONIC BANKRUPTCY NOTICING

In September 2014, the Central District's Debtor Electronic Bankruptcy Noticing (DeBN) pilot was adopted by the Board of Judges as a permanent program. Three months later, the Administrative Office of the U.S. Courts (AO) announced the availability of DeBN program to bankruptcy courts across the nation.



DeBN is a free and voluntary program that enables debtors to receive electronic noticing through the Bankruptcy Noticing Center (BNC). The program was created to meet the needs of the growing segment of the population who depend upon mobile technology for sending and receiving correspondence. When a DeBN account is activated by a debtor, the BNC sends the debtor's court notices and orders in emails as PDF attachments.

If debtors activate their DeBN accounts before five o'clock on the day they file their cases, the BNC will transmit their court notices by email the same day. Debtors are less likely to misplace their court notices because the emailed PDF attachments can be printed,

saved to a computer, forwarded, or retained in the email for viewing at any time. Debtors can register for DeBN at any time during their case, and there are no logins or passwords to remember.

While DeBN was primarily established as a noticing improvement for debtors, DeBN also reduces BNC costs for debtor noticing for up to 90% over the life of a case.

With DeBN, debtors only receive the orders and court-generated notices by email that they otherwise would have received at a mailing address (e.g., 341(a) Meeting of Creditors notice and Order of Discharge). A debtor who requests DeBN consents only to service of orders and court-generated notices by email. Service requirements for all other litigants do not change with DeBN.

Since the DeBN pilot program began on February 24, over 1,300 DeBN activation forms were filed district-wide in 2014. Approximately 90% were filed in-person, while the other 10% were filed electronically by debtors' attorneys.

## CLERK'S OFFICE EXPANDS SHARED ADMINISTRATIVE SERVICES

Since 2013, when the Court created a Shared Administrative Services (SAS) offerings team to implement a judiciary cost-containment policy, more than 27 service agreements have been negotiated with courts and federal agencies. The Court's SAS team collaborated in 2013 to design service offerings and create a process by which the Court would be able to offer services as an economical way to maximize sharing resources among courts and sister agencies. The Court set up a webpage on its internal website listing diverse service offerings, including training services, space planning, and web design. SAS service offerings were grouped into three strategic lines of business: Human Capital, Information Technology, and Space and Facilities. Services were offered to court units on a cost-reimbursable basis established through a Memorandum of Understanding (MOU). Individual service offerings were posted to JShare, the Judiciary's SAS website, with a link to the Court's SAS webpage and catalog.

In 2014, the Court completed 15 SAS agreements with courts and sister agencies near and far, worth more than \$80,000 in revenue for the fiscal year ending September 30, 2014. To help market the Court's Shared Administrative Services, representatives from the Clerk's Office hosted an information table at the National Conference of Bankruptcy Clerks where flyers, a Quick Response (QR) code linking to the Court's Shared Services webpage, and complimentary postcards were provided to those in attendance.

The following shared services agreements were negotiated in 2014:

### Automation Training

- On June 3, Information Technology and Training Manager Padraic Keohane led an Adobe Acrobat Fillable Forms WebEx training for the U.S. Bankruptcy for the District of Oregon.
- On June 17 and June 18, Mr. Keohane provided on-site Microsoft Word training to the U.S. Bankruptcy Court for the Western District of Washington. He also provided a WebEx make-up class at the end of July for those who were unable to attend the on-site training.
- Throughout 2014, Mr. Keohane assisted the U.S. Bankruptcy Court for the Northern District of Georgia, both on-site and remotely, with converting templates and providing training for converting documents from WordPerfect to Microsoft Word.
- Locally, throughout 2014 Mr. Keohane also assisted the U.S. District Court for the Central District of California with Microsoft Office training, including Word, PowerPoint, and Excel.

### Management and Leadership Training

- On May 15, Training Specialist Tina Sandoval traveled to Louisiana to provide performance management training to the U.S. Probation Office and Pretrial Services for the Eastern District of Louisiana.
- On September 8 through September 10, Mr. Keohane traveled to Sacramento, California and presented a training program to the U.S.

Bankruptcy Court for the Eastern District of California entitled, "Developing Objectives-based Training."

### Website Development

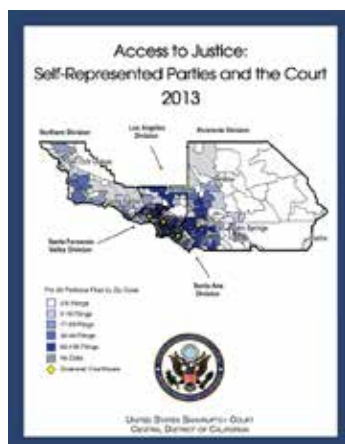
- The Court's resident website designer, Training Specialist Kimberly Rubal, continued to assist other courts with the transition of their websites to the new national Drupal template. During 2014, Ms. Rubal assisted the U.S. Bankruptcy for the District of Oregon with web design using the Drupal template and website content migration. She also provided a brief consultation to the U.S. Bankruptcy Court for the District of Montana.

### Support Services

- On June 30, the Court entered into an extension of the agreement with the Administrative Office of the U.S. Courts (AO) for the Court's software developers to work on the Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF) remotely.
- At the beginning of July, Internal Controls Analyst Jose Ramirez provided internal auditing services to the U.S. District Court for the Central District of California.
- On July 9, the Court entered into an MOU with the U.S. District Court for the Central District of California to provide IT and facility support services for Magistrate Judge Louise A. LaMothe in Santa Barbara through September 30.
- On July 18, the Court entered into an MOU with the U.S. Bankruptcy Court for the District of New Mexico to provide video production services. Personnel from the Court updated educational videos posted on New Mexico's website for *pro se* debtors. The first video updated the filing fee information to reflect this year's fee increase.

## COURT PUBLISHES THIRD ANNUAL *PRO SE* REPORT

Published September 2014, the Court's 2013 *pro se* report, *Access to Justice: Self-Represented Parties and the Court*, addresses a 24.7 percent filing rate of self-represented parties in the Central District and describes the commitment of the Court and *pro bono* organizations. Judge Maureen A. Tighe, chair of the *Pro Se* Committee, spearheaded the Court's third annual report on the Central District's self-represented filers. The report incorporates statistics on assistance provided to this population by the local *pro bono* organizations serving each of the Court's five divisions.



As discussed in the report, the Court and local *pro bono* organizations continued their efforts to improve service to self-represented filers. The Court offered additional online resources for self-represented parties and outreach to *pro bono* volunteers in 2013, and *pro bono* organizations continued providing guidance to hundreds of self-represented parties who could not afford legal counsel. The assistance provided by these organizations was made possible, in part, by continued fundraising efforts and awards such as the Earle Hagen Memorial Golf Tournament, bar association holiday parties, and grants from the American College of Bankruptcy and the American College of Bankruptcy Foundation. Additionally, the Central District's Attorney Admission Fund provides essential funding to *pro bono* organizations serving self-represented bankruptcy filers in the Central District.

A new feature in the 2013 report is a collection of maps depicting the distribution of *pro se* filers, self-help resources, income levels, the Spanish-speaking population, and bankruptcy petition preparers in relation to court locations in the Central District. The maps, prepared by University of California, Los Angeles

Ann C. Rosenfield Fellow Julie A. Pollock during her 2013 fellowship, showed how self-represented parties were dispersed throughout the Central District. Cross-referencing United States Census data, the maps also indicate a correlation between the locations of bankruptcy petition preparers and concentrations of Spanish-speakers in the Central District.

The 2013 *pro se* report shows that the marked decline in total bankruptcy filings, resulting in cuts to the Court's budget in recent years, has been accompanied by only a comparatively slight decrease in the rate of *pro se* filings. This underscores the continuing need to address self-represented parties and to do so more efficiently with a declining number of court staff. By continuing with its reporting efforts and evaluating the data available on self-represented parties, the Court may target its resources toward communicating with underserved communities about free and low cost resources before needy individuals spend too much or are defrauded when seeking bankruptcy assistance.

## MEDIATION PROGRAM

The Court established its Bankruptcy Mediation Program in 1995 to provide the public with effective and reliable assistance in resolving disputes without the time and expense associated with litigation. The mediation panel consists of attorneys and non-attorney professionals such as accountants, real estate brokers, physicians, and professional mediators, and in 2014, had 184 members. The Court continues to add new members on an ongoing basis as mediators who have joined the panel in 1995 retire. The Mediation Program entered in its 19<sup>th</sup> year in 2014 and remains the largest and most robust bankruptcy mediation program in the nation.

From the program's inception in 1995 through the end of 2014, the judges assigned 5,310 matters to mediation. 4,573 of those matters concluded and 2,905 of the concluded matters were settled. The settlement rate has held steady over the years at a very impressive rate of 63 percent.

## INTERNAL CONTROLS AND AUDITS

On an annual basis, the Court conducts a self-assessment of internal controls to ensure compliance with policies promulgated by the Administrative Office of the U.S. Courts (AO) and the Court itself. The intended purpose of this review is to examine and provide an objective analysis of each department's operations in an effort to help management improve efficiency, ensure good stewardship, and maintain effective financial controls. This review is essential in safeguarding the public's trust.

In 2014, the Clerk's Office conducted a self-assessment for the following areas:

- Financial Management
- Procurement
- Property Management
- Human Resources
- Information Technology/Security
- Operations (All Divisions)

## BAR ADVISORY BOARD PROVIDES VITAL INPUT

The Court's Bar Advisory Board was initially formed in 2009 and meets quarterly with the Chief Bankruptcy Judge, other interested judges, and the Executive Officer/Clerk of Court. The 2014 members of the Bar Advisory Board included: Peter Anderson, U.S. Trustee; Jeff Krieger, Los Angeles County Bar Association, Commercial Law and Bankruptcy Section; Andrew Goodman, San Fernando Valley Bar Association, Business Law and Bankruptcy Section; Keith Higginbotham, Central District Consumer Bankruptcy Attorney Association (*cdcbaa*); Marjorie Johnson, Inland Empire Bankruptcy Forum; Theodore A. Cohen, Los Angeles Bankruptcy Forum; Chris Minier, Orange County Bankruptcy Forum; and Anerio Altman, Orange County Bar Association, Commercial Law and Bankruptcy Section.

The Bar Advisory Board provides a conduit for the Court to disseminate information to the bar and obtain feedback on various issues of mutual concern. In 2014, the Bar Advisory Board members provided

substantial input from their respective bar associations in response to the Court's request for ideas to improve court operations. The exercise resulted in numerous ideas and suggestions involving practices and general case management issues. Many of the suggestions were adopted by the Court, and in one instance, submitted to the Administrative Office of the U.S. Courts (AO) for national consideration and subsequent implementation. The Bar Advisory Board also recruited volunteers from the local bar to assist in the Court's effort to update its standards for chapter 7 limited scope of appearance in light of *In re Seares*.

## CHANGES TO FEDERAL COURT MISCELLANEOUS FEE SCHEDULE

The Judicial Conference of the United States approved changes to the federal court miscellaneous fee schedules. Beginning June 1, 2014, the filing fees for bankruptcy petitions are as follows: chapter 7, \$335; chapter 9, \$1,717; chapter 11, \$1,717; chapter 12, \$275; chapter 13, \$310; and chapter 15, \$1,717. The filing fee for a complaint is \$350. Effective December 1, the miscellaneous fee schedule was also updated to include a \$25 fee for filing a motion to redact a previously filed document, and a \$207 fee for authorization of direct appeal (or cross appeal) from a bankruptcy court to a court of appeals. Public Notices were issued for both fee schedule changes.

To reflect these changes, the Clerk's Office updated its cashing system, the Court's Abbreviated Fee Schedule, and references to the fees in the *Court Manual*.

## PACER CHANGE TEMPORARILY AFFECTS ACCESS TO LOS ANGELES CASES CLOSED PRIOR TO 2001

On August 11, 2014, the Public Access to Court Electronic Records (PACER) Service Center made a change to the PACER architecture in preparation for the implementation of the Judiciary's Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF). When fully implemented, NextGen will provide improvements for users including a single

sign on for PACER. As a result of this change, Los Angeles Division cases closed prior to February 1, 2001 were temporarily inaccessible through PACER. Information regarding these cases remained available free of charge by calling the Court's toll-free Call Center or using the online chat feature. Such information included debtor name, address, attorney of record, case number, case opening date, case closed date, disposition (e.g., dismissed or discharged), trustee, etc., and is identical to the information about these cases that was previously available through PACER. All Los Angeles Division cases closed on or after February 1, 2001 remained on PACER, as were many earlier case records from divisions other than Los Angeles. By the end of December 2014, the Court's programmers, in collaboration with the Administrative Office of the U.S. Courts (AO), restored PACER access to the Los Angeles cases closed prior to February 1, 2001.

## **CHANGES TO NATIONAL BANKRUPTCY FORMS IMPLEMENTED**

The Court substantially updated its Local Bankruptcy Rules (LBRs) forms for Relief From Stay (RFS). To draft the RFS forms, the Court's Rules Committee formed the Bar Rules Advisory Group (BRAG), a group of volunteer attorneys from throughout the Central District that represented both debtors and creditors. Some elements of the Court's RFS extraordinary relief attachment forms were incorporated into the updated RFS forms, and the RFS extraordinary relief attachment forms were retired. The Court's chapter 11 disclosure statement and chapter 11 plan forms were updated to refer to exhibits that are produced using a new exhibit worksheet in Excel format. The Excel spreadsheet includes macros to standardize and simplify the process of creating the exhibits. The Court also began the process of renumbering its local "Other" forms with LBR numbers tied to applicable LBRs. Additional new and revised forms were introduced in June and December 2014.

## **EMPLOYMENT DISPUTE RESOLUTION PLAN AMENDED**

On March 17, 2014, the Court's Employment Dispute Resolution (EDR) plan was amended to extend whistleblower protection to employees of the Judiciary.

The Federal Judiciary provides communication channels through which court employees may report violations of law or suspected fraud, waste, abuse, or mismanagement of funds by employees or by entities doing business with the Court (known as "whistleblowing"). However, until now, the Judiciary did not provide a specific remedy for employees who face adverse personnel actions as a result of whistleblowing, such as that provided to Executive Branch employees in the Whistleblower Protection Act of 1989, 5 U.S.C. § 2302 (b)(8). The amended plan was communicated to all employees and a special section of the Intranet was deployed to house the procedures and forms.

## **AO FEATURES COURT STRATEGIC PLAN ON JNET**

The Administrative Office of the U.S. Courts (AO) featured the Court's Strategic Plan for 2014 – 2019 on the JNet as a model long-range plan for bankruptcy courts. Along with the strategic plans of the bankruptcy courts for the District of Maryland and the Southern District of New York, it is one of three such models featured on the website.

## **CENTRAL DISTRICT CONTINUES ARCHIVING PROJECT**

The Los Angeles and Northern Divisions continued to archive records to free up valuable space. Included in the shipment from the Los Angeles and Northern Divisions to the National Archives and Records Administration were 480 boxes of closed cases and adversary proceedings and 27 boxes of audio recordings of court proceedings.

Additionally, the Los Angeles, San Fernando Valley, and Northern Divisions shredded 1,460 boxes of petitions, subsequent documents, claims, financial records, paper documents, old transcripts that were already disposed of by Federal Records Center, and miscellaneous folders. Along with these paper records, the Court was able to dispose of shelving units, storage boxes, and file cabinets, significantly increasing the total volume of storage space.



Anthony Gomez and Roland Blanco

### COURT STAFF MEMBERS RECEIVE AWARDS FROM U.S. PROBATION OFFICE

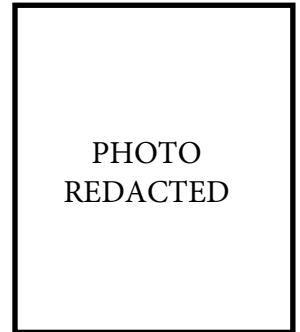
On August 27, 2014, Executive Officer/Clerk of Court Kathleen J. Campbell, Space Planning/Office Services Manager Roland Blanco, and Administrative Specialist Anthony Gomez were invited to attend the U.S. Probation Office’s 2014 awards and recognition ceremony, held at the Autry Museum in Griffith Park.

The event was presided over by Chief U.S. Probation Officer Michelle A. Carey and attended by more than 200 U.S. Probation employees and guests, including Senior District Judge Terry J. Hatter, District Executive and Clerk of Court Terry Nafisi, and Chief Pretrial Services Officer George Walker.

Office Services Manager Roland Blanco and Administrative Specialist Anthony Gomez each received an administrative award in recognition of their dedication and partnership in advancing the goals, mission and values of the U.S. Probation Office. Over the years, the Court has maintained a solid relationship with the U.S. Probation Office by assisting them with facility lease negotiations, space and facilities projects, and most recently, by helping them reduce costs by providing them with space and facilities to use for their ongoing officer training program. This cost-saving effort was a key factor in the Court’s selection for these administrative awards and the recognition was most appreciated.

### SUPREME COURT ORAL ARGUMENT BROADCAST TO COURT STAFF

On January 24, 2014, the Court broadcasted an audio recording of oral argument in the U.S. Supreme Court to court staff in all five divisions. A case originating in Judge Thomas B. Donovan’s courtroom, *Law v. Siegel*, was heard by the Supreme Court to determine whether there are circumstances in which certain exempt property that is generally protected under the Bankruptcy Code can be used to pay administrative expenses of the estate. Judge Donovan provided introductory remarks and took questions at the conclusion of oral argument.



Judge Thomas B. Donovan

### BANKRUPTCY CASE TIMELINE

University of California, Los Angeles Ann C. Rosenfield Fellow Julie A. Pollock worked with the Court’s *Pro Se* Committee to develop a timeline that identifies and explains the major events and deadlines that occur in a chapter 7 bankruptcy case. The Bankruptcy Timeline was originally developed and formatted to be distributed as a PDF document. In December 2013, the Bankruptcy Timeline appeared on the “Don’t Have an Attorney” page of the Court’s website. Working with the Clerk’s Office to create a better visual tool, Ms. Pollock helped to develop an interactive web version of the Bankruptcy Timeline. In January 2014, a promotional component was added to the Court’s homepage and the rotating images now prominently display and link to the interactive version of the Bankruptcy Timeline. An analysis of the Court’s website revealed it is one of the most popular links visited. The timeline was expanded by adding a Spanish version in March 2014, in both the PDF and interactive versions.



Julie A. Pollock

## **COURT'S FEE WAIVER PILOT FOR PRO BONO ATTORNEYS EXPANDS**

Under the direction of the Case Management Committee, the Court expanded its Case Management/Electronic Case Files (CM/ECF) fee waiver pilot program in April 2014. Initially launched in June 2013, the pilot enables *pro bono* attorneys to electronically file fee waiver applications along with case commencement documents. The program was suggested by the Bar Advisory Board as part of an effort to encourage attorneys to volunteer to provide *pro bono* services to *pro se* debtors by streamlining the process, avoiding an in-person visit to the Clerk's Office.

## **PETITION PACKAGES SUBSTANTIALLY UPDATED**

A project team comprised of operations staff and the Forms Task Force updated the Court's chapter 7, 11, and 13 petition packages to reflect changes in automation and the *Court Manual*. The team solicited suggestions from *pro bono* attorneys at the Los Angeles self-help desk about making the instructions easier to understand for *pro se* debtors. The updated petition packages will include the optional Debtor Electronic Bankruptcy Noticing (DeBN) Activation form to enable debtors to request receipt of orders and court-generated notices by email rather than by U.S. mail. The updated petition packages were made available in the summer of 2014.

## **MODIFIED CASE INITIATION ACTION NOTICE PROCEDURES IMPLEMENTED**

On June 23, 2014, the Clerk's Office implemented the modified Case Initiation Action Notice (CIAN) procedures that were approved by the Case Management Committee and adopted by the Court at the Board of Judges meeting held on December 6, 2013. CIANs are used by court staff to identify issues related to non-deficient case commencement documents and provide this information to the presiding judge. To prepare for the rollout, the Clerk's Office conducted comprehensive staff training and extensively modified Case Management/Electronic Case Files (CM/ECF) and local Case Commencement Deficiency Notice (CCDN) procedures. The procedures were revised to

reduce the number of CIANs sent to chambers for handling, and to clarify that once a CIAN has been sent to chambers, chambers staff were responsible for preparing any orders or taking whatever action the judge deemed necessary or appropriate. The uniformity of the revised procedures saves labor for the Clerk's Office and the district-wide uniformity of the CIAN enables staff members throughout the Central District to assist other divisions when necessary.

## **AO SUPPLEMENTAL FUNDING FOR THE RECORDS DIGITIZING PROJECT AND DOCUMENT PROCESSING RECEIVED**

As part of the Roybal Realignment Project and in an effort to reduce the Court's footprint, the Administrative Office of the U.S. Courts (AO) agreed to provide funding for estimated labor costs for digitizing, scanning, and processing all paper records in the Los Angeles Division. Additionally, in 2014, the Court requested and received supplemental funding for 14 terabytes of additional space to store PDFs for the Records Management Digitizing Project and future projects similar in nature. According to the established records retention schedules, designated Records and Operations staff scanned and converted paper records into digital copies; reviewed case files to be archived; reviewed PDFs of paperless documents; disposed of paper copies by shredding; and reviewed transcripts, exhibits, and miscellaneous case files and documents.

In 2014, the Records team scanned 188 boxes of paper documents for the Administrative Services Department, 119 boxes for the Office Services Department, and 575 boxes for the Executive team, totaling 882 boxes. A total of 443 boxes of closed cases were prepared and transferred to the Federal Records Center. The Records team completed the disposal of 910 boxes of paper documents. These paper documents were scanned, saved as PDFs, and subsequently uploaded into Case Management/Electronic Case Files (CM/ECF) as electronic files.

The Records team also disposed of 130 boxes for the Administrative Services Department. A sum of 379 boxes containing old transcripts that were already disposed of by the Federal Records Center and miscellaneous folders from cases closed in 1997 were disposed of by on-site shredding.

## **COURT PARTICIPATES IN LARGE COURT WORKSHOP ON PROCUREMENT ISSUES**

On November 4 and November 5, 2014, employees from five of the nation's largest court units met with representatives of the Administrative Office of the U.S. Courts' (AO) Procurement Management Division (PMD) to discuss procurement issues affecting large courts. Organized by the U.S. District Court for the Central District of California, the meeting took place in Los Angeles with employees from the following courts: the District Courts for the Southern District of Florida, the Northern District of Illinois, and the Central District of California; Pretrial Services for the Central District of California; and the Bankruptcy Court for the Central District of California.

On November 4, Procurement Executive Carey Fountain kicked off the event with a presentation about the role the PMD plays in the procurement process, and Supervisory Procurement Analyst Donald Parkins enumerated common problems and challenges faced by larger courts. Mr. Fountain and Mr. Parkins emphasized the high level of responsibility and risk large court units undertake in the procurement of goods and services. Mr. Fountain concluded the day's discussion with a look at initiatives currently underway that will assist court units in streamlining the procurement process in the future. On November 5, Mr. Fountain and Mr. Parkins asked participants about their procurement practices, and IT Manager Theresa Dressler of District Court for the Central District of California presented examples of automated systems used in their court.

## **CLERK'S OFFICE STAFF ENROLLS IN NARA RECORDS MANAGEMENT TRAINING PROGRAM**

Deputy-in-Charge Dennis Tibayan, Self Help Desk Team Leader Sabrina Palacio-Garcia, Operations Specialist Willy Del Mundo, and Executive Assistant Jessica Garibay were enrolled in the National Archives and Records Administration's (NARA's) National Records Management Training Program at the NARA regional facility in San Diego from August 18 through August 22, 2014 and September 15 through September 19, 2014.

The training program included courses in six "Areas of Knowledge" relevant to anyone responsible for managing federal records. NARA offers a certificate in Federal Records Management Training to participants who successfully complete classes two through six in the series and pass exams associated with each class. The "Areas of Knowledge" classes are: "Creating and Maintaining Agency Business Information," "Records Scheduling," "Records Schedule Implementation," "Asset and Risk Management," and "Records Management Program Development." The courses associated with the certificate cover every aspect of federal records management and are an important step in acquiring the skills necessary to manage federal records.

The program focuses on policies and procedures unique to the federal environment. The training will aid the Court in maintaining correct and orderly records, complying with federal guidelines for records management, and preparing for emergencies.

## **COURT STAFF ATTENDS 2014 NCBC CONFERENCE**

From July 14 through July 18, 2014, over 450 bankruptcy employees from bankruptcy courts across the country gathered in St. Louis, Missouri to attend the 34th annual National Conference of Bankruptcy Clerks (NCBC) hosted by the U.S. Bankruptcy Court for the Eastern District of Missouri and the U.S. Bankruptcy Court for the Southern District of Illinois. The U.S. Bankruptcy Court for the Central District of California was represented by 28 delegates, including Chief Deputy of Administration Steven A. Sloniker and Officer of Planning and Personnel Management Beryl Dixon.

Attendees experienced an event-filled week that included many educational opportunities and social and networking events, as well as a chance to learn about the city by the Mississippi River, also known as "The Gateway to the West." Various informative breakout sessions were offered during the week covering topics such as leadership and teamwork lessons from the world of sports; navigating the JNet; negotiating, collaboration, and communication; technical training





*Central District of California Bankruptcy Court Staff at NCBC Conference in St. Louis*

on Microsoft PowerPoint, Word, and Excel; financial literacy, Thrift Savings Plan and retirement planning; Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF); and creating a positive work environment. Attending the conference was an educational and valuable experience for all.

This year's conference marked the 10-year anniversary of NCBC's partnership with Michigan State University (MSU). NCBC once again offered two courses from the MSU Judicial Administration noncredit certificate program: "Purposes and Responsibilities of Courts" and "Leadership." At each NCBC annual meeting, MSU offers two different courses as part of its certificate program in the area of judicial administration. Students in the program, including court staff, received educational exposure to the various aspects of court management and administration.

# TECHNOLOGY AND INNOVATION



Chat Live! 9am-4pm PST

## ONLINE CHAT PROGRAM NOW AVAILABLE

On February 3, 2014, the Clerk's Office launched the full version of its online chat program to the general public. Visitors to the Court's website can now enter into real-time chat with a call center representative. The chat feature permits users to request procedural information about bankruptcy directly from representatives of the Court. Call center representatives answer commonly asked questions using pre-approved responses. Through the chat program, call center representatives are able to assist users with direct links to the Court's Local Bankruptcy Rules and the most frequently requested forms. The program has been in use on a limited basis since August 2013, when it was made exclusively available to registered Case Management/Electronic Case Files (CM/ECF) account holders through an unannounced "soft launch."

## DISTRICT-WIDE MIGRATION TO WINDOWS 7

In April 2014, the IT Help Desk began migrating the Court's computers to the Windows 7 operating system. As of December, approximately 750 of the Court's desktop and laptop computers had been upgraded to the new operating system.

Windows 7 provides a more streamlined and modern experience for court staff, and standardizing the operating system district-wide increased the Help Desk's ability to assist users and troubleshoot problems. Using Windows 7, court staff can organize programs and files, customize and arrange the taskbar and desktop, and view and launch programs and files. Included in the upgrade was an update to Internet Explorer 9, which also includes improvements to performance and security.

The Clerk's Office offered a Windows 7 training course to the chambers and Clerk's Office staff by WebEx. The course familiarized attendees with the

subtle differences between both operating systems, ensuring minimal disruption to court operations when the move was completed. The majority of the Court's employees attended a session during 2014, and a recorded version of the course was added to the Court's Virtual University.

## DIGITAL TOUCHSCREENS INSTALLED IN THE SAN FERNANDO VALLEY DIVISION

On February 17, 2014, the Clerk's Office installed six touchscreens in the San Fernando Valley Division: one large screen outside each courtroom and one small screen in each of the vestibules adjacent to the courtrooms. Digital touchscreens have largely replaced paper calendars in this Division. The monitors allow attorneys and litigants to look up their case assignments and view any tentative rulings. The touchscreens support the Court's ongoing efforts to economize while saving labor and significantly reducing printing costs.

## CASE MANAGEMENT ASSIST INCREASES EFFICIENCY

In 2014, the Court continued to maximize efficiency through use of Case Management Assist (CMA). Developed by the U.S. Bankruptcy Court for the Western District of Oklahoma, CMA is a quality review program designed to enhance daily operations and case management. Additionally, without reducing network or Case Management/Electronic Case Files (CM/ECF) speeds, CMA provides superior internal reports that enable supervisors, managers, and the Executive team to measure the productivity and accuracy of court staff and external users. Once all employees were trained, the Executive team evaluated CMA's full capability and implemented measures to increase productivity. Throughout the year, managers and supervisors assessed the staff's workload and productivity by analyzing multiple CMA reports. Based on these reports, managers and supervisors were able to re-assign the workload across divisional offices.

Also, on September 22 and 23, Management Analyst Vickie Alcalá and Operations Manager Fern Campbell participated in a workshop at the U.S. Bankruptcy Court for the Western District of Oklahoma regarding CMA and potential improvements.

## THE COURT TWEETS

In 2014, the Court sent approximately 300 tweets to over 600 followers from its Twitter handle, @cacbnews. The tweets consisted of public notices, notices of sale, system updates, and other topical information. Also, in March 2014, the Court began tweeting judicial opinions. The Court's tweets are accessible via Twitter on the Court's website. Since the inception of its Twitter account, the Court has sent over 2,000 tweets in an effort to improve communication to stakeholders.



## IT HELP DESK SUPPORT EXPANDS WITH NEW TROUBLE TICKET SYSTEM

In January 2014, the Clerk's Office completed its deployment of Novell Service Desk (NSD), a software program also known as a "trouble ticket system" that maintains a list of technical issues. NSD, which replaces the Track-It! system previously used by the Help Desk, allows court employees to submit support requests by email. Once an email is received, a support ticket is automatically created and assigned to an IT Specialist to resolve. NSD also provides court employees with status updates by email in an effort to keep them informed of important changes. The deployment of NSD supports the Court's Strategic Plan for 2014 – 2019 by allowing the Clerk's Office to monitor its technology infrastructure and identify ways to improve performance and minimize court employee downtime.

The Clerk's Office provided staff with training sessions to introduce the new NSD procedure. This IT Service Desk training showed staff how to contact the IT Help Desk for assistance by email and gave an overview of the IT Department's response process.

## FINANCIAL MANAGEMENT PROVIDER FUNCTIONALITY ADDED TO CM/ECF

Changes to the Federal Rules of Bankruptcy Procedures and Case Management/Electronic Case Files (CM/ECF) relieved debtors of the obligation to file certification of completion from a financial management course, as long as the course provider directly provides certification to the Court. FRBP 1007(b)(7) now allows financial management course providers to notify courts when debtors have completed the financial management course.

Supporting the rule change, the Court modified CM/ECF to permit course providers to log in as external users and certify that debtors have completed the course by docketing the appropriate event. Additionally, the Court revised Official Form 23, "Debtor's Certification of Completion of Post-petition Instructional Course Concerning Personal Financial Management" to reflect the rule change. As a result of the Court staff's diligent efforts, the Clerk's Office received more than 16,400 certificates of completion without any technical issues in 2014.

## IT SECURITY AWARENESS ALERTS AND TIPS

In support of the Clerk's Office's ongoing efforts to provide relevant and continual IT security awareness training, the IT security officers continued to send IT security awareness alerts and tips to all employees. Examples included an alert notifying the staff of the security vulnerabilities of iDevices (iPhones and iPads), along with instructions on how to upgrade each device; an alert to the Financial Services Department on new U.S. counterfeit bills; and an alert to the staff regarding the Home Depot data breach. Emails were sent to users affected by the Heartbleed SSL vulnerability, including instructions for changing JPort and Prezi account passwords.

The IT security officers emailed awareness tips to the staff throughout the year. One email stressed the importance of using safe passwords and gave instructions on how to protect passwords. Another email encouraged staffers to opt out of providing personal information on social networking sites. Tips

also covered the use of cloud services for personal data, reminding employees that court data should never be placed in the cloud; identifying insider threats; and reporting suspicious computer behavior. In conjunction with the IT Security Office of the Administrative Office of the U.S. Courts (AO) and the Court's Communications Department, the IT security officers provided security awareness tips in the form of framed posters in each division.

Appropriate IT staff members received emails about avoiding cross-scripting vulnerabilities, identifying web server attack patterns, and forwarding security configuration guides for server operating systems.

The IT security officers attended webinars on a vulnerability scanning tool the AO uses to scan outward-facing court sites. In conjunction with the AO Security Operations Center (AO-SOC), the IT Department also implemented the use of Host Intrusion Prevention System (HIPS) software on all outward-facing servers to provide increased protection of these servers.

Additionally, the IT security officers completed the FY 2014 IT Security Training action plan and conducted IT security awareness training classes for all Clerk's Office and chambers staff, including nonpaid employees. This mandatory annual training reinforces the critical role all employees have in protecting the Court's network and data. This year's annual IT security awareness training, provided as an Electronic Learning Module (ELM) created in cooperation with the AO, met the audit requirement imposed by the *Guide to Judiciary Policy*. To complete the training, employees were required to view a 40-minute ELM and answer the "Knowledge Check" questions at the end of each section. The IT security officers also updated the "Remote Access/Telework IT Security" and the "New Employee IT Security Awareness" training presentations.

Finally, the IT security officers developed an action plan for updating Court IT Security Policies to meet the new recommendations in the *Guide to Judiciary Policy* and to follow the Judiciary's Security Framework. Several action items were completed, such as updating the access request forms and monitoring JPort activity for intrusion detection purposes.

## NOVELL ZENworks

The Clerk's Office increasingly "pushed out" software updates remotely to all of the Court's PCs, saving time and labor. The IT security officers ensured appropriate security patches were pushed out in a timely fashion through Windows Server Updates Services, and used ZENworks to push out those patches which required special handling, such as the patch for the "zero-day" vulnerability in Microsoft Office. ZENworks was also used to push out the screensaver lock policy, which went into effect during this time period as required by the *Guide to Judiciary Policy*. The IT security officers reviewed and recommended implementation of appropriate security policies related to the iOS7 upgrade on all iDevices.

ZENworks Patch Management (ZPM) was implemented this year to automate the deployment of non-Microsoft (i.e., Java or Adobe products) critical and security updates to court desktop computers and laptops. The IT Department continues to use Windows Server Update Services (WSUS) to ensure timely deployment of updates to Microsoft's operating system and applications.

Finally, the IT security officers facilitated another security risk assessment, conducted by the Security Operations Center of the Administrative Office of the U.S. Courts (AO-SOC), of a new outward-facing server. The Court's development and network teams implemented all changes recommended by the AO-SOC in the security risk assessment.

## IT SECURITY STATISTICS

Throughout 2014, the Clerk's Office continued to resolve several IT security issues on the staff's desktop computers and laptops, educate court staff on current best practices and IT security vulnerabilities, and find and remove all prohibited applications.

Symantec Endpoint Protection (SEP), which automatically deletes thousands of malware infections, tracking cookies, and other undesirable files, also detects many false positives which Clerk's Office personnel have to research, confirm, and add to SEP's

exception list. In addition to these, SEP discovered several malicious applications which had to be cleaned manually from PCs by IT Specialists.

## **AUTO-DISCHARGE AND AUTO-CLOSING PROGRAMS MODIFIED**

In June 2014, the Court released a modified version of the Auto-Discharge program throughout the Central District to comply with Federal Rules of Bankruptcy Procedures 4004(c). The program was modified to ensure that the debtor's discharge was not affected by any delay in the commencement or conclusion of the section 341(a) meeting of creditors. The change increased the number of cases that were eligible for discharge by approximately 2 percent. Overall, the Auto-Discharge program provides a significant labor savings for the Clerk's Office. About 71 percent of chapter 7 cases are automatically discharged through the program (up by 8 percent), and the remainder of the cases now are manually reviewed because they require further action. Between July 1, 2013 and May 4, 2014, 38,033 cases were automatically discharged district-wide.

The criteria for the automatic closing of a chapter 7 case has also been modified. The Auto-Closing program now looks for a chapter 7 trustee's report of no distribution. If the case was converted from chapter 13 to chapter 7 and was discharged, the program also looks for the chapter 13 trustee's final report and the order discharging the chapter 13 panel trustee.

## **CLERK'S OFFICE UPGRADES FTR GOLD**

In preparation for the Court's transition from Windows XP to Windows 7, the Clerk's Office undertook an upgrade of For The Record (FTR) Gold recording software to version 5.6. A cross-functional FTR Gold project team was established to manage the Court's upgrade and Digital Electronic Court Recording Operator (DECRO) training. The project team worked closely with technicians at FTR Gold, an Australian firm, to implement the new version. Judge Scott C. Clarkson began piloting FTR Gold 5.6 in his courtroom in April 2014, and the pilot was later expanded to include Judge Mark S. Wallace. As part of the upgrade to FTR Gold 5.6,

a new audio player, TheRecord Player, was installed on personal computers to enable playback of the new and previously recorded audio files. Beginning with the Santa Ana Division, each divisional rollout began with DECRO training on the new court recording features of FTR v5.6 in a simulated "live courtroom" training environment. Next, DECRO equipment was installed and sound systems were re-calibrated in all courtrooms. In 2014, the Santa Ana, Riverside, and Northern Divisions transitioned to FTR v5.6. The Los Angeles and San Fernando Valley Divisions will transition in 2015.

## **SAN FERNANDO VALLEY DIVISION GOES LIVE WITH CHECK CAPTURE PROGRAM**

The San Fernando Valley Division began processing checks and money orders using a program called Check Capture in August 2014. Check Capture, a component of the Over the Counter Channel Application (OTCnet), was already being used in the Northern Division. The Check Capture system scans the images of checks and money orders and electronically transfers the funds. With the implementation of this new procedure, checks and money orders no longer need to be prepared for deposit or retrieved by the daily armored pick up. Check Capture leverages technology to save time, cost, and reduce the probability of human error. The program will be phased in at the Los Angeles, Riverside, and Santa Ana Divisions.

## **CLERK'S OFFICE PROMOTES SECURE PRINTING**

In July 2014, the Clerk's Office provided refresher training to court users on how to use the secure print function on the Konica Minolta copiers. The secure print function allows users to store password-protected print jobs in the copiers' memory until the password is entered at the copier control panel. Each user creates a unique password when the print job is first submitted; ensuring that only the sender of the job can access the stored document. The secure print function is useful when printing documents that may contain sensitive or confidential information. This cost-saving feature encourages the use of network printers, rather than personal printers which require expensive toner, for sensitive or confidential information.

## **CLERK'S OFFICE STAFF MEMBERS ATTEND 25<sup>TH</sup> TECHNOLOGY USERS GROUP CONFERENCE**

From August 6 to August 8, 2014, Network Manager Francis Ha, Systems Integration Manager Sam Abram, Software Developer Christina Yip, Software Developer Ray Quon, Applications Developer Jessie Teng, Courtroom Technology Specialist Jose Fuentes, and Technology Specialist Brett Bolte represented the Court at the 25<sup>th</sup> Ninth Circuit Technology Users Group (TUG) conference held in Las Vegas. Many sessions focused on the theme of this year's conference, IT security. The six staff members attended "The Cyber Threat," a presentation about cyber-attacks and steps the Judiciary can take to protect its data and "National Security Guidelines and Security Updates," in which the Chief Information Security Officer for the Administrative Office of the U.S. Courts (AO) Bethany De Lude discussed denial-of-service attacks. The group also attended a presentation about the benefits to be gained by migrating to the National Active Directory. At the Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF) session, the developers in the group learned about the NextGen Training Plan.

## **EXTERNS PROVIDED INDIVIDUAL NETWORK CREDENTIALS**

In August 2014, the Clerk's Office began issuing unique active directory (network) accounts to externs, replacing the shared, generic network credentials externs previously received. The new individual network credentials provide additional security and user accountability. As required by the *Guide to Judiciary Policy*, externs completed an online IT security training course before receiving their individual credentials.

## **NETWORK AVAILABILITY AND RELIABILITY IMPROVED**

As part of the Administrative Office of the U.S. Courts' (AO) wide area network (WAN) Diversity project to improve network availability and reliability within the Judiciary, new long-distance circuits were installed in the Los Angeles, Riverside, San Fernando Valley, and Santa Ana Divisions. In 2014, these four divisions were

outfitted with two circuits, one primary and one backup, on separate long-distance carriers. Maintaining two circuits on different carriers reduces the likelihood of a full dynamic circuit network failure. The two circuits were also configured to provide added bandwidth for each division. The WAN Diversity project affects court sites with 25 or more staff members.

## **COURT SWITCHES TO TAPELESS BACKUP**

On October 23, 2014, the Court transitioned to a tapeless system for backing up all divisions' network data. The new system, a large storage area network (SAN) at an offsite location, will cut costs, save labor, and improve security. Previously, the Court backed up its network data on tapes, a labor-intensive process that had to be carried out locally at each division, required hours to complete, and relied on the mailing and storage of tapes to support continuity of operations in the event of a disaster. With the new SAN, network data from throughout the Central District is backed up automatically, from one location, in a fraction of the time required by the old process.

# HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT

## STAFF DEVELOPMENT DEPARTMENT HOLDS TRAINING COURSES AND PROGRAMS

In 2014, the Staff Development Department offered over 75 training courses and programs. A total of 2,543 student seats were filled across the five divisions. Classroom training was offered on desktop applications at all divisions. The sessions were conducted remotely, through WebEx to ensure staff members in all divisions received the same training at a reduced cost. Annual programs offered included Paths to Success Leadership Development Program, Law Clerk/Extern Training, IT Security Training, and the Winter Education Seminar. Outside of the Court, through shared services, classes were offered at U.S. District Court for the Central District of California, U.S. Bankruptcy Court for the Eastern District of California, U.S. Bankruptcy Court for the Northern District of Georgia, U.S. Bankruptcy Court for the Western District of Washington, U.S. Bankruptcy for the District of Alaska, and the National Conference of Bankruptcy Clerks.



*USBC Staff at Winter Education Seminar at Edward R. Roybal Federal Building and U.S. Courthouse*

## WINTER EDUCATION SEMINAR: "TRANSITION THROUGH INNOVATION"

The 2014 Winter Education Seminar, "Transition through Innovation," was held on December 12, 2014 at the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles. Presentations educated court staff about the new property management system, Judicial Inventory

Control System (JICS), accomplishments in IT, and updates on For The Record (FTR) Gold, Electronic Self-Representation (eSR), and Debtor Electronic Bankruptcy Noticing (DeBN). Chief Judge Peter H. Carroll and Executive Officer/Clerk of Court Kathleen J. Campbell addressed the staff. Graduation certificates were presented to the Paths to Success Leadership Development Program students. Also, the 2014 Best Performance Awards were given to various divisions and departments throughout the Court.

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*2014 Award Recipients with Chief Judge Peter H. Carroll and Executive Officer/Clerk of Court Kathleen J. Campbell*

## 2014 ANNUAL AWARDS CEREMONY

The 2014 Annual Awards Ceremonies, held at all five divisions during September, honored Clerk's Office employees throughout the Central District for outstanding service to the public and dedication to the Court.

Chief Judge Peter H. Carroll and Executive Officer/Clerk of Court Kathleen J. Campbell praised the staff's hard work in their opening remarks, and Chief Deputy of Administration Steven A. Sloniker reviewed the many impressive tasks the Clerk's Office accomplished during the 2014 fiscal year. These included the publication of the Strategic Plan; sharing resources and earning supplemental funding through the Shared Administrative Services program; training employees through the Paths to Success Leadership Development Program and Passing the Baton courses; converting paper records into digital records through

the Records Management Project; piloting the paper-saving Debtor Electronic Bankruptcy Noticing (DeBN) program; becoming the first court in the nation to launch Electronic Self-Representation (eSR); updating the Court's petition packages to make them more user-friendly; rolling out Case Management Assist (CMA), Auto Closing, and the new online chat feature; and remaining on schedule with the ongoing Roybal Realignment Project.

Length of service awards recognized employees and judges who had reached milestones in their careers in government service. Staff members who had distinguished themselves by exceptional work during the past fiscal year received special service awards.

### **LAW CLERK/EXTERN TRAINING PROGRAM**

In 2014, the Court held three Law Clerk/Extern training sessions in the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles. More than 150 participants attended, including participants from the U.S. District Court for the Central District of California. The training program is designed to provide bankruptcy knowledge and other relevant information to chambers staff and future members of the bar. Judges Barry Russell, Alan M. Ahart, Sheri Bluebond, Deborah J. Saltzman, and Scott C. Clarkson each spoke about a different aspect of bankruptcy.

Following the judges' presentations, a panel of current law clerks discussed "Chambers Survival Tips (including Social Media)," a U.S. Courts assistant librarian provided a brief introduction of the law library and legal resources available at the Court, and a law clerk alumni panel closed the program with a lively discussion of "Transitioning to Private Practice."

### **COURT HOSTS SOVEREIGN CITIZEN TRAINING**

Staff members from the U.S. Bankruptcy Court, District Court, and Probation Office for the Central District of California attended a training session about the sovereign citizen movement. The training, conducted by staff from the Anti-Defamation League

(ADL) and U.S. Marshals Service, provided an overview of sovereign citizens, their ideology, and basic tactics utilized. Participants also built competencies in handling situations in the courtroom, as well as the intake window, when sovereign citizens are present. The Court continues to work with the U.S. Marshals Service to ensure the safety of all parties and the fair administration of justice.



*African American Heritage Celebration*

### **AFRICAN AMERICAN HERITAGE MONTH**

On February 28, 2014, the Los Angeles and Riverside Divisions celebrated African American History Month. In Los Angeles, members of the Judiciary gathered at the Edward R. Roybal Federal Building and U.S. Courthouse to attend the "50<sup>th</sup> Anniversary of the Civil Rights Act" program, led by Law Professor Devon W. Carbado from the University of California, Los Angeles School of Law. At the conclusion of the program, attendees were invited to a catered reception in the lobby of the Edward R. Roybal Federal Building and U.S. Courthouse. Contemporaneously, the Riverside Division held a dynamic discussion about the significance of African clothing and celebrated with soul food to commemorate the occasion.

### **LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUESTIONING PRIDE MONTH**

Los Angeles federal agencies, including the U.S. District Court and Bankruptcy Court, U.S. Attorney's Office, Federal Bureau of Prisons, and Federal Public Defender celebrated the second annual Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ)



Pride Month on June 13, 2014 at Edward R. Roybal Federal Building and U.S. Courthouse. Dr. Joseph Hawkins, an anthropology professor of LGBTQ studies at the University of Southern California (USC) and the director of the USC Libraries' ONE Archives, discussed the evolution of the gay community in Los Angeles.

### **CELEBRATING ASIAN AMERICAN PACIFIC ISLANDER HERITAGE MONTH**

On May 21, 2014, members of the Clerk's Office staff attended a celebration of Asian American Pacific Islander Heritage Month hosted by the Diversity Committee of the Federal Public Defender's Office and the U.S. Attorney's Office. Attendees from various agencies were on hand to listen to former Assistant U.S. Attorney and current Superior Court Judge Lawrence Cho.

Judge Cho regaled the audience with stories and memories from his childhood and of the various experiences of his parents and grandparents as they left their homeland in China to seek a new life in the United States. At the end of his message, Judge Cho urged the audience to go home and ask their parents, grandparents, and other relatives to tell them a story, any story; because the greatest gifts that someone can pass to future generations are experiences and memories. In addition to Judge Cho's remarks, guests also enjoyed a variety of Asian American Pacific Islander cuisine, including dumplings, noodles, egg rolls, and desserts.

### **ST. PATRICK'S DAY CELEBRATION IN SANTA ANA**

On March 17, 2014, Judge Theodor C. Albert hosted a St. Patrick's Day celebration at the Santa Ana Division. The judges, Executive Officer/Clerk of Court Kathleen J. Campbell, special guest retired Judge James Barr, members of the chambers staff and Clerk's Office staff, and other guests donned their green to celebrate the day in style. They brought with them their best Irish accents, favorite Irish jokes and blessings to read, their appetites, and their thirst. Each year, guests are treated to Muldoon's famous Irish soda bread with Irish butter and jam, homemade cookies, cheese, and crackers, and

other Irish delicacies. Prizes were given for any "wearing of the green," best reading of a Irish blessing or joke, and guessing which famous Irish person an employee was for the day. The participants were all winners of some very Irish (or green) prizes.

### **BENEFITS AND WELLNESS AWARENESS CAMPAIGN**

As part of the Benefits and Wellness Awareness Campaign, and as a prequel to the upcoming 2015 Benefits Open Season, the Human Resources Department offered the use of Kaiser's BioMeasure System to interested employees. Kaiser presented the BioMeasure System, a freestanding device that accurately measures weight, height, and body fat percentage. It then instantly calculates recommended body mass index, weight, body fat percentage, and fat mass in pounds. Each person who used it immediately received a printout with their results. Participating employees were advised to check their progress each week. Due to high demand from other federal agencies, the BioMeasure System was only scheduled in the Los Angeles, Santa Ana, Riverside, and San Fernando Valley Divisions.

### **HUMAN RESOURCES HOSTS 2014 BENEFITS, HEALTH, AND SAFETY FAIR**

On November 5, 2014, the Human Resources Department hosted the 2014 Benefits Open Season and Safety Fair. The fair was attended by over 800 employees from various federal agencies in the Central District, including the U.S. Bankruptcy Court, U.S. District Court, U.S. Pretrial Services, U.S. Probation Office, Internal Revenue Service, Homeland Security, and NASA. Attendees were able to get answers to questions relating to their own health, dental, and vision plans and other benefits. The fair was also an opportunity for employees to learn about changes and new options directly from their providers' representatives. Additionally, a representative from the California Highway Patrol provided various safety tips. The health care professionals from Federal Occupational Health also provided attendees with a free wellness check-up.

## **CENTERS OF EXCELLENCE**

On March 24, 2014, all members of the Centers of Excellence met in the Edward R. Roybal Federal Building and U.S. Courthouse's general assembly room to discuss updates and upcoming projects. In 2014, the Center of Excellence (CoE) for Communication merged into the CoE for Employee Engagement. Given workforce planning initiatives, merging the two teams into one better aligned their efforts and reduced redundancies, since many communication-related efforts fell within the realm of keeping employees engaged in the workforce. All CoE members, including those of the CoE for Process Improvement, discussed the projects they were working on and ways to improve the CoE. Projects undertaken in 2014 included an operations manual wiki, streamlining the paper process to reduce unnecessary printing, training staff on court documents and their impact/use, archiving data, and dictionary scrub project to remove or update codes.

In June 2014, the CoE for Process Improvement and Employee Engagement/Communication met with their respective groups to discuss the projects they are working on and ways to improve the CoE. The CoE for Process Improvement continues to look at modifications to various forms, while the Employee Engagement/Communication team launched another community outreach drive to benefit children in need of back-to-school supplies.

## **PATHS TO SUCCESS LEADERSHIP DEVELOPMENT PROGRAM**

The Paths to Success Leadership Development Program, designed for emerging leaders to develop their leadership and project management skills, was enhanced earlier this year to include career development. The 2013 – 2014 class, comprised of 18 members, completed Career Development Plans which helped them identify where they see their careers in five years. Since one of the goals of the program is to increase technical knowledge of how the Court functions, program participants chose a "path," or a department to which they wished to gain exposure.

A "Career Development Day" session was held in February 2014, during which attendees were given the opportunity to analyze their individual Career Development Plans and meet with various managers and supervisors throughout the Court to learn the different lines of business. Between June and July 2014, participants spent two full days visiting their selected department and learning about its functions via job shadowing, one-on-one training, and reviewing training manuals, if applicable. Job shadowing provided the participants a more well-rounded learning of the Court's processes and procedures. Participants were allowed to select the department in which they currently work (regarding duties they usually do not complete) or a different one altogether. Additionally, participants continued to complete several online modules, in-person training courses, and competency forms before graduating from the Paths to Success Leadership Development Program on December 12, 2014.

## **PASSING THE BATON**

As court employees continue to retire, it is critical for the Court to have a plan in place to ensure that key positions have qualified internal applicants to whom it can "pass the baton." The Court developed the Passing the Baton training program to provide participants with a refresher in core bankruptcy knowledge, primarily focusing on court operations and case management.

Launched in April 2014, the 18-month program offers team leaders, supervisors, and managers a learning session each month. Session topics include "Financial Management and Stewardship," "Case Management and Calendaring Systems," "Statistics and Information," "Case Initiation – Special Programs for Self-Represented Litigants," "Writs and Abstracts," "Appeals Processing," "Judicial Committees," and "Legal Research." The monthly learning sessions were facilitated by various subject-matter experts within the Clerk's Office and chambers staff. This program is an excellent succession strategy for knowledge transfer and personal development, and is a significant component of the Court's Strategic Plan Issue #3: Judiciary Workforce of the Future.

## RIVERSIDE STAFF PRESENTED “THUMBS UP” AWARD

On March 28, 2014, Operations Manager Laurie Gaffney and Operations Supervisors Melissa English and Debra Eudy presented employees with a “Thumbs Up” award as a token of their appreciation. The presentation opened with the song “We Are the Champions” playing as Ms. Gaffney, Ms. English, and Ms. Eudy thanked the staff for all their hard work and effort in meeting the closing goals from December 2013 to February 2014—three months in a row.

## LEANNE O'BRIEN GOES TO WASHINGTON

Facilities Project Coordinator Leanne O'Brien was selected for a temporary duty assignment in the Department of Administrative Services, Facilities and Security Office at the Administrative Office of the U.S. Courts (AO). Ms. O'Brien was assigned as a Space and Facilities Specialist to work on the “Thurgood Marshall Federal Judicial Building (TMFJB) and Court Operations Support Center’s Space Planning Project.”



Ms. O'Brien successfully competed for one of two coveted positions offered to judiciary employees nationwide. She began her new assignment on June 2, 2014 for a period not to exceed one year. The AO agreed to fully reimburse the Court for her service.

## EXECUTIVE OFFICER/CLERK OF COURT ACCEPTED TO THE JUDICIARY EXECUTIVE LEADERSHIP PROGRAM

In 2014, Executive Officer/Clerk of Court Kathleen J. Campbell was accepted to the Federal Judiciary Center’s Judiciary Executive Leadership Program (JELP). The 12-month program focuses on emerging leadership and management challenges, best organizational practices, and state-of-the-art thinking

about organizational development. JELP aims to inspire experienced court unit executives to further develop their expertise and expose them to new ideas and best practices to improve their individual districts and/or circuits, and the Judiciary.

## FEDERAL COURT LEADERSHIP PROGRAM

Self Help Desk Team Leader Sabrina Palacio-Garcia has completed the Federal Judicial Center’s (FJC’s) two-year Federal Court Leadership Program (FCLP). During the week of July 21, 2014, she attended the FCLP’s Phase V workshop in Washington, D.C., which culminated in the program’s graduation ceremony.

Workshop participants wrote personal mission statements tied to their courts’ strategic plans, identified professional goals, and reviewed what they had learned about emotional intelligence. On a visit to the U.S. Supreme Court, workshop participants met with Chief Deputy Cynthia Rapp and took a guided tour of the U.S. Holocaust Memorial Museum. Workshop sessions covered ethics and leadership in public administration, innovative uses of social media, and the relationship between leadership and emotional intelligence. Executive Officer/Clerk of Court Kathleen J. Campbell contributed to the workshop, speaking in the panel discussions “Morale and Motivation: Leading and Keeping Employees Engaged in Challenging Times,” “Leadership from a Clerk’s Perspective,” and “Defining the Future of Our Workplace.”

According to the FJC, course participants “develop research and writing skills, enhance problem-solving and decision-making skills, and build the leadership skills that would enhance [their] abilities to assume greater responsibility.” In the course of the program, Ms. Palacio-Garcia completed two projects: an analysis of the Court’s succession planning and an independent study about managing a multigenerational workforce.

Information Technology and Training Manager Padraic Keohane, Customer Service Representative Myeasha Miller, and Legal Analyst Jennifer Wright were accepted in the FCLP’s class of 2014 – 2016.

## **VOLUNTARY INCENTIVE PROGRAMS FOR EMPLOYEE SEPARATIONS (BUYOUTS)**

In 2014, the Court requested and received approval from the Administrative Office of the U.S. Courts (AO) to offer 12 buyouts and early retirements. The request for buyouts and early retirements was necessitated by the continuing serious funding challenges facing the Judiciary. These buyouts and early retirements helped the Court offset its budgetary shortfall.

## **RETIREMENT COUNSELING OFFERED**

From June 9 through June 17, 2014, the Court hosted an individual retirement counseling workshop for Ninth Circuit employees. An invitation was extended to all federal employees throughout the Central District who were eligible to retire between 2014 and 2017.

Retirement Counselors Henry Broitman and John McGrath from the Administrative Office of the U.S. Courts (AO) provided individual retirement and benefits counseling to a total of 82 employees from the U.S. Bankruptcy Court, U.S. District Court, Pretrial Services, Ninth Circuit Court of Appeals, and the Ninth Circuit U.S. Courts Library. Mr. Broitman and Mr. McGrath received excellent reviews for their outstanding counseling services.

## **CHIEF DEPUTY OF OPERATIONS MICHAEL E. ROTBERG RETIRES**

Chief Deputy of Operations Michael E. Rotberg retired at the end of 2014 with over 40 years of federal service. Mr. Rotberg began his career at the Court in 1987 and served in a variety of positions over the years, including Acting Clerk of Court. Attorneys respected Mr. Rotberg for his knowledge and



expertise and always enjoyed his informative statistical presentations at their bar association meetings. Judges could always count on him to have his facts and

numbers straight. Mr. Rotberg's staff respected his genuine and caring demeanor and his common sense approach to problem-solving. Mr. Rotberg worked diligently to serve the judges, lawyers, and citizens in the Central District. He was well loved for his dry wit, that distinctive New York accent, and his wise counsel. Mr. Rotberg left the Court a better place and he will be missed by all.

## **NATIONWIDE SEARCH FOR CHIEF DEPUTY OF OPERATIONS**

After Chief Deputy of Operations Michael E. Rotberg announced his retirement, the Court initiated a nationwide search for a new chief deputy in May 2014. On November 3, Executive Officer/Clerk of Court Kathleen J. Campbell announced the selection of Benjamin Varela as the Court's new Chief Deputy of Operations. Mr. Varela brought



*Benjamin Varela*

to the position more than 18 years of bankruptcy experience in many areas of the Court. Since beginning his career with the Court as an Intake Clerk in 1996 in Los Angeles, Mr. Varela has held a variety of progressively responsible positions in operations. Since 2002, he served as the Operations Manager at the Santa Ana Division, working with supervisors and team leaders to ensure that the work of the division was carried out efficiently and professionally. Mr. Varela began transitioning immediately and replaced Mr. Rotberg upon his retirement.

# FACILITIES, SECURITY, AND EMERGENCY PREPAREDNESS

## ROYBAL REALIGNMENT SPACE PLANNING EFFORTS CONTINUE

In 2014, the Court continued to participate in an extensive space planning effort with the Administrative Office of the U.S. Courts (AO), AO contractors, Ninth Circuit Space and Facilities staff, General Services Administration (GSA), and other Central District court units. The objective of this effort is to realign the Edward R. Roybal Federal Building and U.S. Courthouse (Roybal) to accommodate additional magistrate and senior judges, as well as U.S. District Court and U.S. Pretrial Services staff currently housed in the Spring Street Courthouse in Los Angeles.

The new Los Angeles Courthouse, scheduled for completion by 2016, provides insufficient space to house all the judges and staff that will be required to vacate the Spring Street Courthouse. Additional courtroom and office space in the Edward R. Roybal Federal Building and U.S. Courthouse is needed to house displaced judges and staff. Tentative plans call for the U.S. Bankruptcy Court for the Central District of California to release over 33,000 square feet of Clerk's Office space and 24,000 square feet of judicial space in the Los Angeles Federal Building and Edward R. Roybal Federal Building and U.S. Courthouse, and include a new requirement for all Roybal bankruptcy judges to share courtrooms. The project is expected to continue over the next three to five years, as funding, design, construction, and relocation efforts must be finalized. As of the end of 2014, GSA continued to evaluate the proposed housing plan to meet the estimated budget and define the master housing plan for the civic center, to include a strategy for backfilling the Spring Street Courthouse.

## COOP WEBPAGE LAUNCHED

On March 6, 2014, the Court launched its Continuity of Operations (COOP) webpage. This was the first step in the creation of a COOP-related informational hub, intended to house a variety of useful information and tools that educate and empower court staff. Future

updates will include additional videos, documents, and training, further enhancing the usefulness of this versatile resource.

In furtherance of the Court's mission, serving the most populous and diverse district in the country, the COOP webpage is an integral component enhancing the Court's ability to respond effectively to disruptions and continue to provide vital services during the most challenging of circumstances.

## AO NATIONAL JUDICIAL EMERGENCY MANAGEMENT WEBCAST ON EXERCISE DESIGN

On March 18, 2014, the Continuity of Operations (COOP) team represented the U.S. Bankruptcy Court for the Central District of California at the first Administrative Office of the U.S. Courts (AO) national emergency management webcast on exercise design. The COOP team was accompanied by the Court's Emergency Preparedness team, which assisted in the delivery of vital information.

In the future, the webcasts will focus on various aspects of emergency management, further strengthening the core resilience of the Judiciary as a whole. Participation in this and other endeavors demonstrates the Court's commitment to ensuring employees of the Court have the tools necessary to tackle the challenges of an unexpected event.

## COURT HOSTS FEMA CONTINUITY PLANNERS WORKSHOP

From May 15 through May 17, 2014, the Court hosted the first local offering of the Federal Emergency Management Agency (FEMA) L550 Continuity Planners Workshop for the Los Angeles region in over two years. This workshop focused on the need for emergency management practitioners in the region.

Administrative Specialist and COOP Coordinator Herbert Seales represented the Court as a co-facilitator of the workshop, which included representatives from various local, state, and federal agencies. Attendees had an opportunity to work through scenarios and discuss their successes and areas of improvement with other emergency management professionals, giving them a unique opportunity to gain a fresh perspective.

## **EMERGENCY MANAGEMENT OVERVIEW FOR FEDERAL AGENCIES**

On July 8, 2014, Administrative Specialist and Continuity of Operations (COOP) Coordinator Herbert Seales from the U.S. Bankruptcy Court for the Central District of California and Emergency Preparedness and Security Officer Christina Johnson from the U.S. District Court for the Central District of California hosted the Emergency Management Overview for Federal Agencies training. Arranged by the Downtown Los Angeles Federal Agency Training Consortium, this training covered emergency preparedness (planning, emergency communications, and evacuation and shelter-in-place) and continuity of operations (creating a plan, elements of a viable COOP plan, and benefits of COOP planning for your agency).

Ms. Johnson and Mr. Seales discussed how agencies plan for disasters, the cost of preparation, and the likelihood of survival. In addition, they provided emergency tips and continuity of operations best practices that will limit interruption to operations during and after an emergency. Although the target audience for this program was designated for people who wanted to increase their knowledge of emergency response and continuity of operations, all federal employees were invited to attend the one-hour session.

## **CONTINUITY OF OPERATIONS TRAINING**

Between late September and mid-November, all members of the Clerk's Office staff attended a Continuity of Operations (COOP) Awareness training session. Held in each division, the one-hour

training classes covered the events and tasks that would follow the activation of the COOP in the event of an emergency. Attendees learned about the notification process, essential functions, relocating to another worksite, and how compensation, leave, and benefits are affected during a COOP activation.

## **MAY DAY COOP TELEWORK EXERCISE**

On May 1, 2014 (May Day), the Clerk's Office performed a telework exercise in the Los Angeles Division. The exercise tested the performance of the Court's network and various elements of operations that will be heavily relied upon in the event of a Continuity of Operations (COOP) activation. Following U.S. Marshals Service reports that thousands of protesters were likely to gather in the Civic Center area on May Day, the Court used the opportunity to encourage staff members at the Los Angeles Division to telework from home or work in another division. More than half of the Los Angeles Division's staff teleworked that day, and teleworkers did not experience any significant degradation in remote access to the Court's automated systems during this exercise.

Also on May Day, the Court's Crisis Communication team successfully used the Court's upgraded Emergency Notification System (ENS) for the first time. The Los Angeles Division Clerk's Office staff received ENS test messages by email, phone, and text. Additionally, the Court's new ENS, updated each business day with data from InfoWeb, enables the Crisis Communication team to survey the staff following an emergency.

## **RESILIENT ANGEL ANNUAL CONTINUITY PREPAREDNESS WORKSHOP**

On December 4, 2014, Administrative Specialist and Continuity of Operations (COOP) Coordinator Herbert Seales represented the U.S. Bankruptcy Court for the Central District of California as a presenter and facilitator at the annual Resilient Angel Continuity Preparedness Workshop, hosted by the Greater Los Angeles Federal Executive Board (LA FEB), U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) Region

IX, and LA FEB Continuity of Operations (COOP) Working Group (GLAFEB-CWG). Office Services Manager Roland Blanco was also in attendance.

This event was held at the Joint Forces Reserve Center in Bell, California, and consisted of panel discussions focusing on the major areas of COOP such as activation and relocation, plan and checklist development, recovery and reconstitution, and defining the role of COOP and emergency management. This yearly event not only provides valuable tools to federal, state, and local agencies, but also provides an opportunity to exchange best practices across jurisdictional lines, and aids in the creation of long-term local relationships that are essential to the Court's ability to respond effectively to emergencies.

### **FLOOR WARDEN/EMERGENCY PREPAREDNESS TRAINING**

In 2014, the Emergency Preparedness team conducted Floor Warden/Emergency Preparedness training in every division. Multiple training sessions were offered in the Riverside Division in February, the Santa Ana Division in March, the Los Angeles Division in May, and the San Fernando Valley and Northern Divisions in June. Additionally, on April 22, 2014, floor wardens throughout the Central District participated in the Weapons of Mass Destruction (WMD) training, conducted by the WMD coordinator for the Federal Bureau of Investigation (FBI).

Additionally, the Clerk's Office continues to improve and distribute emergency preparedness reference materials. In May, the *Emergency Preparedness Quick Reference Guide* and emergency contact information cards were distributed throughout the Central District and the evacuation maps for each division were updated.

### **NEW WORKSTATIONS FOR COURTROOM SERVICES**

On January 7, 2014, the Clerk's Office completed the replacement and reconfiguration of 48 workstations in the Courtroom Services Department. The project, which had been delayed by several weeks due to General Services Administration (GSA) furloughs,

began in November 2013. The new workstations are frame-and-tile-systems that can be easily reconfigured, rebuilt, and repaired. The new workstations provide a number of advantages over the older workstations, including additional filing space, convenient power outlets, slots for cables, and ergonomic design.

### **NORTHERN DIVISION RECONFIGURATION**

The Clerk's Office reconfigured the Northern Division to accommodate the arrival of Chief Judge Peter H. Carroll and the retirement and recall of Judge Robin L. Riblet. As Chief Judge Carroll prepared to relocate to the Northern Division in May 2014, and Judge Riblet approached her retirement and subsequent appointment as a recalled judge, the Clerk's Office improved both chambers in the Northern Division to suit each judge's needs. Chief Judge Carroll moved into the resident judge's chambers previously occupied by Judge Riblet, and Judge Riblet moved into the chambers that had been designated for use by visiting judges and shared with Judge Deborah J. Saltzman, who hears matters in-person and via videoconference from the Los Angeles Division. In addition, the building library, which occupied roughly 700 square feet of space, was released to the U.S. District Court for the Central District of California and converted into a magistrate judge chamber.

### **NEW WALL COVERING IN ROYBAL BUILDING JURY ROOMS**

On May 2, 2014, the Clerk's Office finished installing new wall coverings in the jury rooms on the 13<sup>th</sup>, 15<sup>th</sup>, and 16<sup>th</sup> floors of the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles as part of the Court's cyclical maintenance program.

### **INVENTORY AND PROPERTY MANAGEMENT UPDATE**

During this year's district-wide inventory reconciliation, the Clerk's Office successfully accounted for 100 percent of the Court's property listed in the Master Personal Property Record. There were no items missing or unaccounted for in any of the Court's divisional offices.

The Clerk's Office completed revisions to its property management procedures in 2014, appointing a senior custodial officer and an IT custodial officer in the Los Angeles Division, and one custodial officer for each of the remaining divisions. It also initiated the migration from its former property management software, IntelliTrack, to the Administrative Office of the U.S. Courts (AO) supported and web-based Judicial Inventory Control System (JICS). After fine-tuning the database structure to accommodate the Court's needs, personnel migrated inventory data into JICS and verified its accuracy. Then, staff members created new court identification tags for every item in the system and affixed them to the items.

A brief training session at the December Winter Education Seminar reviewed the new property management procedures and in-depth training will follow at each divisional office in 2015.



# APPENDICES

## 2014 – 2019 COURT STRATEGIC PLAN ACCOMPLISHMENTS

<b>ISSUE 1: ADMINISTRATION OF JUSTICE</b>	
<b>1.1 Administer justice fairly and impartially without regard to race, ethnicity, national origin, gender, sexual orientation, religion, age, economic status, or disability.</b>	
<b>GOALS:</b>	<b>ACCOMPLISHMENTS</b>
<p><b>1.1.1 Confirm that court procedures conform to relevant statutes, rules, and policies.</b></p>	<p><b><u>Chapter 11 LBR Forms</u></b> In 2014, the Court modified the Court’s Chapter 11 Plan and Chapter 11 Disclosure Statement Local Bankruptcy Rule (LBR) forms and LBRs to comply with revisions to federal rules.</p> <p><b><u>Case Management, Rules, and Chapter 13 Committees</u></b> The Court’s Case Management, Rules, and Chapter 13 Committees worked throughout 2014 to review and amend rules, procedures, and court forms to comply with statutory and other changes.</p>
<p><b>1.1.2 Promote the education of judges and court personnel on issues of diversity.</b></p>	<p><b><u>Diversity Celebrations</u></b> Throughout 2014, the Court participated in celebrating African American Heritage Month; Lesbian, Gay, Bisexual, Transgender, and Questioning Pride Month; Women’s Month; Asian and Pacific Islander Month; and Hispanic Month.</p> <p><b><u>"It’s Never Too Late" Speaker Series</u></b> In 2014, the Court developed the “It’s Never Too Late” Speaker Series. The speaker series was designed to promote diversity and increase employee engagement by hosting a forum for employees to share their backgrounds and experiences.</p>
<p><b>1.1.3 Foster diversity in the court’s workforce by maximizing efforts to attract and retain employees of differing backgrounds, foreign language capabilities, and experiences.</b></p>	<p><b><u>Recruitment Expansion</u></b> In 2014, the Court expanded recruitment efforts to law schools, minority bar associations, and other organizations. Judges participated in speaking engagements at local law schools to promote diversity in the recruitment of externs and law clerks. The Court partnered with Loyola Law School to create a program to provide bankruptcy law students with hands on experience in working with Public Counsel and the Court.</p> <p><b><u>Veterans Vocation Rehabilitation and Employment Program</u></b> In February 2014, U.S. Navy veteran Jason La Mard Jones began working at the Court through the Veterans Vocation Rehabilitation and Employment Program. Mr. Jones was assigned to the Human Resources Department to work on community outreach projects, the Paths to Success program, and the Succession Planning project.</p>
<p><b>1.1.4 Make sure the court’s community outreach efforts include all of the district’s diverse community.</b></p>	<p><b><u>Diverse Community Outreach Efforts</u></b> Throughout the year, with the assistance of the Community Outreach Committee, the Court continued to ensure its community outreach efforts, including Power Lunches, Law Day, and other activities included representatives of the Central District’s diverse community.</p> <p><b><u>Recruitment Expansion</u></b> <i>See 1.1.3</i></p> <p><b><u>Veterans Vocation Rehabilitation and Employment Program</u></b> <i>See 1.1.3</i></p>

<p>1.1.5 Clarify and inform practitioners of the unique procedural requirements of each judge while striving to limit variances and increase uniformity in judicial practices within the district.</p>	<p><b><u>Judges Speaking Engagements and Programs</u></b>                  In 2014, Judges participated in speaking engagements involving various associations, organizations, and schools throughout the nation. <i>See Speaking Engagements and Programs</i> section of this report.</p> <p><b><u>Specific Procedures Provided on Each Judge’s Webpage</u></b>                  The Court continues to update and provide practitioners with judge-specific procedures on each judge’s webpage found on the Court’s website.</p> <p><b><u>Bar Advisory Board</u></b>                  The Court’s Bar Advisory Board was initially formed in 2009 and meets quarterly with the Chief Bankruptcy Judge, other interested judges, and the Executive Officer/Clerk of Court. In 2014, the Bar Advisory Board members provided substantial input from their respective bar associations in response to the Court’s request for ideas to improve court operations. Many of the suggestions were adopted by the Court, and in one instance, submitted to the Judiciary for national consideration and subsequent adoption. The Bar Advisory Board also recruited volunteers from the local bar to assist in the Court’s effort to update its standards for chapter 7 limited scope of appearance in light of <i>In re Seares</i>.</p>
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**1.2 Structure court operations in a manner that best facilitates the expeditious, economical, and fair resolution of disputes.**

GOALS:	ACCOMPLISHMENTS:
<p>1.2.1 Build and maintain an effective executive management structure that guarantees the court’s ability to achieve its mission, vision, and strategic goals.</p>	<p><b><u>New Chief Deputy Hired</u></b>                  On November 3, 2014, Executive Officer/Clerk of Court Kathleen J. Campbell announced the selection of Benjamin Varela as the Court’s new Chief Deputy of Operations. Benjamin Varela began transitioning immediately, and replaced the previous Chief Deputy of Operations Michael E. Rotberg upon his retirement on December 31, 2014.</p> <p><b><u>Executive Team Performance Appraisal</u></b>                  Instituted a performance appraisal system for the Executive team.</p> <p><b><u>Executive Officer/Clerk of Court Accepted to JELP</u></b>                  In 2014, Executive Officer/Clerk of Court Kathleen J. Campbell was accepted to the Judiciary Executive Leadership Program (JELP). The 12-month program focuses on emerging leadership and management challenges, best organizational practices, and state-of-the-art thinking about organizational development. JELP aims to inspire experienced court unit executives to further develop their expertise and expose them to new ideas and best practices to improve their individual districts and/or circuits, and the Judiciary.</p>
<p>1.2.2 Standardize operations to provide a uniform system of justice and consistent quality of service.</p>	<p><b><u>Case Initiation Action Notice</u></b>                  On June 23, 2014, the Clerk’s Office implemented the modified Case Initiation Action Notice (CIAN) procedures that were approved by the Case Management Committee and adopted by the Court at the meeting of the Board of Judges held on December 6, 2013. To prepare for the rollout, the Clerk’s Office conducted comprehensive staff training and extensively modified Case Management/Electronic Case Files (CM/ECF) and local Case Commencement Deficiency Notice (CCDN) procedures.</p>

<p>1.2.3 Institute case management plans that utilize best practice and time standards to expedite case processing appropriate to the type and complexity of the case.</p>	<p><b><u>CM/ECF Fee Waiver Pilot Program</u></b> Under the direction of the Case Management Committee, the Court expanded its Case Management/Electronic Case Files (CM/ECF) fee waiver pilot program in April 2014.</p> <p><b><u>Auto-Discharge Program</u></b> In June 2014, the Court released a modified version of the Auto-Discharge program throughout the Central District, increasing the number of cases eligible for discharge.</p> <p><b><u>Case Management Assist</u></b> In 2014, the Court continued to maximize efficiency through use of Case Management Assist (CMA). Developed by the U.S. Bankruptcy Court for the Western District of Oklahoma, CMA is a quality review program designed to enhance daily operations and case management. Additionally, without reducing network or Case Management/Electronic Case Files (CM/ECF) speeds, CMA provides superior internal reports that enable supervisors, managers, and the Executive team to measure the productivity and accuracy of court staff and external users. After all employees had been trained, the Executive team evaluated CMA's full capability and implemented measures to increase productivity.</p>
<p><b>1.3 Administer the court according to sound management practices, and seek ways to create efficiencies through streamlining processes and implementing new technology.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p>1.3.1 Implement "vertical" sharing of administrative services consistent with 28 U.S.C. §§ 154(b) &amp; 156(d), provided that shared administrative services result in measurable savings to the court and no degradation in the quality and timeliness of service to the judiciary and the public.</p>	<p><b><u>Bankruptcy Court/District Court Shared Network Area</u></b> The U.S. District and Bankruptcy Courts for the Central District of California agreed to share a server room at the Edward R. Roybal Federal Building and U.S. Courthouse. Plans were developed to accommodate Pretrial Services once the Roybal Realignment Project is complete.</p> <p><b><u>Emergency Preparedness/COOP Support</u></b> On July 9, 2014, the Court entered into a Memorandum of Understanding with the U.S. District Court for the Central District of California to provide IT and facility support services for Magistrate Judge Louise A. LaMothe in the Northern Division through September 30, 2014. The District Court for the Central District of California deducted the total hourly rate for these services from Bankruptcy Court's contribution to the salary of the District-wide Emergency Preparedness and Security Officer.</p> <p><b><u>Shared Administrative Services (SAS)</u></b> In 2014, the Court completed 15 SAS agreements with courts and sister agencies near and far, worth more than \$80,000 in revenue for the fiscal year ending September 30, 2014.</p> <p><b><u>Internal Audit</u></b> The Court's Internal Auditor provided auditing shared administrative services to the U.S. District Court for the Central District of California.</p>
<p>1.3.2 Identify and market opportunities for sharing administrative services with other court units nationwide on a cost reimbursable basis in core business areas including Human Capital, Information Technology, and Space Planning.</p>	<p><b><u>Shared Administrative Services (SAS)</u></b> <i>See 1.3.1</i></p>

1.3.3 Participate in national committees and programs to develop court technology and implement best practices.

**Judges Participate in National Committees and Programs**

- Judge Erithe A. Smith continues to serve on the Committee on the Administration of the Bankruptcy System
- Chief Judge Peter H. Carroll and Judge Gregg W. Zive serve on the Conference of Chief Bankruptcy Judges of the Ninth Circuit
- Judges Maureen A. Tighe and Catherine E. Bauer serve on the Ninth Circuit *Pro Se* Litigation Committee
- Judge Richard M. Neiter serves on the Ninth Circuit Alternative Dispute Resolution Committee
- Judge Deborah J. Saltzman serves on the NextGen CM/ECF Working Group and Ninth Circuit Courts & Community Committee
- Judges Deborah J. Saltzman, Scott C. Clarkson, Sandra R. Klein, and Julia W. Brand serve on the Ninth Circuit Bankruptcy Judges Education Committee
- Judge Geraldine Mund serves on the Advisory Council for the Ninth Judicial Circuit Historical Society
- Chief Judge Peter H. Carroll was appointed to CBF *Pro Bono* Committee
- Judge Scott C. Clarkson was appointed to Individual Chapter 11 Task Force
- Chief Judge Peter H. Carroll serves on the Ninth Circuit IT Committee

**Clerk's Office Staff Participate in National Committees and Programs**

- Executive Officer/Clerk of Court Kathleen J. Campbell serves on the Bankruptcy Clerks Advisory Group, Ninth Circuit Courts & Community Committee, and Human Resources Advisory Council
- Sam Abram served on the Ninth Circuit IT Committee
- Beryl Dixon serves on the Human Resources Specialists Advisory Group
- Sandi Brask was appointed to Bankruptcy Methods Analysis Program Working Group
- Francis Ha was appointed to Courtroom Technology Working Group
- Sandi Brask was appointed to NCBC Education Committee
- Jan Zari was appointed Editor of the NCBC Newsletter
- Jennifer Paro was appointed as NCBC Historian
- Sabrina Palacio-Garcia served as Ninth Circuit Liaison of the NCBC
- Jessica Garibay was appointed as Ninth Circuit Liaison of the NCBC
- Myeasha Miller was appointed as NCBC Local Representative
- Monica Yepes was appointed as NCBC Local Representative

1.3.4 Continue to review policies and procedures to improve service delivery, and to develop reports to assist decision making.

**CMA Reports**

Throughout 2014, managers and supervisors analyzed multiple Case Management Assist (CMA) reports to assess the staff's workload and productivity. Based on these CMA reports, managers and supervisors re-assigned the workload across the divisions. *See CMA 1.2.3*

<p>1.3.5 Educate judges and court personnel on existing and emerging technologies.</p>	<p><b><u>NCBC Conference</u></b>  From July 14 to July 18, 2014, the U.S. Bankruptcy Court for the Central District of California was represented by 28 delegates at the National Conference of Bankruptcy Clerks (NCBC) Conference hosted by the U.S. Bankruptcy Court for the Eastern District of Missouri and the U.S. Bankruptcy Court for the Southern District of Illinois in St. Louis, Missouri. Attendees experienced an event-filled week that included many educational opportunities and networking events. Various informative breakout sessions were offered covering topics such as leadership and teamwork lessons; navigating the JNet; negotiating, collaboration, and communication; technical training on Microsoft PowerPoint, Word, and Excel; financial literacy, Thrift Savings Plan (TSP) and retirement planning; Next Generation (NextGen) Case Management/Electronic Case Files (CM/ECF); and creating a positive work environment.</p> <p><b><u>Desktop Applications</u></b>  Classroom training on desktop applications were offered at all divisions.</p> <p><b><u>Judges Training</u></b>  Throughout 2014, the Information Technology and Training Manager trained judges on iPad and iPhone technologies. The Information Technology and Training Manager also provided judges with Remote Desktop, FileBrowser, and Microsoft Office 365 training.</p>
<b>1.4 Ensure informed judicial decision-making.</b>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p>1.4.1 Provide accurate, timely, and complete procedures and rules to judges, court personnel, and other court participants.</p>	<p><b><u>Revised Local Bankruptcy Rules</u></b>  The Court updated the Local Bankruptcy Rules (LBRs) on January 2, 2014. New and revised LBR forms were posted in both June and December 2014. The Court updated the <i>Court Manual</i> in January, March, May, June, July, August, and December 2014. On December 15, 2014, the Court announced and posted LBRs that became effective on January 5, 2015.</p> <p><b><u>Public Notice Issued for Fee Schedule Changes</u></b>  The Judicial Conference of the U.S. approved changes to the federal court miscellaneous fee schedules effective June 1, 2014. Public Notices were issued for fee schedule changes. To reflect these changes, the Clerk's Office updated its cashiering system, the Court's Abbreviated Fee Schedule, and references to the fees in the <i>Court Manual</i>.</p> <p><b><u>Court Forms Updated</u></b>  The Court updated and revised its court forms to reflect changes that will take effect in 2015.</p> <p><b><u>LBR Forms for Relief From Stay</u></b>  The Court substantially updated its Local Bankruptcy Rules (LBRs) forms for Relief From Stay (RFS). To draft the RFS forms, the Court's Rules Committee formed the Bar Rules Advisory Group (BRAG), a group of volunteer attorneys from throughout the Central District that represented both debtors and creditors. New and revised forms were introduced in June and December 2014.</p>
<p>1.4.2 Make certain that court proceedings are recorded accurately and completely, and that high quality transcripts are produced timely.</p>	<p><b><u>FTR Gold Upgraded</u></b>  The Clerk's Office upgraded the For The Record (FTR) Gold recording software to version 5.6. A cross-functional FTR Gold project team was established to manage the Court's upgrade and Digital Electronic Court Recording Operator (DECRO) training.</p>

<p><b>1.4.3 Promptly implement changes in law and procedure.</b></p>	<p><b><u>Chapters 7, 11, and 13 Petition Packages Updated</u></b>                  A project team comprised of operations staff and the Forms Task Force updated the Court’s chapter 7, 11, and 13 petition packages to reflect changes in automation and the <i>Court Manual</i>. The updated petition packages will include the optional Debtor Electronic Bankruptcy Noticing (DeBN) Activation form to enable debtors to request receipt of orders and court-generated notices by email rather than by U.S. mail. The updated petition packages were made available in the summer of 2014.</p> <p><b><u>Financial Management Provider Functionality</u></b>                  The Financial Management Provider functionality was added to Case Management/Electronic Case Files (CM/ECF) to permit course providers to log in as external users and certify that debtors have completed the course by docketing the appropriate event.</p> <p><b><u>Revised Local Bankruptcy Rules</u></b>  <i>See 1.4.1</i></p> <p><b><u>Public Notice Issued for Fee Schedule Changes</u></b>  <i>See 1.4.1</i></p> <p><b><u>Court Forms Updated</u></b>  <i>See 1.4.1</i></p> <p><b><u>LBR Forms for Relief From Stay</u></b>  <i>See 1.4.1</i></p>
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**1.5 Continue to assess emerging trends and changing needs of individuals, families, and businesses within the district.**

<b>GOALS:</b>	<b>ACCOMPLISHMENTS:</b>
<p><b>1.5.1 Identify issues, conditions, and trends likely to have a significant impact on the court.</b></p>	<p><b><u>Community Outreach Committee Hosted Financial Elder Abuse, Dementia, and Mental Incompetency Program</u></b>                  On January 31, 2014, the Court’s Community Outreach Committee hosted a training program on financial elder abuse, dementia, and mental incompetency in bankruptcy. The event was organized by University of California, Los Angeles Ann C. Rosenfield Fellow Julie A. Pollock with the guidance of Judge Sandra R. Klein, Chairperson of the Community Outreach Committee; Judge Maureen A. Tighe; and Executive Officer/Clerk of Court Kathleen J. Campbell.</p> <p><b><u>Financial Elder Abuse Program</u></b>                  With the assistance of Public Counsel, Judge Sandra R. Klein and University of California, Los Angeles Ann C. Rosenfield Fellow Julie A. Pollock arranged a financial elder abuse program held on Monday, February 3, 2014, at Public Counsel’s office in Los Angeles. The program covered: dealing with psychological burdens of caregiving and caregiver stress, identifying signs of dementia, understanding options for long-term care, legal issues, and caregiver resources in Los Angeles.</p> <p><b><u>Clerk’s Council Meetings</u></b>                  The Clerk’s Council is comprised of members of senior management and was developed to collaborate and prioritize initiatives while allocating proper resources. The Clerk’s Council met throughout 2014 to discuss and strategize the Court’s high priority initiatives. All efforts are to effectively address issues identified in the 2014 -2019 Strategic Plan.</p>

<p>1.5.2 Develop procedures to meet changing conditions.</p>	<p><b>eSR</b></p> <ul style="list-style-type: none"> <li>On March 31, 2014, the Central District of California became the first of three test courts to install the Electronic Self-Representation (eSR) software successfully in the live environment.</li> <li>On April 16, a <i>pro se</i> debtor submitted the first electronic bankruptcy petition nationwide in the Los Angeles Division. The following week Riverside Division's self-help clinic became the second court to offer eSR to its visitors.</li> <li>After making several improvements based on feedback from its initial users, the Court launched eSR on the Internet for general access by the public on September 24.</li> <li>In addition to eSR's Internet launch, the Court installed the software in the self-help desk areas in the remaining three divisions.</li> </ul>
<p>1.6 Seek the resources necessary to maintain effective and efficient operations, and manage and expend such resources judiciously.</p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p>1.6.1 Timely assess future resource needs necessary to accomplish the court's mission.</p>	<p><b><u>AO Supplemental Funding</u></b>  The Court began 2014 with a projected salary shortfall of over \$900,000. Due to conservative spending, buyouts, and separations, combined with the Court's success in obtaining supplemental funding from the Administrative Office of the U.S. Courts (AO) for participation in national initiatives and projects and shared administrative services, the Court was able to end the year without the need to implement layoffs. The Court was able to secure supplemental funding from the AO this year for participation in Debtor Electronic Bankruptcy Noticing (DeBN), records digitizing, and NextGen programming.</p>
<p>1.6.2 Produce comprehensive budget submissions to support resource requests necessary to achieve the court's mission, goals, and strategies.</p>	<p><b><u>Records Digitizing Project Funding</u></b>  As part of the Roybal Realignment Project, the Court sought funding from the Administrative Office of the U.S. Courts (AO) who agreed to provide funding for estimated labor costs for digitizing, scanning, and processing all paper records in the Los Angeles Division. The Court requested and received supplemental funding for 14 terabytes (TB) of additional space to store PDFs for the Records Management Digitizing Project and future projects similar in nature.</p> <p><b><u>DeBN Funding</u></b>  In 2014, the Court asked for and received funding from the Administrative Office of the U.S. Courts (AO) for its participation in the Debtor Electronic Bankruptcy Noticing (DeBN) project.</p>
<p>1.6.3 Identify and pursue grant funding opportunities.</p>	<p><b><u>UCLA Ann C. Rosenfield Fellow</u></b>  The Court applied and was selected to host a University of California, Los Angeles (UCLA) Ann C. Rosenfield Fellow to study issues related to aging, finances and bankruptcy and provide assistance to those facing these issues. The Fellowship was funded by the UCLA Luskin School of Public Affairs' Ann C. Rosenfield Fund. The Court selected Julie A. Pollock as the UCLA Ann C. Rosenfield Fellow. During her term, Ms. Pollock developed a "Bankruptcy Timeline" which lists all of the major events and time requirements for a chapter 7 bankruptcy case, and began the blog "Bankruptcy After 55," which discusses the challenges older Americans face related to finances, credit, retirement, illness, and more. Both items have been added to the Court's website. Additionally, Ms. Pollock coordinated a financial elder abuse training program in early 2014. <i>See Community Outreach Committee; Hosted Financial Elder Abuse, Dementia, and Mental Incompetency Program 1.5.1; and Financial Elder Abuse Program 1.5.1</i></p>
<p>1.6.4 Establish performance criteria and measurement systems that link budgetary resources to strategic goals.</p>	<p><b><u>Performance Management Program</u></b>  In 2014, the Human Resources Department reviewed the competencies identified in the Court's Performance Management Program to determine budget and resources required to create new opportunities and develop training programs.</p>

**ISSUE 2: ACCESS TO JUSTICE AND SERVICE TO THE PUBLIC**

**2.1 All persons will have effective access to justice, including the opportunity to resolve disputes without undue hardship, cost, inconvenience, or delay.**

GOALS:	ACCOMPLISHMENTS:
<p>2.1.1 Support and encourage the use of alternative dispute resolution methods.</p>	<p><b><u>Judge Zive’s Mediation Sessions</u></b> Throughout 2014, Recalled Judge Gregg W. Zive held mediation sessions at the Los Angeles Division for the City of San Bernardino chapter 9 case.</p> <p><b><u>Bankruptcy Mediation Program</u></b> The Mediation Program entered in its 19<sup>th</sup> year in 2014 and remains the largest and most robust bankruptcy mediation program in the nation. The mediation panel consists of attorneys and non-attorney professionals such as accountants, real estate brokers, physicians, and professional mediators. In 2014, the program had 184 members.</p>
<p>2.1.2 Increase the use and availability of videoconferencing to enhance access to the court.</p>	<p><b><u>Northern Division Videoconference</u></b> In 2014, Judge Deborah J. Saltzman began hearing Northern Division matters via videoconference in the Los Angeles Division.</p> <p><b><u>National Video Teleconference Service</u></b> The National Video Teleconferencing Service (NVTCS) was established to offer courts the ability to do point-to-point, multi-point and audio conferences. The Court’s Courtroom Technology staff continues to use the NVTCS’s bridging service to conduct internal videoconferences in Los Angeles and Santa Ana Divisions. The Court plans to expand the usage of NVTCS as funding permits.</p>
<p>2.1.3 Develop simplified procedures to encourage electronic filing by self-represented parties.</p>	<p><b><u>eSR Flyers</u></b> The Court continues to promote the use of Electronic Self-Representation (eSR) software through various mediums including flyers provided in all divisions.</p> <p><b><u>DeBN</u></b> After the Court volunteered to pilot Debtor Electronic Bankruptcy Noticing (DeBN), it subsequently became a national program by the end of 2014. All debtors throughout the Central District can now request orders and court-generated notices by email through the DeBN program.</p> <p><b><u>Online Chat Program</u></b> On February 3, 2014, the Clerk’s Office launched the full version of its online chat program to the general public. Visitors to the Court’s website can now enter into real-time chat with a Call Center representative.</p> <p><b><u>eSR</u></b> <i>See 1.5.2</i></p>



<p>2.1.4 Establish and maintain a project in each of the district's five divisions designed to provide free legal assistance to self-represented parties.</p>	<p><b><u>DAP</u></b> Debtor Assistance Project (DAP) is an association of <i>pro bono</i> organization representatives, bar associations, volunteer attorneys, judges, court staff and trustees, who meet bi-monthly to report on the status of their services and discuss issues related to serving self-represented parties in the Central District. DAP organizations provide free or low-cost legal services to qualified self-represented parties.</p> <p><b><u>Self-Help Desk Honor Roll</u></b> In order to encourage volunteer participation by attorneys at each self-help desk location, the Court has continued its recognition program of posting an Honor Roll and hosting a reception for volunteers. On October 20, 2014, the Court hosted a breakfast reception for the <i>pro bono</i> volunteers listed in its 2014 Honor Roll. The Court also published its annual Honor Roll to commemorate the beginning of the American Bar Association's National <i>Pro Bono</i> Celebration week.</p> <p><b><u>Pro Bono Clinics</u></b> With contributions from the Attorney Admissions Fund, a self-help clinic has been maintained at each division since the addition of the Riverside <i>Pro Se</i> Clinic in November 2011. The Court frequently co-hosts training with <i>pro bono</i> organizations for Minimum Continuing Legal Education (MCLE) credit. MCLE training and Court information is shared at these programs with attorneys who pledge volunteer hours to the self-help clinics. This helps to ensure that clinics are supported by a sufficient number of volunteers.</p>
<p>2.1.5 Explore opportunities for partnerships with educational institutions to increase access to justice by underserved populations.</p>	<p><b><u>Loyola Law School Program</u></b> In 2014, the Court partnered with Loyola Law School to create a program to provide bankruptcy law students with hands on experience in working with Public Counsel and the Court.</p> <p><b><u>UCLA Ann C. Rosenfield Fellow</u></b> <i>See 1.6.3</i></p> <p><b><u>Veterans Vocation Rehabilitation and Employment Program</u></b> <i>See 1.1.3</i></p>

**2.2 Provide the public with information that is easily understandable and readily available.**

GOALS:	ACCOMPLISHMENTS:
<p><b>2.2.1 Improve and expand services, assistance, and information for self-represented parties.</b></p>	<p><b><u>Digital Touchscreens</u></b>                      On February 17, 2014, the Clerk’s Office installed six touchscreens in the San Fernando Valley Division: one large screen outside each courtroom and one small screen in each of the vestibules adjacent to the courtrooms. These digital touchscreens can be used to access calendars and tentative rulings and have largely replaced paper calendars in the division.</p> <p><b><u>QR Codes</u></b>                      Quick Response (QR) codes were placed outside of courtrooms in the Santa Ana and Riverside Divisions as an alternative method for attorneys and others to download and view judges’ calendars.</p> <p><b><u>Bankruptcy Timeline</u></b>                      University of California, Los Angeles Rosenfield Fellow Julie A. Pollock worked with the <i>Pro Se</i> Committee to develop a timeline that explains the major events and deadlines that occur in a chapter 7 bankruptcy case. The timeline was expanded by adding a Spanish version in March 2014. An analysis of the Court’s website revealed it is one of the most popular links visited.</p> <p><b><u>Bankruptcy Mediation Program</u></b>  <i>See 2.1.1</i></p> <p><b><u>DeBN</u></b>  <i>See 2.1.3</i></p> <p><b><u>Online Chat Program</u></b>  <i>See 2.1.3</i></p> <p><b><u>eSR</u></b>  <i>See 1.5.2</i></p>

<p>2.2.2 Continue to develop a variety of informational materials, such as brochures and checklists, for debtors and other court users.</p>	<p><b><u>2013 Pro Se Report</u></b> Published September 2014, the Court's 2013 <i>pro se</i> report, <i>Access to Justice: Self-Represented Parties and the Court</i>, addresses the needs of self-represented parties in the Central District and describes the commitment of the Court and <i>pro bono</i> organizations.</p> <p><b><u>Public Use Computers</u></b> At least one computer was installed in each division for the public to use Electronic Self-Representation (eSR) software for preparing bankruptcy petitions electronically. An additional computer was installed in each division for the public to use as a resource to research bankruptcy information or to find credit and financial management courses. Designated staff members from each division were trained on eSR case processing. Additional training was held at the 2014 Winter Education Seminar and during a "Passing the Baton" session. Training materials that included case processing checklists and Case Management/Electronic Case Files (CM/ECF) case upload procedures were created.</p> <p><b><u>Printed Materials</u></b> Throughout 2014, the Court continued to produce and distribute 341(a) printable brochures with directions to 341 meeting of creditors, free or low-cost bankruptcy help materials in English and Spanish, abbreviated fee schedules, and "Before and After You File" course information flyers.</p> <p><b><u>eSR FAQs</u></b> In addition to a link to Electronic Self-Representation (eSR) software on the Court's website, a dedicated webpage has eSR frequently asked questions, links to additional forms to be completed and filed with an eSR petition, and also an electronic bankruptcy petition checklist to assist debtors with gathering all the required documents before getting started on a petition. <i>See eSR 1.5.2</i></p> <p><b><u>eSR Flyers</u></b> <i>See 2.1.3</i></p> <p><b><u>Bankruptcy Timeline</u></b> <i>See 2.2.1</i></p>
<p>2.2.3 Maintain court forms and informational materials in plain, understandable language.</p>	<p><b><u>Chapters 7, 11, and 13 Petition Packages Updated</u></b> <i>See 1.4.3</i></p> <p><b><u>Court Forms Updated</u></b> <i>See 1.4.1</i></p> <p><b><u>LBR Forms for Relief From Stay</u></b> <i>See 1.4.1</i></p>
<p>2.2.4 Expand the availability to the public of automated court information and data through internet technologies and the court's website.</p>	<p><b><u>Twitter</u></b> The Court continues to utilize Twitter as a social medium for communication.</p> <p><b><u>Website</u></b> The Court continues to improve and update its website with current information and resources.</p> <p><b><u>Public Notices Issued for Fee Schedule Changes</u></b> <i>See 1.4.1</i></p>
<p>2.2.5 Regularly review and update court forms as needed.</p>	<p><b><u>Online Forms for Proposed Revisions</u></b> Members of the public can propose revisions to Court forms online. The Rules Committee meets on a regular basis to consider these submissions, as well as other recommendations. A total of 27 new or revised Local Bankruptcy Rule (LBR) forms became effective in 2014.</p> <p><b><u>Court Forms Updated</u></b> <i>See 1.4.1</i></p>

**2.3 Make certain that court rules, procedures, and processes are free of unnecessary barriers to access.**

GOALS:	ACCOMPLISHMENTS:
<p>2.3.1 Identify and revise court rules, procedures, and processes that are unreasonable barriers to access.</p>	<p><b><u>Electronic Fee Waiver Expanded</u></b>                      The Court expanded electronic fee waiver for <i>pro bono</i> attorneys. The program was suggested by the Bar Advisory Board as part of an effort to encourage attorneys to volunteer to provide <i>pro bono</i> services to <i>pro se</i> debtors by streamlining the process, avoiding an in-person visit to the Clerk’s Office.</p> <p><b><u>eSR</u></b>  <i>See 1.5.2</i></p>
<p>2.3.2 Develop mechanisms to improve proceedings involving non-English-speaking persons and others with communication or language challenges, including the expanded use of interpreter/translator services.</p>	<p><b><u>Bankruptcy Timeline in Spanish</u></b>                      The Court’s Bankruptcy Timeline was translated into Spanish. <i>See Bankruptcy Timeline 2.2.1</i></p> <p><b><u>Online Chat Program FAQs</u></b>                      FAQs were developed for the Online Chat program in English and Spanish.  <i>See Online Chat Program 5.1.4</i></p> <p><b><u>Spanish-speaking Customer Service Representative</u></b>                      In 2014, the Court continued to provide a Spanish-speaking Customer Service Representative to answer phone calls in the call center.</p>
<p>2.3.3 Provide periodic training to judges and court staff on issues of fairness and diversity to increase cultural awareness and sensitivity.</p>	<p><b><u>Diversity Celebrations</u></b>  <i>See 1.1.2</i></p>

### ISSUE 3: JUDICIARY WORKFORCE OF THE FUTURE

#### 3.1 Employ a highly-skilled and well-trained workforce.

GOALS:	ACCOMPLISHMENTS:
<p>3.1.1 Recruit personnel who possess the education, skills, and experience to provide effective services.</p>	<p><u>Hired New Chief Deputy of Operations</u> <i>See 1.2.1</i></p> <p><u>Recruitment Expansion</u> <i>See 1.1.3</i></p>
<p>3.1.2 Attract and retain personnel of varying experiences and backgrounds to promote diversity.</p>	<p><u>Diversity Celebrations</u> <i>See 1.1.2</i></p> <p><u>"It's Never Too Late" Speaker Series</u> <i>See 1.1.2</i></p>
<p>3.1.3 Support the professional development of judges and court personnel to improve their service to the court and the public.</p>	<p><u>Central District Judicial Education Committee Annual Conference</u> In February 2014, the Central District bankruptcy judges convened for their Annual Conference at the Riverside Division Courthouse. The educational program was designed by the Court's Judicial Education Committee and addressed a number of relevant topics, including judicial security, the sovereign citizen movement, a Supreme Court Review, and a "Best Practices" discussion. The annual conference provided an excellent opportunity to acquire new information and to promote dialogue amongst the judges to best support the public.</p> <p><u>Joint Central District Conference</u> The bankruptcy judges participated in the Joint Central District Conference coordinated by the District Court and the Lawyer Representatives in March 2014 held at the University of California, Los Angeles School of Law.</p> <p><u>Clerk's Office Staff Participate in FCLP</u> Self Help Desk Team Leader Sabrina Palacio-Garcia completed the Federal Judicial Center's two-year Federal Court Leadership Program (FCLP). Information Technology and Training Manager Padraic Keohane, Customer Service Representative Myeasha Miller, and Legal Analyst Jennifer Wright were accepted in the FCLP's class of 2014-2016.</p> <p><u>Training Courses and Programs</u> In 2014, the Staff Development Department offered over 75 training courses and programs, which were attended by more than 2,500 participants. A total of 2,543 student seats were filled across the five divisions. Annual programs including the Paths to Success Leadership Development Program, Law Clerk/Extern Training, IT Security Training, and the Winter Education Seminar were offered.</p> <p><u>Winter Education Seminar</u> The 2014 Winter Education Seminar, "Transition through Innovation," was held on December 12, 2014 at the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles. Presentations educated the staff about the new property management system Judicial Inventory Control System (JICS), accomplishments in IT, and updates on For The Record (FTR) Gold, Electronic Self-Representation (eSR), and Debtor Electronic Bankruptcy Noticing (DeBN).</p> <p><u>Law Clerk/Extern Training Sessions</u> In 2014, the Court held three Law Clerk/Extern training sessions in the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles. More than 100 participants attended, including participants from the U.S. District Court for the Central District of California.</p>

	<p><b><u>Sovereign Citizens Training Session</u></b>                  Staff members from the U.S. Bankruptcy Court, District Court, and Probation Office for the Central District of California attended an interactive training session on the sovereign citizen movement. The training was conducted by the Anti-Defamation League and U.S. Marshals Service.</p> <p><b><u>NARA Training Program</u></b>                  Deputy-in-Charge Dennis Tibayan, Self Help Desk Team Leader Sabrina Palacio-Garcia, Operations Specialist Willy DelMundo, and Executive Assistant Jessica Garibay were enrolled in the National Archives and Records Administration's (NARA's) National Records Management Training Program at the NARA regional facility in San Diego from August 18 through August 22, 2014 and September 15 through September 19, 2014.</p> <p><b><u>Paths to Success Leadership Development Program</u></b>                  In January 2014, the Paths to Success Leadership Development Program was enhanced to include career development. Program participants chose a career path or a department to which they elect to gain exposure and completed Career Development Plans.</p> <p><b><u>Passing the Baton Training Program</u></b>                  After examining the Court's workforce demographics and future human capital needs, the Court developed the Passing the Baton training program. This program is a succession strategy for knowledge transfer and personal development.</p> <p><b><u>Executive Officer/Clerk of Court Accepted to JELP</u></b>  <i>See 1.2.1</i></p>
<p>3.1.4 Examine workforce demographics, assess future human capital needs, and formulate a workforce succession plan.</p>	<p><b><u>Succession Planning</u></b>                  As part of the Court's succession plan, the Passing the Baton Training Program was implemented as a knowledge transfer strategy. See Passing the Baton Training Program 3.13</p>
<p>3.1.5 Provide outreach and information to potential judicial applicants to encourage highly qualified individuals to apply for future judicial openings.</p>	<p><b><u>Court Vacancies</u></b>                  The Court advertises vacancies on the Court's website, Twitter, and its bimonthly newsletter. Additionally, vacancies are published on the Ninth Circuit's website.</p> <p><b><u>Judges Reach Potential Applicants</u></b>                  Judges provide outreach and information to potential applicants through various speaking engagements on an ongoing basis.</p>
<p>3.1.6 Encourage judges to use existing programs that enable the bankruptcy bar to provide feedback to judges utilizing standardized evaluation tools.</p>	<p><b><u>Mid-Term Evaluations</u></b>                  Bankruptcy judges for the Central District of California voluntarily request mid-term evaluations offered by the Ninth Circuit.</p>

### 3.2 Maintain a positive work environment that fosters high achievement, satisfaction, and employee engagement among judges and court personnel.

GOALS:	ACCOMPLISHMENTS:
<p>3.2.1 Implement programs, policies, and initiatives to enhance employee performance, satisfaction, and retention.</p>	<p><b><u>Annual Awards Ceremony</u></b> The 2014 Annual Awards Ceremonies, held at all five divisions in September, honored Clerk's Office employees throughout the Central District for outstanding service to the public and dedication to the Court.</p> <p><b><u>Executive Team Performance Appraisal</u></b> <i>See 1.2.1</i></p> <p><b><u>Training Courses and Programs</u></b> <i>See 3.1.3</i></p> <p><b><u>Winter Education Seminar</u></b> <i>See 3.1.3</i></p> <p><b><u>Law Clerk/Extern Training Sessions</u></b> <i>See 3.1.3</i></p> <p><b><u>Sovereign Citizens Training Session</u></b> <i>See 3.1.3</i></p> <p><b><u>Paths to Success Leadership Development Program</u></b> <i>See 3.1.3</i></p> <p><b><u>Passing the Baton Training Program</u></b> <i>See 3.1.3</i></p> <p><b><u>Centers of Excellence</u></b> In 2014, the Court's Centers of Excellence for Employee Engagement and Communication and Process Improvement continued to enhance employee performance and satisfaction by streamlining processes and procedures, creating training programs, and standardizing best practices.</p>
<p>3.2.2 Develop an organizational culture that increases the joint involvement of judges and court personnel in court planning and operations, and facilitates increased communications between judges and court personnel.</p>	<p><b><u>Appreciation Days</u></b> The judges hosted staff appreciation days throughout the Central District.</p> <p><b><u>Judges' Meetings</u></b> The Clerk's Office staff met regularly with the judges throughout the year to discuss operations and administration issues and concerns.</p> <p><b><u>Judicial Committee Participation</u></b> Chambers and Clerk's Office staff continued to enhance communication through judicial committee participation.</p>

**3.3 Promote high standards of conduct and personal behavior among participants.**

GOALS:	ACCOMPLISHMENTS:
<p>3.3.1 Enforce adherence to codes of professional conduct, ethical practice standards, and civility standards for judges, court personnel, and members of the bar.</p>	<p><b><u>EDR Plan Amended</u></b>                      On March 17, 2014, the Court’s Employment Dispute Resolution (EDR) plan was amended to extend whistleblower protection to employees of the Judiciary. The amended plan was communicated to all employees and a special section of the Court's Intranet was deployed to house the procedures and forms.</p> <p><b><u>Ethics Refresher</u></b>                      In December 2014, the Clerk’s Office developed the Ethics Refresher training curriculum which will be delivered in January 2015.</p>
<p>3.3.2 Require appropriate and respectful conduct, dress, and behavior by judges, court personnel, and those appearing in court.</p>	<p><b><u>Dress Code Reminders</u></b>                      Throughout 2014, the Clerk’s Office sent out dress code reminders via email on every casual dress occasion.</p> <p><b><u>Excellent Customer Service Encouraged</u></b>                      Throughout the year, the Court continued to encourage staff to provide excellent customer service to the public. The importance of good customer service was emphasized in presentations, exercises, and team meetings. Employees providing excellent customer service were recognized throughout the year.</p> <p><b><u>Ethics Refresher</u></b>  <i>See 3.3.1</i></p>



## ISSUE 4: A SOLID INFRASTRUCTURE

### 4.1 Court facilities must be safe and accessible.

GOALS:	ACCOMPLISHMENTS:
4.1.1 Make certain that court facilities are accessible to all persons, particularly those with disabilities.	<p><u>Ongoing Monitoring</u> The Office Services Manager monitors physical access to court buildings and recommends court improvements as needed.</p> <p><u>Access to eSR and Online Chat Program</u> The Electronic Self-Representation (eSR) software and Online Chat Program provide additional convenience to parties in remote locations or disabled parties who have difficulty visiting the Court's on-site self-help desks.</p> <p><u>ADA Accommodations</u> On its ADA accommodations webpage, the Court posted maps for entry to each court location to assist disabled parties.</p>
4.1.2 Identify and address needed safety improvements.	<p><u>Ongoing Safety Improvements</u> The Office Services Manager surveys and requests funds as needed for safety improvements.</p>

### 4.2 Create a master plan for the development of court facilities to meet the needs of the future.

GOALS:	ACCOMPLISHMENTS:
4.2.1 Review the utilization of existing space to optimize cost effectiveness.	<p><u>Archiving Project</u> In 2014, the Los Angeles and Northern Divisions continued to archive case records to free up valuable space. Included in the shipment from the Los Angeles and Northern Divisions to the National Archives and Records Administration (NARA) were boxes of closed cases and adversary proceedings and boxes of audio recordings of court proceedings.</p> <p><u>Records Shredded</u> Significantly increasing the total volume of storage space, the Los Angeles, San Fernando Valley, and Northern Divisions shredded boxes of petitions, subsequent documents, claims, financial records, paper documents, old transcripts that were already disposed of by Federal Records Center, and miscellaneous folders. Along with these paper records, the Court was able to dispose of shelving units, storage boxes, and file cabinets.</p> <p><u>Records Digitizing Project</u> In an effort to maximize the utilization of existing space and reduce the Court's footprint in the Edward R. Roybal Federal Building and U.S. Courthouse, the Records team scanned boxes of documents for the Administrative Services Department, Office Services Department, and the Executive team.</p>
4.2.2 Analyze the need for additional chambers and courtrooms for future judgeships.	<p><u>Roybal Realignment Project</u> The Court continues to participate in an extensive space planning effort with the Administrative Office of the U.S. Courts (AO), AO contractors, Ninth Circuit Space and Facilities staff, General Services Administration (GSA), and other Central District court units. Tentative plans call for the Bankruptcy Court to release over 33,000 square feet of Clerk's Office space and 24,000 square feet of judicial space in both the Los Angeles Federal Building and Edward R. Roybal Federal Building and U.S. Courthouse, as well as instituting a new requirement for all Roybal bankruptcy judges to share courtrooms, in order to accommodate the other court units.</p>
4.2.3 Evaluate the need for space for expanded video hearings.	<p><u>Judge Saltzman Videoconferences from the Los Angeles Division</u> Throughout 2014, Judge Deborah J. Saltzman heard Northern Division matters from the Los Angeles Division via videoconference.</p>

### 4.3 Establish a technology infrastructure by assessing the court's evolving information and courtroom technology needs, and maintaining a strategic plan to address those needs.

GOALS:	ACCOMPLISHMENTS:
4.3.1 Remodel or construct at least one courtroom as a high technology courtroom.	<p><b><u>High Technology Courtroom</u></b> In conjunction with the Roybal Realignment project, the Administrative Office of the U.S. Courts (AO) is partnering with the Court to fund extensive courtroom technology enhancements in the Edward R. Roybal Federal Building and U.S. Courthouse. Spectrum Engineering and AO staff visited the Court to determine requirements and prepare recommendations as part of the overall project.</p>
4.3.2 Maintain up-to-date internal and external websites.	<p><b><u>New Intranet</u></b> As of December 2014, a new Court Intranet site was under construction. The external website continues to be refreshed as rules, procedures and program changes occur.</p>
4.3.3 Ensure the court has adequate skilled technology staff to support court operations.	<p><b><u>IT Security Officers Attend Webinars</u></b> The IT security officers attended webinars on a vulnerability scanning tool the Administrative Office of the U.S. Courts (AO) uses to scan outward-facing court sites. In conjunction with the AO Security Operations Center (AO-SOC), the IT Department also implemented the use of Host Intrusion Prevention System (HIPS) software on all outward-facing servers to provide increased protection of these servers.</p> <p><b><u>TUG Conference</u></b> From August 6 to August 8, 2014, six IT staff members represented the Court at the 25th Ninth Circuit Technology Users Group (TUG) conference held in Las Vegas. The six staff members attended "The Cyber Threat," "National Security Guidelines and Security Updates," "NextGen CM/ECF," and "National Active Directory" presentations.</p>
4.3.4 Investigate and implement technologies and strategies to reduce costs, eliminate waste, maximize efficiency, minimize environmental impact, and protect the privacy of litigants and employees.	<p><b><u>Windows 7</u></b> In April 2014, the IT Help Desk began migrating the Court's computers to the Windows 7 operating system. As of December, approximately 750 of the Court's desktop and laptop computers had been upgraded to the new operating system.</p> <p><b><u>Novell Service Desk</u></b> In January 2014, the Clerk's Office completed its deployment of Novell Service Desk (NSD). The Clerk's Office provided staff with a training session to introduce the new NSD procedure.</p> <p><b><u>IT Awareness Tips</u></b> The IT security officers emailed awareness tips throughout the year to all employees.</p> <p><b><u>IT Security Training</u></b> In accordance with the <i>Guide to Judiciary Policy</i>, Vol. 15, §340, all court employees took the annual IT Security Awareness Training. The IT Security Awareness Training was provided as an Electronic Learning Module (ELM), which was created in cooperation with the Administrative Office of the U.S. Courts (AO). The New Employee IT Security Awareness and Remote Access IT Security Awareness Trainings were updated in 2014. All new employees, including non-paid employees, and all who requested new virtual private network (VPN) accounts completed the appropriate training.</p> <p><b><u>Remote Software Updates</u></b> The Clerk's Office increasingly "pushed out" software updates to all of the Court's desktop computers remotely, saving time and labor.</p>

**Check Capture**

The San Fernando Valley Division began processing checks and money orders using a program called Check Capture in August 2014. The Check Capture system scans the images of checks and money orders and electronically transfers the funds. Check capture leverages technology to save time, cost and reduce the probability of human error in the deposit process. Already in use in the Northern Division, the program will be phased in at the Los Angeles, Riverside, and Santa Ana Divisions.

**Secure Print**

In July 2014, the Clerk's Office provided refresher training for court users on how to use the Secure Print function on the Court's copiers. The Secure Print function allows users to store password-protected print jobs in the copiers' memory until the password is entered at the copier control panel. Greater use of networked copiers reduces the need to maintain and purchase toner for personal printers.

**Individual Network Credentials**

In August 2014, the Clerk's Office began issuing unique active directory (network) accounts to externs, replacing the shared, generic network credentials externs previously received. The new individual network credentials provide additional security and user accountability. As required by the *Guide to Judiciary Policy*, externs completed an online IT security training course before receiving their individual credentials.

**New Circuits**

In 2014, the Los Angeles, San Fernando Valley, Riverside, and Santa Ana Divisions were outfitted with two circuits, one primary and one backup, on separate long-distance carriers. The two circuits were also configured to provide added bandwidth for each division. Maintaining two circuits on different carriers reduces the likelihood of a full DCN (dynamic circuit network) failure.

**Tapeless Backup**

On October 23, 2014, the Court transitioned to a tapeless system for backing up all divisions' network data. The new system, a large storage area network (SAN) at an offsite location, will cut costs, save labor, and improve security.

**Audio/Visual Infrastructure Standard**

In October 2014, the Court's Courtroom Technology and Office Services staff visited the U.S. District Court for the Southern District of California in San Diego to view their use of advanced centralized audio and video control rooms and presentation equipment. Spectrum Engineering visited the Court in 2014 to review existing infrastructure and make recommendations for technology expansion in the Roybal courtrooms as part of the Roybal Realignment project. Follow-up visits are expected in the summer of 2015. The Court is also reviewing the new Courtroom Audio/Visual Infrastructure Standard from the Administrative Office of the U.S. Courts (AO) for guidance.

**Auto-Discharge Program**

See 1.2.3

**Case Management Assist**

See 1.2.3

**FTR Gold Upgraded**

See 1.4.2

**Financial Management Provider Functionality**

See 1.4.3

<p>4.3.5 Continually evaluate and update the court’s information technology strategic plan.</p>	<p><b><u>IT Strategic Plan</u></b> The IT Committee ensures IT Strategic Plan alignment.</p>
<p>4.3.6 Allow proof of claims to be filed electronically.</p>	<p><b><u>ePOC</u></b> Electronic Proof of Claims (ePOC) has been identified as a 2015 initiative.</p>
<p><b>4.4 Protect people, processes, technology, and facilities to ensure employee and public safety as well as continuity of operations in the event of an emergency or disaster.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p>4.4.1 Review and periodically re-evaluate the court’s security and emergency procedures.</p>	<p><b><u>Court Security Practices</u></b> Throughout 2014, the Court continued to meet regularly with the U.S. Marshals Service (USMS) and Federal Protective Service (FPS) representatives to discuss court security practices and procedures. There have been collaborative efforts between the Court, USMS, and FPS to enhance the security of all court facilities.</p> <p><b><u>Pandemic Training</u></b> The Court reviewed the pandemic component to the Court’s emergency preparedness training curriculum and expects to complete revisions in 2015.</p>
<p>4.4.2 Conduct systematic training on security and emergency procedures.</p>	<p><b><u>IT Security Awareness Alerts</u></b> During 2014, in support of the Clerk’s Office’s ongoing efforts to provide relevant and continual IT Security Awareness training, the IT Security Officers emailed IT Security Awareness alerts and tips to the Clerk’s Office and chambers staff.</p> <p><b><u>Symantec Endpoint Protection</u></b> In January, the Clerk’s Office reminded staff that the Administrative Office of the U.S. Courts (AO) provides judiciary employees with Symantec Endpoint Protection (SEP) antivirus software for home use at no cost.</p> <p><b><u>Floor Warden/Emergency Preparedness Training</u></b> In 2014, the Emergency Preparedness team conducted Floor Warden/Emergency Preparedness training in every division. Additionally, on April 22, floor wardens from throughout the Central District participated in the Weapons of Mass Destruction (WMD) training, conducted by the WMD coordinator for the Federal Bureau of Investigation (FBI).</p> <p><b><u>May Day</u></b> On May 1, 2014, the Court’s Continuity of Operations (COOP) Coordinator arranged a COOP telework exercise for the Los Angeles Division to reduce the number of employees in the Los Angeles Division in anticipation of access difficulties due to May 1st demonstrations, and to test the Court’s ability to perform certain functions remotely in the event of an emergency or disruption. This test also included an Emergency Notification System (ENS) component, intended to familiarize staff with the system and the proper responses that may be required during an actual emergency.</p> <p><b><u>National Emergency Management Webcast</u></b> On March 18, 2014, the Continuity of Operations (COOP) and Emergency Preparedness teams represented the Court at the first Administrative Office of the U.S. Courts (AO) national emergency management webcast on exercise design.</p>

	<p><b><u>Emergency Management Overview for Federal Agencies</u></b> On July 8, 2014, Administrative Specialist and Continuity of Operations (COOP) Coordinator Herbert Seales, from the U.S. Bankruptcy Court, and Emergency Preparedness and Security Officer Christina Johnson, from the U.S. District Court, hosted the Emergency Management Overview for Federal Agencies training.</p> <p><b><u>Federal Emergency Management Agency (FEMA) L550 Continuity Planners Workshop</u></b> From May 15 to 17, 2014, the Court hosted the Federal Emergency Management Agency (FEMA) L550 Continuity Planners Workshop for the Los Angeles region. This workshop focused on the need for emergency management practitioners in the region.</p> <p><b><u>COOP Training</u></b> During the months of September through December Court Continuity of Operations (COOP) personnel and Human Resources personnel held a series of training designed to familiarize employees with the role of COOP in the Emergency Management framework. These training sessions also included extensive discussions on how leave, pay and health insurance benefits will be affected during a long-term activation of the Court's COOP.</p>
<p>4.4.3 Review and update the court's Continuity of Operations Plan ("COOP").</p>	<p><b><u>COOP Plan Revised</u></b> In 2014, Continuity of Operations (COOP) personnel continued their efforts to revise the Court's COOP, including the pandemic component. COOP personnel conducted meetings with staff; consulted local representatives from city, county, state, and other federal agencies; and analyzed COOPs from other bankruptcy courts that have faced severe and long-term COOP activations such as New York and Louisiana.</p> <p><b><u>COOP Webpage</u></b> On March 6, 2014, the Court launched its Continuity of Operations (COOP) Intranet webpage.</p>
<p>4.4.4 Confirm that the court's COOP is communicated to, and coordinated with, other courts units and appropriate public safety agencies.</p>	<p><b><u>Collaboration with District Court</u></b> Throughout 2014, the Court's Continuity of Operations (COOP) Coordinator collaborated with the U.S. District Court's Emergency Preparedness and Security Officer.</p> <p><b><u>Federal Agency Training Consortium</u></b> In July 2014, the Court's Continuity of Operations (COOP) Coordinator collaborated with the U.S. District Court's Emergency Preparedness and Security Officer to deliver training to the Downtown Los Angeles Federal Agency Training Consortium on the topics of Emergency Preparedness and Continuity of Operations. The Downtown Los Angeles Federal Agency Training Consortium provides free training for federal agencies, allowing them to share with one another their training needs, and resources.</p> <p><b><u>Federal Executive Board</u></b> The Courts Continuity of Operations (COOP) Coordinator continued to collaborate with the Federal Executive Board (FEB), serving on its Greater Los Angeles Area Federal Executive Board (GLAFEB) Continuity Working Group (CWG) steering Committee. Also, the COOP Coordinator facilitated the FEB's annual Resilient Angel table top exercise in December 2014.</p>

## ISSUE 5: PUBLIC UNDERSTANDING, TRUST, AND CONFIDENCE

### 5.1 The court must increase its community outreach

#### GOALS:

#### ACCOMPLISHMENTS:

5.1.1 Establish an Office of Public Communications and designate an Officer of Public Communications.

**Office of Public Communications and Officer of Public Communications**

The Office of Public Communications and Officer of Public Communications has been identified as a goal for 2015.

5.1.2 Through the court's Community Outreach Committee, identify opportunities and craft seminars, outreach programs, and publications to educate the public on the role of the courts and the importance of the rule of law.

**Community Outreach Committee**

Active Community Outreach Committee led by Judge Sandra R. Klein.  
*See Community Outreach* section of this report.

5.1.3 Collaborate with educational institutions, legal service providers, bar associations, and organizations that promote excellence in the judicial system to develop outreach programs and to promote community awareness of the court and its mission.

**Bar Rules Advisory Group**

The Rules Committee convened two Bar Rules Advisory Groups (BRAGs), both representing a cross-section of volunteer attorneys from throughout the Central District. The first BRAG, initiated in 2013, completed an overhaul of the Court's relief from stay forms in 2014. The second BRAG was formed in 2014 to update the Court's chapter 11 forms for individual debtors.

**Chapter 13 Committee**

The Chapter 13 Committee held a number of meetings with the bar to obtain input regarding the fee structure under the Court's Rights and Responsibilities Agreement, proposed revisions to the Court's lien strip motion form, and loan modification guidelines.

**National Association of Legal Secretaries**

Operations Supervisor Gloria Allen and Courtroom Deputy Tina Duarte spoke at a meeting of the National Association of Legal Secretaries (NALS) of Orange County regarding current Local Bankruptcy Rules changes and additions, use of QR codes, and how to download courtroom calendars.

**Los Angeles Legal Secretaries Association**

On May 20, 2014, Lead Courtroom Services Deputy Wendy Jackson and Team Leader Sharon Sampson addressed the Los Angeles Legal Secretaries Association (LALSA). They provided a well informed presentation on basic Local Bankruptcy Rules, including tips to avoid the rejection of orders, as well as Case Management/Electronic Case Files (CM/ECF) tips for filing documents. On August 12, Ms. Sampson and Ms. Wesley provided the same presentation to the San Fernando Valley Legal Secretaries Association (SFVLSA).

**Bar Advisory Board**

*See 1.1.5*

**Judges Speaking Engagements and Programs**

*See 1.1.5*

<p>5.1.4 Increase the use of technology and on-line resources to communicate more effectively with the public.</p>	<p><b><u>Online Chat Program</u></b> <i>See 2.1.3</i></p> <p><b><u>Digital Touchscreens</u></b> <i>See 2.2.1</i></p>
<p>5.1.5 Design and implement an activity in conjunction with Law Day.</p>	<p><b><u>Junior State of America Law Day and Power Lunch</u></b> On May 20, 2014, the Court hosted a Law Day celebration for approximately 80 high school students who are members of Junior State of America (JSA). The Court's Community Outreach Committee, chaired by Bankruptcy Judge Sandra R. Klein, organized the district-wide Law Day celebration. The Court hosted a Power Lunch, during which judges, lawyers, and other professionals shared lunch with the students and discussed the law and the legal profession. Also, financial literacy was provided to the students through the Court's Credit Abuse Resistance Education (CARE) Program. <i>See CARE Program 5.1.6</i></p>
<p>5.1.6 Create educational programs to increase financial literacy and understanding among all age groups.</p>	<p><b><u>CARE Program</u></b> On May 20, 2014, in conjunction with Law Day, the Court's Credit Abuse Resistance Education (CARE) Program provided financial literacy to assist students with managing finances, using credit wisely, saving money, and avoiding financial problems. <i>See Junior State of America Law Day and Power Lunch 5.1.5</i></p> <p><b><u>Community Outreach Committee Hosted Financial Elder Abuse, Dementia, and Mental Incompetency Program</u></b> <i>See 1.5.1</i></p> <p><b><u>Financial Elder Abuse Program</u></b> <i>See 1.5.1</i></p>
<p>5.1.7 Provide training for other federal and state court judges to increase their understanding of bankruptcy-related issues that may arise in their cases.</p>	<p><b><u>Board of Judges Hosts Arizona Bankruptcy Court Chief Judge</u></b> In 2014, the Court hosted Chief Judge Daniel Collins from the U.S. Bankruptcy Court for the District of Arizona to attend the Court's Board of Judges meeting and operational areas of interest.</p> <p><b><u>Ninth Circuit Courts &amp; Community</u></b> Judge Sandra R. Klein gave a presentation to the Ninth Circuit Courts &amp; Community Committee regarding the Court's Community Outreach Program.</p>
<p><b>5.2 Provide opportunities for the community to have ongoing input into the court's planning process.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p>5.2.1 Provide means for input and discussion with the court's stakeholders regarding the court's strategic planning process and progress towards its goals.</p>	<p><b><u>Bar Advisory Board</u></b> <i>See 5.1.3</i></p>
<p>5.2.2 Identify frequently asked questions ("FAQs") and post FAQs and answers on the court's website.</p>	<p><b><u>Online Chat Program FAQs</u></b> <i>See 2.3.2</i></p>

5.2.3 Provide means for the public to comment on the court's rules, procedures, processes, and operations, and consider the comments received.

**Public Notice**

Prior to adopting revisions proposed in 2014 to its Local Bankruptcy Rules (LBRs), the Court posted a Public Notice to announce a 30-day public comment period on the proposed revisions.

**Bar Advisory Board**

*See 5.1.3*

**Online Forms for Proposed Revisions**

*See 2.2.5*

**Bar Rules Advisory Group**

*See 5.1.3*

**Chapter 13 Committee**

*See 5.1.3*



**BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\*****CENTRAL DISTRICT OF CALIFORNIA**

<b>Year</b>	<b>Ch 7</b>	<b>% Chg</b>	<b>Ch 11</b>	<b>% Chg</b>	<b>Ch 13</b>	<b>% Chg</b>	<b>Total</b>	<b>% Chg</b>
1980	17,935	N/A	317	N/A	1,963	N/A	20,215	N/A
1981	19,145	6.7%	787	148.3%	5,723	191.5%	25,655	26.9%
1982	21,027	9.8%	2,022	156.9%	10,528	84.0%	33,577	30.9%
1983	21,831	3.8%	2,128	5.2%	11,074	5.2%	35,033	4.3%
1984	22,669	3.8%	2,003	-5.9%	10,001	-9.7%	34,673	-1.0%
1985	25,983	14.6%	1,937	-3.3%	9,018	-9.8%	36,938	6.5%
1986	34,286	32.0%	2,079	7.3%	10,452	15.9%	46,817	26.7%
1987	38,097	11.1%	1,675	-19.4%	9,903	-5.3%	49,675	6.1%
1988	39,962	4.9%	1,360	-18.8%	9,548	-3.6%	50,870	2.4%
1989	41,869	4.8%	1,394	2.5%	10,838	13.5%	54,101	6.4%
1990	47,663	13.8%	1,482	6.3%	10,345	-4.5%	59,490	10.0%
1991	64,338	35.0%	2,272	53.3%	12,355	19.4%	78,965	32.7%
1992	76,842	19.4%	2,542	11.9%	14,483	17.2%	93,867	18.9%
1993	74,864	-2.6%	2,423	-4.7%	15,353	6.0%	92,640	-1.3%
1994	65,933	-11.9%	2,057	-15.1%	16,696	8.7%	84,686	-8.6%
1995	66,276	0.5%	1,449	-29.6%	15,104	-9.5%	82,829	-2.2%
1996	83,366	25.8%	1,065	-26.5%	18,253	20.8%	102,684	24.0%
1997	96,277	15.5%	911	-14.5%	20,999	15.0%	118,187	15.1%
1998	99,461	3.3%	622	-31.7%	20,904	-0.5%	120,987	2.4%
1999	82,623	-16.9%	472	-24.1%	19,340	-7.5%	102,435	-15.3%
2000	64,183	-22.3%	573	21.4%	16,028	-17.1%	80,784	-21.1%
2001	73,179	14.0%	573	0.0%	14,482	-9.6%	88,234	9.2%
2002	69,940	-4.4%	484	-15.5%	13,686	-5.5%	84,110	-4.7%
2003	65,227	-6.7%	371	-23.3%	10,088	-26.3%	75,686	-10.0%
2004	54,892	-15.8%	302	-18.6%	5,445	-46.0%	60,639	-19.9%
2005	79,948	45.6%	268	-11.3%	4,028	-26.0%	84,244	38.9%
2006	14,278	-82.1%	241	-10.1%	3,326	-17.4%	17,845	-78.8%
2007	25,681	79.9%	342	41.9%	8,017	141.0%	34,040	90.8%
2008	49,493	92.7%	804	135.1%	15,610	94.7%	65,907	93.6%
2009	83,674	69.1%	1,129	40.4%	23,848	52.8%	108,651	64.9%
2010	109,488	30.9%	1,125	-0.4%	32,176	34.9%	142,789	31.4%
2011	99,370	-9.2%	1,171	4.1%	34,161	6.2%	134,702	-5.7%
2012	81,201	-18.3%	908	-22.5%	23,472	-31.3%	105,581	-21.6%
2013	61,135	-24.7%	725	-20.2%	13,725	-41.5%	75,585	-28.4%
2014	45,655	-25.3%	505	-30.3%	11,200	-18.4%	57,360	-24.1%

\*Based on California Central District internal filings data

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\*

## LOS ANGELES DIVISION

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	12,430	N/A	202	N/A	1,041	N/A	13,673	N/A
1981	13,055	5.0%	508	151.5%	4,162	299.8%	17,725	29.6%
1982	13,868	6.2%	1,291	154.1%	7,655	83.9%	22,814	28.7%
1983	14,825	6.9%	1,361	5.4%	8,074	5.5%	24,260	6.3%
1984	15,950	7.6%	1,309	-3.8%	7,484	-7.3%	24,743	2.0%
1985	18,051	13.2%	1,263	-3.5%	6,473	-13.5%	25,787	4.2%
1986	23,206	28.6%	1,423	12.7%	7,169	10.8%	31,798	23.3%
1987	25,599	10.3%	1,125	-20.9%	6,392	-10.8%	33,116	4.1%
1988	26,365	3.0%	886	-21.2%	5,746	-10.1%	32,997	-0.4%
1989	28,017	6.3%	870	-1.8%	5,423	-5.6%	34,310	4.0%
1990	32,306	15.3%	1,008	15.9%	5,718	5.4%	39,032	13.8%
1991	42,894	32.8%	1,586	57.3%	7,107	24.3%	51,587	32.2%
1992	47,853	11.6%	1,768	11.5%	8,678	22.1%	58,299	13.0%
1993	44,065	-7.9%	1,694	-4.2%	9,286	7.0%	55,045	-5.6%
1994	27,701	-37.1%	1,190	-29.8%	9,189	-1.0%	38,080	-30.8%
1995	26,661	-3.8%	700	-41.2%	7,485	-18.5%	34,846	-8.5%
1996	34,165	28.1%	518	-26.0%	8,989	20.1%	43,672	25.3%
1997	39,533	15.7%	498	-3.9%	10,086	12.2%	50,117	14.8%
1998	42,181	6.7%	343	-31.1%	10,721	6.3%	53,245	6.2%
1999	36,837	-12.7%	220	-35.9%	10,668	-0.5%	47,725	-10.4%
2000	28,008	-24.0%	203	-7.7%	8,306	-22.1%	36,517	-23.5%
2001	32,010	14.3%	296	45.8%	7,009	-15.6%	39,315	7.7%
2002	30,626	-4.3%	181	-38.9%	6,252	-10.8%	37,059	-5.7%
2003	28,661	-6.4%	146	-19.3%	4,380	-29.9%	33,187	-10.4%
2004	24,664	-13.9%	153	4.8%	2,204	-49.7%	27,021	-18.6%
2005	37,166	50.7%	91	-40.5%	1,542	-30.0%	38,799	43.6%
2006	6,043	-83.7%	97	6.6%	1,119	-27.4%	7,259	-81.3%
2007	9,662	59.9%	117	20.6%	2,861	155.7%	12,640	74.1%
2008	16,596	71.8%	193	65.0%	6,441	125.1%	23,230	83.8%
2009	28,028	68.9%	348	80.3%	9,100	41.3%	37,476	61.3%
2010	42,186	50.5%	485	39.4%	14,064	54.5%	56,735	51.4%
2011	38,586	-8.5%	541	11.5%	15,166	7.8%	54,293	-4.3%
2012	32,571	-15.6%	421	-22.2%	11,181	-26.3%	44,173	-18.6%
2013	24,573	-24.6%	325	-22.8%	6,717	-39.9%	31,615	-28.4%
2014	19,042	-22.5%	232	-28.6%	5,528	-17.7%	24,802	-21.5%

\*Based on California Central District internal filings data

**BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\***

**SAN FERNANDO VALLEY DIVISION**  
(Filings prior to 1994 were included in Los Angeles Division)

<b>Year</b>	<b>Ch 7</b>	<b>% Chg</b>	<b>Ch 11</b>	<b>% Chg</b>	<b>Ch 13</b>	<b>% Chg</b>	<b>Total</b>	<b>% Chg</b>
1994	8,560	N/A	261	N/A	1,859	N/A	10,680	N/A
1995	8,524	-0.4%	239	-8.4%	1,794	-3.5%	10,557	-1.2%
1996	12,470	46.3%	167	-30.1%	2,836	58.1%	15,473	46.6%
1997	14,451	15.9%	131	-21.6%	3,466	22.2%	18,048	16.6%
1998	14,490	0.3%	62	-52.7%	3,531	1.9%	18,083	0.2%
1999	12,005	-17.1%	68	9.7%	3,088	-12.5%	15,161	-16.2%
2000	9,344	-22.2%	101	48.5%	2,284	-26.0%	11,729	-22.6%
2001	10,123	8.3%	76	-24.8%	2,164	-5.3%	12,363	5.4%
2002	9,652	-4.7%	68	-10.5%	2,019	-6.7%	11,739	-5.0%
2003	9,063	-6.1%	52	-23.5%	1,505	-25.5%	10,620	-9.5%
2004	7,440	-17.9%	45	-13.5%	873	-42.0%	8,358	-21.3%
2005	11,083	49.0%	68	51.1%	658	-24.6%	11,809	41.3%
2006	2,054	-81.5%	41	-39.7%	626	-4.9%	2,721	-77.0%
2007	3,671	78.7%	74	80.5%	1,630	160.4%	5,375	97.5%
2008	7,129	94.2%	123	66.2%	3,572	119.1%	10,824	101.4%
2009	12,454	74.7%	238	93.5%	5,342	49.6%	18,034	66.6%
2010	12,059	-3.2%	204	-14.3%	4,852	-9.2%	17,115	-5.1%
2011	10,337	-14.3%	175	-14.2%	4,969	2.4%	15,481	-9.5%
2012	8,340	-19.3%	157	-10.3%	3,211	-35.4%	11,708	-24.4%
2013	6,331	-24.1%	151	-3.8%	1,915	-40.4%	8,397	-28.3%
2014	4,504	-28.9%	86	-43.0%	1,356	-29.2%	5,946	-29.2%

\*Based on California Central District internal filings data

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\*

RIVERSIDE DIVISION								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	2,324	N/A	25	N/A	417	N/A	2,766	N/A
1981	2,886	24.2%	91	264.0%	696	66.9%	3,673	32.8%
1982	3,370	16.8%	200	119.8%	1,354	94.5%	4,924	34.1%
1983	3,394	0.7%	202	1.0%	1,540	13.7%	5,136	4.3%
1984	3,255	-4.1%	220	8.9%	1,384	-10.1%	4,859	-5.4%
1985	3,994	22.7%	194	-11.8%	1,363	-1.5%	5,551	14.2%
1986	5,622	40.8%	194	0.0%	1,861	36.5%	7,677	38.3%
1987	6,483	15.3%	166	-14.4%	2,091	12.4%	8,740	13.8%
1988	7,403	14.2%	164	-1.2%	2,570	22.9%	10,137	16.0%
1989	7,838	5.9%	162	-1.2%	3,428	33.4%	11,428	12.7%
1990	8,017	2.3%	164	1.2%	2,908	-15.2%	11,089	-3.0%
1991	11,494	43.4%	229	39.6%	3,255	11.9%	14,978	35.1%
1992	14,715	28.0%	237	3.5%	3,613	11.0%	18,565	23.9%
1993	15,080	2.5%	213	-10.1%	3,737	3.4%	19,030	2.5%
1994	13,846	-8.2%	189	-11.3%	3,128	-16.3%	17,163	-9.8%
1995	15,015	8.4%	146	-22.8%	3,343	6.9%	18,504	7.8%
1996	18,484	23.1%	116	-20.5%	3,841	14.9%	22,441	21.3%
1997	18,616	0.7%	77	-33.6%	4,093	6.6%	22,786	1.5%
1998	21,761	16.9%	65	-15.6%	4,062	-0.8%	25,888	13.6%
1999	18,110	-16.8%	48	-26.2%	3,658	-9.9%	21,816	-15.7%
2000	14,933	-17.5%	93	93.8%	3,951	8.0%	18,977	-13.0%
2001	17,540	17.5%	46	-50.5%	4,080	3.3%	21,666	14.2%
2002	17,026	-2.9%	67	45.7%	4,185	2.6%	21,278	-1.8%
2003	15,445	-9.3%	64	-4.5%	3,266	-22.0%	18,775	-11.8%
2004	12,306	-20.3%	31	-51.6%	1,751	-46.4%	14,088	-25.0%
2005	15,623	27.0%	40	29.0%	1,185	-32.3%	16,848	19.6%
2006	3,020	-80.7%	36	-10.0%	1,164	-1.8%	4,220	-75.0%
2007	6,436	113.1%	48	33.3%	2,659	128.4%	9,143	116.7%
2008	14,926	131.9%	302	529.2%	4,009	50.8%	19,237	110.4%
2009	25,800	72.9%	232	-23.2%	6,733	67.9%	32,765	70.3%
2010	33,618	30.3%	180	-22.4%	9,478	40.8%	43,276	32.1%
2011	31,147	-7.4%	158	-12.2%	9,199	-2.9%	40,504	-6.4%
2012	24,452	-21.5%	129	-18.4%	5,103	-44.5%	29,684	-26.7%
2013	18,557	-24.1%	72	-44.2%	2,946	-42.3%	21,575	-27.3%
2014	13,416	-27.7%	38	-47.2%	2,553	-13.3%	16,007	-25.8%

\*Based on California Central District internal filings data

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\*

## SANTA ANA DIVISION

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	3,181	N/A	90	N/A	505	N/A	3,776	N/A
1981	3,204	0.7%	188	108.9%	865	71.3%	4,257	12.7%
1982	3,789	18.3%	531	182.4%	1,519	75.6%	5,839	37.2%
1983	3,612	-4.7%	565	6.4%	1,460	-3.9%	5,637	-3.5%
1984	3,464	-4.1%	474	-16.1%	1,133	-22.4%	5,071	-10.0%
1985	3,938	13.7%	480	1.3%	1,182	4.3%	5,600	10.4%
1986	5,458	38.6%	462	-3.8%	1,422	20.3%	7,342	31.1%
1987	6,015	10.2%	384	-16.9%	1,420	-0.1%	7,819	6.5%
1988	6,194	3.0%	310	-19.3%	1,232	-13.2%	7,736	-1.1%
1989	6,014	-2.9%	362	16.8%	1,987	61.3%	8,363	8.1%
1990	7,340	22.0%	310	-14.4%	1,719	-13.5%	9,369	12.0%
1991	9,950	35.6%	457	47.4%	1,993	15.9%	12,400	32.4%
1992	12,095	21.6%	416	-9.0%	1,841	-7.6%	14,352	15.7%
1993	11,933	-1.3%	394	-5.3%	1,764	-4.2%	14,091	-1.8%
1994	10,929	-8.4%	301	-23.6%	1,945	10.3%	13,175	-6.5%
1995	11,149	2.0%	285	-5.3%	1,933	-0.6%	13,367	1.5%
1996	13,361	19.8%	217	-23.9%	2,036	5.3%	15,614	16.8%
1997*	17,839	33.5%	171	-21.2%	2,647	30.0%	20,657	32.3%
1998	15,548	-12.8%	124	-27.5%	1,936	-26.9%	17,608	-14.8%
1999	11,449	-26.4%	119	-4.0%	1,405	-27.4%	12,973	-26.3%
2000	8,599	-24.9%	150	26.1%	1,094	-22.1%	9,843	-24.1%
2001	9,736	13.2%	118	-21.3%	899	-17.8%	10,753	9.2%
2002	9,092	-6.6%	141	19.5%	924	2.8%	10,157	-5.5%
2003	8,780	-3.4%	77	-45.4%	714	-22.7%	9,571	-5.8%
2004	7,434	-15.3%	53	-31.2%	443	-38.0%	7,930	-17.1%
2005	11,505	54.8%	58	9.4%	480	8.4%	12,043	51.9%
2006	2,212	-80.8%	57	-1.7%	314	-34.6%	2,583	-78.6%
2007	4,008	81.2%	91	59.6%	632	101.3%	4,731	83.2%
2008	7,635	90.5%	162	78.0%	1,186	87.7%	8,983	89.9%
2009	12,444	63.0%	258	59.3%	2,037	71.8%	14,739	64.1%
2010	15,764	26.7%	203	-21.3%	2,894	42.1%	18,861	28.0%
2011	14,351	-9.0%	238	17.2%	3,783	30.7%	18,372	-2.6%
2012	11,920	-16.9%	145	-39.1%	3,108	-17.8%	15,173	-17.4%
2013	8,902	-25.3%	159	9.7%	1,714	-44.9%	10,775	-29.0%
2014	6,303	-29.2%	111	-30.2%	1,288	-24.9%	7,702	-28.5%

\*Based on California Central District internal filings data

**BANKRUPTCY FILINGS AND PERCENTAGE CHANGE 1980-2014\*****NORTHERN DIVISION**

(Filings prior to 1992 were included in Los Angeles Division)

<b>Year</b>	<b>Ch 7</b>	<b>% Chg</b>	<b>Ch 11</b>	<b>% Chg</b>	<b>Ch 13</b>	<b>% Chg</b>	<b>Total</b>	<b>% Chg</b>
1992	2,179	N/A	121	N/A	351	N/A	2,651	N/A
1993	3,786	73.7%	122	0.8%	566	61.3%	4,474	68.8%
1994	4,897	29.3%	116	-4.9%	575	1.6%	5,588	24.9%
1995	4,927	0.6%	79	-31.9%	549	-4.5%	5,555	-0.6%
1996	4,886	-0.8%	47	-40.5%	551	0.4%	5,484	-1.3%
1997	5,838	19.5%	34	-27.7%	707	28.3%	6,579	20.0%
1998	5,481	-6.1%	28	-17.6%	654	-7.5%	6,163	-6.3%
1999	4,222	-23.0%	17	-39.3%	521	-20.3%	4,760	-22.8%
2000	3,299	-21.9%	26	52.9%	393	-24.6%	3,718	-21.9%
2001	3,770	14.3%	37	42.3%	330	-16.0%	4,137	11.3%
2002	3,544	-6.0%	27	-27.0%	306	-7.3%	3,877	-6.3%
2003	3,278	-7.5%	32	18.5%	223	-27.1%	3,533	-8.9%
2004	3,048	-7.0%	20	-37.5%	174	-22.0%	3,242	-8.2%
2005	4,571	50.0%	11	-45.0%	163	-6.3%	4,745	46.4%
2006	949	-79.2%	10	-9.1%	103	-36.8%	1,062	-77.6%
2007	1,904	100.6%	12	20.0%	235	128.2%	2,151	102.5%
2008	3,207	68.4%	24	100.0%	402	71.1%	3,633	68.9%
2009	4,948	54.3%	53	120.8%	636	58.2%	5,637	55.2%
2010	5,861	18.5%	53	0.0%	888	39.6%	6,802	20.7%
2011	4,949	-15.6%	59	11.3%	1,044	17.6%	6,052	-11.0%
2012	3,918	-20.8%	56	-5.1%	869	-16.8%	4,843	-20.0%
2013	2,772	-29.2%	18	-67.9%	433	-50.2%	3,223	-33.5%
2014	2,390	-13.8%	38	111.1%	475	9.7%	2,903	-9.9%

\*Based on California Central District internal filings data

For additional information regarding this report or the United States Bankruptcy Court for the Central District of California, you may contact the Clerk's Office at the locations below.

Kathleen J. Campbell  
Executive Officer/Clerk of Court

Steven A. Sloniker  
Chief Deputy of Administration

Benjamin Varela  
Chief Deputy of Operations

## LOCATIONS



**Los Angeles Division**  
Edward R. Roybal Federal Building  
and U.S. Courthouse  
255 East Temple Street  
Los Angeles, CA 90012



**Riverside Division**  
3420 Twelfth Street  
Riverside, CA 92501



**Santa Ana Division**  
Ronald Reagan Federal Building and  
U.S. Courthouse  
411 West Fourth Street  
Santa Ana, CA 92701



**San Fernando Valley Division**  
21041 Burbank Boulevard  
Woodland Hills, CA 91367



**Northern Division**  
1415 State Street  
Santa Barbara, CA 93101

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