



# ANNUAL REPORT 2017

United States Bankruptcy Court  
Central District of California

Honorable Sheri Bluebond  
Chief Judge

Kathleen J. Campbell  
Executive Officer/Clerk of Court



[BLANK PAGE]

# TABLE OF CONTENTS

<b>INTRODUCTION</b>	1
Executive Summary	1
Mission and Vision of the Court	2
The Bankruptcy Judges of the Central District of California	3
<b>IN PROFILE</b>	4
District Profile	4
Population Served	4
Cases of Interest	5
<b>JUDICIAL TRANSITIONS AND MILESTONES</b>	6
Judge Thomas B. Donovan Retires	6
Judge Maureen A. Tighe Reappointed	7
<b>PROFILES, AWARDS, AND COMMITTEES</b>	8
Profiles	8
Awards	10
California Central District Judicial Committees	12
Committee Appointments	13
Clerk's Office Staff Members Serve on NCBC Committees	17
<b>JUDICIAL CASELOAD</b>	18
Bankruptcy Filings	18
Adversary Proceedings	19
Pro Se Filings	19
<b>COURT EVENTS AND COMMUNITY OUTREACH</b>	20
Students from Loyola Law School Visit Judge Klein's Courtroom	20
Court Hosts Civics Contest for High School Students	20
Northern Division Celebrates Pro Bono Volunteers, Dedicates Resource Center	21
William J. Lasarow Awards Honor Volunteer Attorneys	21
Judge Barry Russell Presents Federal Practice Awards	22
Bankruptcy Judges Preside over Naturalization Ceremonies	22
Girl Scouts Visit the Court	23
Mock Trials Held in Los Angeles	23
Power Lunch Held in Riverside	23
Pro Bono Honor Roll Receptions Recognize Volunteer Attorneys	24
Law Students Gain Real-Life Experience in Northern Division	24
Ninth Circuit Judicial Conference Highlights Civics Achievements	24
Antelope Valley College Pre-Law Club Visits San Fernando Valley Division	25
Court Honors Volunteers During National Pro Bono Celebration Week	25
Federal Career Day Promotes Careers in Government Service	25
Los Angeles and Santa Ana Divisions Welcome High School Students for Federal Courthouse Exploration Day	26
Santa Ana Division Introduces High School Students to Careers in the Judiciary	26

<b>SPEAKING ENGAGEMENTS, EVENTS, AND PROGRAMS</b>	27
<b>KEY STUDIES, ACTIVITIES, AND ACCOMPLISHMENTS</b>	34
Administrative Office of the U.S. Courts Completes Audit of Court	34
Records Archived and Disposed	34
Strategic Planning Council Expands	34
Internal Controls and Audit Complete	34
Bar Advisory Board Facilitates Exchange of Information and Ideas	35
Mediation Program Remains Robust	35
Shared Administrative Services Exchanged	35
Budget Challenges Addressed	36
Clerk of Court Pens Article on Central District Outreach	36
Clerk's Office Staff Presents Electronic Self-Representation to Bankruptcy Fraud Working Group	37
Court Addresses Central District Consumer Bankruptcy Attorneys Association	37
Chief Judge Sheri Bluebond Thanks Bar Advisory Board	37
Clerk's Office Develops Batch Upload for Chapter 13 Trustees' Proposed Orders Confirming Plan	37
Court Introduces New Signature Requirement for Filed Documents	38
Chapter 13 Plan, Related Forms, and LBR Substantially Revised	38
Executive Team Attends Conference	38
Clerk's Office Updates Social Media Policy	38
<b>TECHNOLOGY AND INNOVATION</b>	39
Court Implements JIFMS Accounting Program	39
Court Launches Electronic Proof of Claim	39
Court Uses GovDelivery to Communicate with the Public	39
New Forms and Software Upgraded	39
Cable Management Project Completed	40
Court Signs on to National Logging Service	40
Judiciary Firewall Service Equipment Installed Throughout Central District	40
Clerk's Office Increases Network Bandwidth for Videoconferencing	40
The Court Tweets	40
Court Disposes of IT Equipment	40
Centralized Log Management Software Installed	41
Forcepoint Filters Malicious Content	41
Surface Pros Distributed to Managers and Supervisors	41
Media Gallery Created	41
New Backup Process for DECRO Recordings Implemented	41
Clerk's Office Prepares for Upgrade to Acrobat 2017	41
iPads for Translation Assistance Tested	42
Court Expands Web Resources for Non-English Speakers	42
IT Security Prioritized	42
IT Security Scorecard Progress Achieved	42
<b>HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT</b>	43
Chief Deputy of Administration Steven A. Sloniker Retires	43
Talent Management Continues	43
Navigating Change at the Winter Education Seminar	43

Staff Development Department Holds Training Courses and Programs .....	44
Court Participates in Communication and Team Building Exercise .....	44
Buyout/Early Retirement Authority Approved .....	44
Court Offers Michigan State University Judicial Administration Courses in Los Angeles .....	44
Clerk's Office Staff Attends Social Media Seminar .....	45
Administrative Specialist Herbert Seales Accepted to NEMAA .....	45
Court Hosts Summer Interns .....	45
Human Resources Manual Working Group Formed .....	45
Centers of Excellence Relaunched .....	46
Workplace Bullying and Workplace Violence Prevention Training Offered .....	46
National Conference of Bankruptcy Clerks Meets in Denver .....	46
IT and Operations Staff Attend 28th Technology Users Group (TUG) Conference .....	46
Telework Relaunch .....	47
<b>FACILITIES, SECURITY, AND EMERGENCY PREPAREDNESS .....</b>	<b>48</b>
Roybal Realignment Project Continues.....	48
Northern and Riverside Divisions Release Space.....	49
Digital Calendars Installed at Santa Ana Division.....	49
Court Issues Secure ID cards.....	49
Court Tests Emergency Notification System .....	49
Clerk's Office Staff Attends Annual COOP Training.....	49
Great California Shakeout Exercise Conducted .....	49
<b>APPENDICES .....</b>	<b>51</b>
2014 – 2019 Court Strategic Plan Accomplishments .....	51
Bankruptcy Filings and Percentage Change: 1980 – 2017 .....	80

[BLANK PAGE]

# INTRODUCTION

## Executive Summary

In 2017, the United States Bankruptcy Court for the Central District of California engaged local students and stakeholders through community outreach, expanded resources for pro se litigants, and fortified IT security practices and policies. Highlights of the year include:

- After 23 years on the bench, Judge Thomas B. Donovan retired on March 24.
- Judge Maureen A. Tighe was reappointed to a second 14-year term. She has served the Court since 2003.
- The Administrative Office of the U.S. Courts completed its cyclical financial and compliance audit of the Court. The audit found no deficiencies.
- Because of national rules changes, the Court introduced substantial revisions to its chapter 13 process on December 1. Implementing the new plan, forms, and local rules took the coordinated efforts of chambers and the Clerk's Office's administrative and operational staff.
- In July, the Northern Division dedicated its resource center for pro se debtors to the memory of Danielle Kay Chackel, who tirelessly assisted self-represented litigants as a Clerk's Office employee.
- Working with the General Services Administration, the Ninth Circuit, and the Administrative Office of the U.S. Courts, the Court made great strides toward completing the realignment of the Edward R. Roybal Federal Building and U.S. Courthouse. Ongoing since 2013, the ambitious space planning project reduces the Court's footprint in downtown Los Angeles by nearly 60,000 square feet. After realignment, the Roybal Building will accommodate magistrate judges, senior judges, and other judiciary personnel.
- The Court's annual civics contest for high school students reviewed the lessons of Japanese Americans' internment during World War II. A panel that included Senior Circuit Judge A. Wallace Tashima and Superior Court Judge Jon R. Takasugi discussed the Supreme Court's Hirabayashi and Korematsu decisions at the Law Day celebration in March, and guest speaker Sam Mihara described his childhood experience in a Wyoming internment camp at the awards ceremony for the contest in June.
- For the fifth consecutive year, the Court supported cost containment efforts through its popular shared administrative services program. Federal court units from across the nation took advantage of the Court's training, programming, and web development offerings.
- Receptions held throughout the Central District recognized the service of pro bono volunteers. The attorneys, law students, paralegals, and interpreters who assist the district's self-represented litigants are listed in yearly updates to the Court's Honor Roll, published in conjunction with the American Bar Association's National Pro Bono Celebration Week.
- Citing her work on the Bankruptcy Appellate Panel and the City of San Bernardino's chapter 9 filing, the Central District Consumer Bankruptcy Attorneys Association named Judge Meredith A. Jury the Judge of the Year at the annual Calvin Ashland Awards Dinner.
- In recognition of her exemplary stewardship of resources and her service to the public, the Administrative Office of the U.S. Courts presented Executive Officer/Clerk of Court Kathleen J. Campbell with the Director's Award for Outstanding Leadership.
- The Los Angeles Chapter of the Federal Bar Association named Senior Court Analyst Marty Bracciotti Federal Court Bankruptcy Clerk of the Year. This is the first year that a bankruptcy court employee has been honored in addition to a district court employee.



## 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

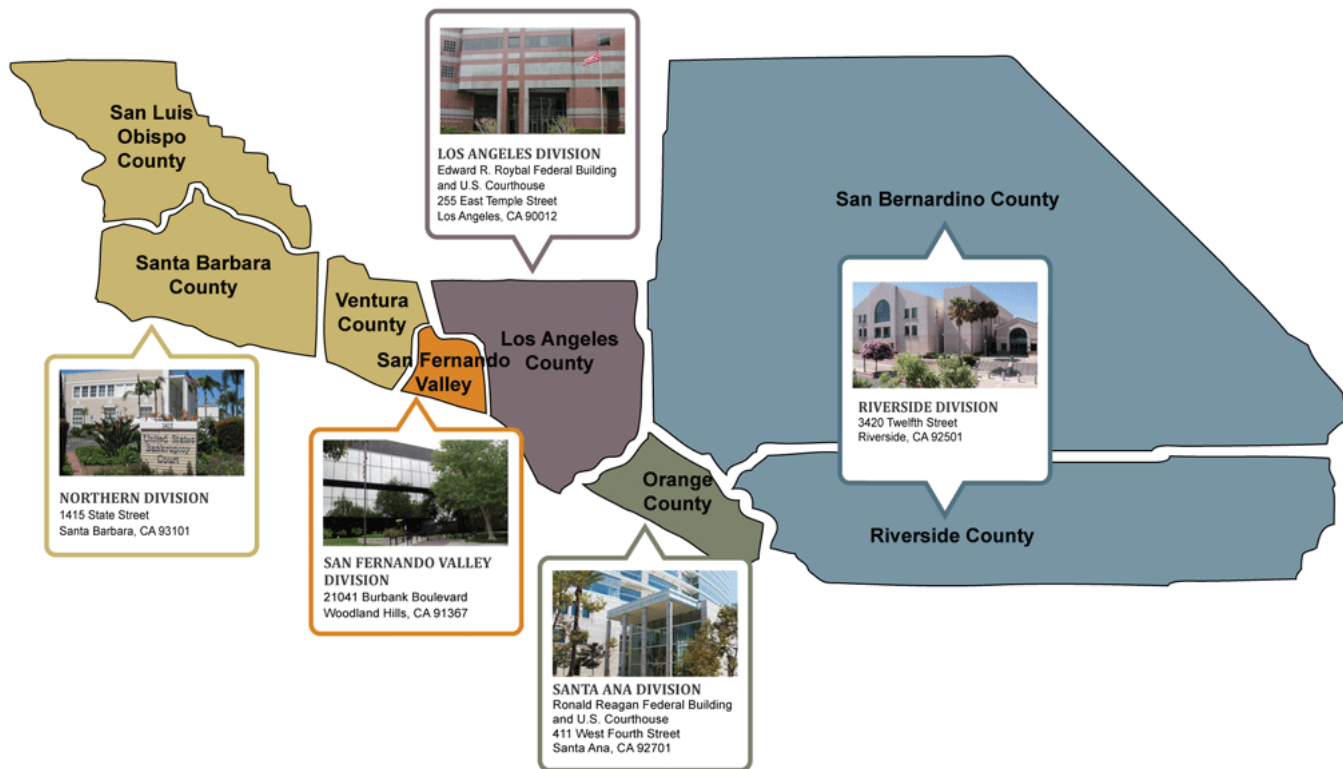


Top Row (left to right): Deborah J. Saltzman, Meredith A. Jury, Neil W. Bason, Ernest M. Robles, Victoria S. Kaufman, Scott C. Clarkson, Wayne Johnson, Martin R. Barash, Mark D. Houle, Mark S. Wallace

Middle Row (left to right): Erithe A. Smith, Catherine E. Bauer, Sandra R. Klein, Richard M. Neiter (Retired), Thomas B. Donovan, Julia W. Brand, Theodor C. Albert

Front Row (left to right): Robert N. Kwan, Maureen A. Tighe, Peter H. Carroll, Sheri Bluebond (Chief Judge), Vincent P. Zurzolo, Barry Russell, Scott H. Yun

# IN PROFILE



## 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. The U.S. Bankruptcy Court for the Central District of California is one of 13 bankruptcy courts within the Ninth Circuit, which includes 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).

Covering approximately 40,000 square miles, encompassing seven counties, and served by 22 judges, the U.S. Bankruptcy Court for the Central District of California is one of the largest bankruptcy courts in the United States. The Central District is comprised of five divisions: Los Angeles, Northern, Riverside, San Fernando Valley, and Santa Ana.

## Population Served

The Central District 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.

With a population of more than 19.5 million people, the Central District is home to 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).

## Cases of Interest

### Eagan Avenatti, LLP

The bankruptcy case of Eagan Avenatti, LLP began on March 1, 2017, with the filing of an involuntary chapter 11 petition by a single creditor in the Middle District of Florida. The case was transferred to the Central District and assigned to Hon. Catherine Bauer. The debtor is a Newport Beach class action law firm. The debtor's principal, Michael Avenatti, represents Stormy Daniels in her suit against President Trump.

### 779 Stradella, LLC, Mt. Yohai, LLC, 1550 Blue Jay Way, LLC, & 2401 Nottingham, LLC

Jeffrey Yohai, ex-son-in-law of former Trump campaign advisor Paul Manafort, filed the chapter 11 cases of 779 Stradella, LLC, Mt. Yohai, LLC, 1550 Blue Jay Way, LLC, and 2401 Nottingham, LLC, in December 2016, to halt foreclosure efforts by Genesis Capital, LLC. Each of the debtors owns a parcel of real property in Los Angeles that Yohai and his business associates, including Manafort, sought to develop. Assigned to Hon. Catherine E. Bauer, Nottingham was dismissed and the remaining three cases were converted to chapter 7. In the Stradella case, Chapter 7 Trustee Tom Casey is suing Paul Manafort, asserting Manafort's lien on the property is a preference and/or fraudulent transfer.

### Picture Care Warehouse, Inc.

Picture Care Warehouse, Inc. (PCW) filed bankruptcy under chapter 11 on October 20, 2015. The filing, assigned to Judge Maureen A. Tighe, listed assets and liabilities in the \$1 to \$10 million range. PCW specializes in classic and customized automobiles for the movie industry. A video on the company's website describes the adjustments that may be required on a movie set, citing a vehicle modification for a chase scene in the movie *Argo*. At the time of filing, court documents stated that PCW had over 800 vehicles in inventory that the company "own[ed], restor[ed] and

rent[ed]... in the entertainment business." Since its filing, PCW has yet to confirm a chapter 11 plan. In 2017, the case was nearly dismissed by the chapter 11 trustee when PCW failed to complete its status reports and quarterly payments. Later in 2017, PCW held a third auction of its assets, including 300 vehicles, and progressed toward confirmation of a plan.

### NG DIP Inc. (f/k/a Nasty Gal, Inc.)

On November 9, 2016, NG DIP Inc. filed for chapter 11 bankruptcy protection. The case was assigned to Chief Judge Sheri Bluebond. The Los Angeles-based company was widely known as an online retailer of vintage clothing under the name Nasty Gal, Inc. The company's founder, Sophia Amoruso, created the company in her early twenties, and authored the 2014 *New York Times* best-selling book *#GIRLBOSS* about her rags-to-riches experience as a female entrepreneur. Ms. Amoruso had already stepped down from her position as CEO of the company in the years before the bankruptcy filing. Initial case documents listed assets and debts between \$10 and \$50 million. The case progressed significantly in 2017.

In 2017, the debtor's name was changed from Nasty Gal, Inc. to NG DIP Inc., following the \$20 million sale of Nasty Gal's intellectual property assets to Boohoo F I Limited. A consumer privacy ombudsman was appointed to assist with the sale. All three adversary proceedings relating to NG DIP filed in 2017 were dismissed after the debtor arranged settlement terms. The debtor's furniture, fixtures, and equipment assets were liquidated, and a chapter 11 plan was confirmed effective August 18, 2017. The debtor's cash assets were subsequently transferred to the NG DIP Liquidating Trust created under the plan.



# JUDICIAL TRANSITIONS AND MILESTONES

---

## Judge Thomas B. Donovan Retires

Judge Thomas B. Donovan retired on March 24 and will serve as a recalled judge for the Central District of California through December 2018. He retired after 23 years on the bench, nine years into his second term as a bankruptcy judge. Numerous well-wishers from the staff, bar, and bench gathered in the Edward R. Roybal Federal Building and U.S. Courthouse to celebrate Judge Donovan's retirement. Chief Bankruptcy Judge Sheri Bluebond, Judge Scott C. Clarkson, Executive Officer/Clerk of Court Kathleen J. Campbell, and Judge Donovan's courtroom deputy and career law clerk were among the speakers who paid tribute to the judge's kind, patient, and compassionate temperament.



As a teenager in San Jose, Judge Donovan had a choice: to pursue a career as a professional golfer or to go to college. He chose the latter, transferring from San Jose State to University of California, Berkeley in his junior year. After graduating from University of California, Berkeley, Judge Donovan spent two years in Washington, D.C., working for the U.S. Army Security Agency in a top secret position and playing golf on the Army's team.

He returned to University of California, Berkeley for law school in 1959, after his Army service. After law school, he practiced briefly at Covington & Burling in Washington, D.C. In 1964, Judge Donovan returned to Berkeley and took a position at the San Francisco law firm Dinkelspiel & Dinkelspiel. His first case there advanced through bankruptcy, district, and Ninth Circuit courts, and in 1966, just four years after graduating from law school, Judge Donovan found himself arguing before the Supreme Court in Bank of Marin v. England.

After becoming a partner at Dinkelspiel & Dinkelspiel in 1969, Judge Donovan immediately resigned and started a new firm, ultimately named Dinkelspiel, Donovan & Reder. In 1979, during a brief sabbatical from his practice, he served for one month as a *pro tem* judge on the Oakland-Piedmont Municipal Court, and found he enjoyed the experience. In 1994, he was appointed to his first term as a bankruptcy judge in the Central District of California.

One of Judge Donovan's chapter 7 cases reached the Supreme Court: Law v. Siegel, a decision that bore on the limits of the Bankruptcy Court's authority. Another of his high-profile cases, a chapter 13 bankruptcy filed jointly by a married same-sex couple, had important constitutional implications. After the U.S. Trustee moved to dismiss the case on the grounds that same-sex couples were ineligible to file joint petitions under the Defense of Marriage Act (DOMA), Judge Donovan ruled that DOMA violated the Fifth Amendment's due process and equal rights requirements and, thus, was unconstitutional. His decision in the case, In re Balas and Morales, was co-signed by 19 other Central District bankruptcy judges.

Since retirement, Judge Donovan has been studying astrophysics.

## Judge Maureen A. Tighe Reappointed

Judge Maureen A. Tighe was appointed to the bench on November 24, 2003, and reappointed in 2017 by the United States Court of Appeals for the Ninth Circuit. Her current term will expire on November 23, 2031.

She was previously the United States Trustee for the Central District of California from 1998 through 2003. During that time, she also served as U.S. Trustee in the Districts of Northern, Eastern, and Southern California, Nevada, Hawaii, Guam, and the Commonwealth of the Northern Mariana Islands.

From 1988 through 1998, Judge Tighe was an Assistant United States Attorney, specializing in the prosecution of financial crime. During that time, as Deputy Chief of the Major Frauds section, she supervised the prosecution of bank, securities, insurance, telemarketing, health care, credit card, mail, wire, bankruptcy, and other financial fraud. Prior to that, she was an associate at Sullivan and Cromwell in New York, New York, and clerked for United States District Judge Harold A. Ackerman in the District of New Jersey.



She has lectured and authored numerous articles concerning access to justice, bankruptcy crimes, bust-out schemes, bankruptcy petition preparers, parallel proceedings, trustee duties, and identity theft. Judge Tighe received her B.A. with highest honors from Douglass College in 1979, and her J.D. with high honors from Rutgers Law School-Newark, where she was Editor-in-Chief of the Rutgers Law Review, in 1984. Judge Tighe is a Fellow of the American College of Bankruptcy and a member of the National Conference of Bankruptcy Judges and the American Bankruptcy Institute.



# PROFILES, AWARDS, AND COMMITTEES

## Profiles

### *Chief Judge Sheri Bluebond Profiled by State Bar Insolvency Committee*

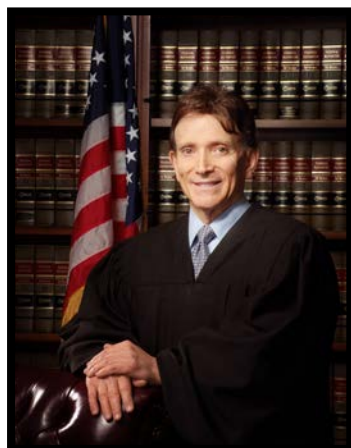
In November, the State Bar of California's Insolvency Law Committee profiled Chief Judge Sheri Bluebond. First appointed to the bench in 2001, she has served as the Court's Chief Judge since January 1, 2015. On October 1, 2017, Chief Judge Bluebond assumed the role of chair of the Ninth Circuit Conference of Chief Bankruptcy Judges, or "Chief of the Chiefs"—a one-year appointment.

Growing up in Los Angeles, Chief Judge Bluebond was a musician, active on the stage and in synagogue; she considered becoming a cantor. After graduating *summa cum laude* and Phi Beta Kappa from the University of California, Los Angeles (UCLA), she returned to campus for law school, serving on the UCLA Law Review. Again, she attained the highest academic distinction, graduating first in her class and joining the Order of the Coif.



A summer associate position at Gendel, Raskoff, Shapiro & Quittner, which specialized in bankruptcy and reorganization law, was the start of Chief Judge Bluebond's career in private practice. She decided to remain at the firm after graduation, taking on a caseload of bankruptcy, state court, and business litigation. When Gendel, Raskoff, Shapiro & Quittner dissolved in 1991, she took a position at Murphy, Weir & Butler before moving to Irell & Manella LLP to help build that firm's bankruptcy practice. In 2000, she applied for the judgeship vacated by the retirement of Judge Lisa Hill Fenning; to her surprise, she was appointed to the bench after her first application.

At the conclusion of the profile, Chief Judge Bluebond shares her thoughts on tentative rulings, the role of technology in the bankruptcy process, courtroom decorum, and the role of Chief Judge.



### *Judge Barry Russell Profiled by the Los Angeles Daily Journal*

A profile published by the *Los Angeles Daily Journal* in November reviews the lasting contributions Judge Barry Russell has made to bankruptcy law during his 43 years on the bench to date. As the author of the *Bankruptcy Evidence Manual*, Judge Russell is a leading authority on the rules of evidence for bankruptcy cases. He also initiated the Central District's bankruptcy mediation program, which provides an alternative to formal litigation of disputes.

The profile foregrounds Judge Russell's intellectual curiosity and work ethic, noting his busy schedule inside and outside the courtroom. Judge Russell says his ongoing commitment to learning has helped him keep an open mind, recalling a discussion of

Shakespeare's *Othello*, he engaged in with other judges during a Federal Judicial Center educational program in Washington, D.C. "It really taught me in life and court not to jump to conclusions," Judge Russell says.

The piece quotes several local bankruptcy attorneys on Judge Russell's demeanor and temperament. They describe his kindness and patience with pro se litigants, his respectful attitude toward litigants and attorneys, and his low tolerance for dishonesty and uncivil behavior. Veteran bankruptcy practitioners credit Judge Russell's use of formal procedural rules with raising the profile of the Court over the past four decades. The profile concludes with information about some of Judge Russell's recent cases.

### *Judge Maureen A. Tighe Profiled by State Bar Insolvency Law Committee*

The State Bar of California's Insolvency Law Committee profiled Bankruptcy Judge Maureen A. Tighe in April. Judge Tighe's profile focuses on her thoughts on process and her advocacy for access to justice rather than her path to the bench.

Judge Tighe returned to her alma mater, Rutgers University, for law school, and was Editor-in-Chief of the *Rutgers Law Review* during her last year, graduating from the J.D. program in 1984. After two years as a law clerk for District Judge Harold Ackerman in New Jersey and two years in private practice in New York City, Judge Tighe took a position in Los Angeles as an assistant U.S. attorney, her title from 1988 to 1998. During her decade at the U.S. Attorney's Office, she specialized in prosecuting fraud, serving as deputy chief of the Major Frauds Section and chair of the Bankruptcy Fraud Task Force. From 1998 to 2003, Judge Tighe was the U.S. Trustee for the Central District of California, and from 2002 to 2003, she was U.S. Trustee for the Districts of Southern California, Hawaii, Guam, and the Northern Mariana Islands. She was appointed as a bankruptcy judge for the Central District in 2003, and reappointed in 2017.



The profile concludes with Judge Tighe's exhortation to attorneys while accepting the Co-Presidents Award from the LGBT Bar Association of Los Angeles: they should be "part of something larger than themselves."



### *Ventura County Bar Association Interviews Judge Peter H. Carroll*

The cover story of the January 2017 issue of *Citations* magazine was an interview with Judge Peter H. Carroll. Randall Sutter, a partner at the firm Rounds & Sutter, conducted the interview for the Ventura County Bar Association's monthly periodical to mark the beginning of Judge Carroll's second term.

Judge Carroll reflected on the traits of a good judge, offered three tips for attorneys who do not practice regularly in bankruptcy court, recalled an interesting chapter 9 case over which he presided, and explained the importance of pro bono legal services in securing access to justice.



### *State Bar's Insolvency Law Committee Profiles Executive Officer/Clerk of Court Kathleen J. Campbell*

In August, the State Bar of California's Insolvency Law Committee (ILC) profiled Executive Officer/Clerk of Court Kathleen J. Campbell. Ms. Campbell has a bachelor's degree in Law & Society from University of California, Santa Barbara and a master's in Judicial Administration from University of Southern California. She began her career with the Court as a management analyst in 1980, which she remembers as a "dynamic time because bankruptcy courts were just breaking off from district courts and forming their own clerks' offices with independent staff."

Speaking with attorneys Corey R. Weber and Uzzi O. Raanan, Ms. Campbell discussed her work on behalf of the Court as a member of district, circuit, and national committees.

She explained the relationship between the numbers of filings and judgeships in the district, talked about the uncertain future of the Court's funding and staffing levels, and described the crucial role technology plays in fulfilling the Court's mission. Drawing from decades of public service, she also shared observations about attorneys, judges, and the position of clerk of court.

To date, Ms. Campbell is the only non-judicial figure included in the ILC's ongoing profile series.

## Awards

### *Judge Meredith A. Jury Named Judge of the Year by Central District Consumer Bankruptcy Attorneys Association*

On November 9, the Central District Consumer Bankruptcy Attorneys Association (*cdcbaa*) named Judge Meredith A. Jury the 2017 Judge of the Year at the annual Calvin Ashland Awards Dinner in Los Angeles. Attorney Dennis McGoldrick reviewed Judge Jury's career on the bench before presenting the award. Among the highlights of Judge Jury's 20-year tenure as a bankruptcy judge, he noted her appointment to the Bankruptcy Appellate Panel in 2007 and her skillful handling of the City of San Bernardino's chapter 9 in 2012. In her acceptance speech, Judge Jury described how her mother taught by example, and addressed the legacy of Judge Calvin Ashland, the difficult job consumer lawyers have, and why she has "the best job in the world."



### *Judge Maureen A. Tighe Receives the LGBT Co-Presidents Award*

On March 24, Judge Maureen A. Tighe was presented with the Lesbian, Gay, Bisexual, and Transgender (LGBT) Bar Association of Los Angeles' Co-Presidents Award at their largest event of the year, the annual gala. The event honors individuals' and organizations' unselfish contributions to education, human rights, and equality for the LGBT community. For more than 10 years, the LGBT Bar of Los Angeles Gala has chosen themes that spotlight important issues affecting the rights of the LGBT community, including marriage equality, military service, adoption, and employment. The theme for the 2017 Gala was "Taking Our Pulse: The Beat Goes On." The evening focused on community resilience and well-being, and included a remembrance of the victims of the Pulse nightclub shooting in Orlando, Florida.

The event also awarded scholarships to LGBT law school students and served as the induction ceremony for the incoming Board of Governors.

### *Judge Mark S. Wallace Receives the OCBA Panel Co-Champion Award*

In 2017, Judge Mark S. Wallace received the Orange County Bar Association (OCBA) Co-Champion Award for Zeal in Tax Law. The award was presented to Judge Wallace during an OCBA panel on new case law developments held at Chapman University, Fowler School of Law.



### *Executive Officer/Clerk of Court Kathleen J. Campbell Receives Director's Award for Outstanding Leadership*

In August, the Administrative Office of the U.S. Courts (AO) recognized Executive Officer/Clerk of Court Kathleen J. Campbell with the Director's Award for Outstanding Leadership. Chief Judge Sheri Bluebond nominated Ms. Campbell for the award, presented annually to "managerial-level employees who demonstrate exemplary stewardship of court resources while advancing programs with a judiciary-wide impact that improved service to the public." Ms. Campbell received a cash prize, an engraved plaque, and a lapel pin from AO Director James C. Duff.

### *Senior Court Analyst Marty Bracciotti Named Federal Court Clerk of the Year*

The Los Angeles Chapter of the Federal Bar Association (FBA) named Senior Court Analyst Marty Bracciotti its Federal Court Bankruptcy Clerk of the Year for 2017. This is the first year the chapter has honored a bankruptcy court employee in addition to a district court employee, making him the first bankruptcy clerk to receive the award. Nominated by a fellow employee, Mr. Bracciotti was the unanimous first choice of the panel reviewing the nominations, comprised of the bankruptcy clerks of court for Nevada and the Northern and Southern Districts of California. Chief Judge Sheri Bluebond and Executive Officer/Clerk of Court Kathleen J. Campbell approved the final selection.

On October 25, Mr. Bracciotti accepted a commemorative plaque from the FBA during a reception at the First Street Courthouse, where he was introduced by Chief Judge Sheri Bluebond.





## 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 Court's judicial committees were comprised of the following members in 2017:

### **Executive Committee**

*Sheri Bluebond, Chair*  
Theodor C. Albert  
Peter H. Carroll  
Scott C. Clarkson  
Victoria S. Kaufman  
Barry Russell  
Vincent P. Zurzolo

### **Case Management Committee**

*Scott C. Clarkson, Chair*  
Martin R. Barash  
Julia W. Brand  
Ernest M. Robles  
Scott H. Yun

### **Chapter 13 Committee**

*Meredith A. Jury, Chair*  
Julia W. Brand  
Catherine E. Bauer  
Wayne Johnson  
Mark D. Houle  
Martin R. Barash

### **Community Outreach**

*Sandra R. Klein, Chair*  
Martin R. Barash  
Erithe A. Smith  
Vincent P. Zurzolo  
Law Clerk: Stephanie Rettier

### **Education & Training/Retreat**

*Deborah J. Saltzman, Chair*  
Neil W. Bason  
Julia W. Brand  
Erithe A. Smith  
Scott H. Yun

### **IT Committee**

*Martin R. Barash, Chair*  
Neil W. Bason  
Peter H. Carroll  
Scott C. Clarkson  
Mark D. Houle  
Ernest M. Robles

### **Pro Se Committee**

*Catherine E. Bauer, Chair*  
Sandra R. Klein  
Robert N. Kwan  
Maureen A. Tighe  
Vincent P. Zurzolo  
Law Clerk: Hilda Montes de Oca

### **Rules Committee**

*Neil W. Bason, Chair*  
Theodor C. Albert  
Robert N. Kwan  
Deborah J. Saltzman  
Scott H. Yun  
Martin R. Barash

### **Space & Security Committee**

*Mark S. Wallace, Chair*  
Peter H. Carroll  
Wayne Johnson  
Victoria S. Kaufman  
Vincent P. Zurzolo



## Committee Appointments



### *Judge Erithe A. Smith Serves on Judicial Conference's Committee on Bankruptcy Administration*

Judge Erithe A. Smith continues to serve 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 Bankruptcy Committee monitors and analyzes bankruptcy operations throughout the nation. It also makes recommendations to the Judicial Conference on the 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. She also serves on the Budget Subcommittee's Resource Sharing Working Group. Judge Smith's term will end on October 1, 2018.

### *Chief Judge Sheri Bluebond Serves on Ninth Circuit Conference of Chief Bankruptcy Judges*

Throughout the year, Chief Judge Sheri Bluebond (Chair) continued to serve on the Conference of Chief Bankruptcy Judges of the Ninth Circuit. Chief Judge Bluebond also served on the Conference's Executive Committee (Chair).

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. It also serves as a resource for the Judicial Council of the Ninth Circuit and its representatives to the Judicial Conference. To these ends, 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. Chief Judge Bluebond's term will end on December 31, 2018.



*Judge Meredith A. Jury*



*Judge Julia W. Brand*

### *Judges Meredith A. Jury and Julia W. Brand Serve on Ninth Circuit Bankruptcy Appellate Panel*

Judges Meredith A. Jury (Chair) and Julia W. Brand served on the Ninth Circuit's Bankruptcy Appellate Panel (BAP). With the consent of all parties, the BAP is authorized to hear bankruptcy court appeals that would otherwise be heard in district court. Judge Jury's term ended on July 31, 2017, and Judge Brand's term will end on November 30, 2023.

### *Judges Catherine E. Bauer and Mark D. Houle Serve on Ninth Circuit Pro Se Litigation Committee*

Judges Catherine E. Bauer and Mark D. Houle served on the Ninth Circuit Pro Se Litigation Committee. Pursuant to its mission, the Ninth Circuit Pro Se Litigation Committee considers the impact of the legal process on self-represented litigants and makes recommendations with respect to assisting self-represented litigants and improving the administration of such cases. Judge Bauer's term ended on September 30, 2017. Judge Houle was appointed on October 1, 2017, and his term will end on September 30, 2020.



*Judge Catherine E. Bauer*



*Judge Mark D. Houle*

### *Judge Sandra R. Klein Serves on Ninth Circuit Courts and Community Committee*

Judge Sandra R. Klein continues to serve on the Ninth Circuit Courts and Community Committee. Charged with educating the public about federal courts, the Ninth Circuit Courts and Community Committee promotes community outreach programs and cultivates relationships between the courts and media. Judge Klein's term will end on September 30, 2018.



### *Judge Mark S. Wallace and Executive Officer/Clerk of Court Kathleen J. Campbell Serve the Ninth Circuit Space and Security Committee*

On October 1, 2017, Judge Mark S. Wallace was reappointed and Executive Officer/Clerk of Court Kathleen J. Campbell was appointed to serve on the Ninth Circuit Space and Security Committee. The committee focuses on issues that affect the quality and effectiveness of space and security of court buildings in the United States. Judge Wallace's and Ms. Campbell's terms will end on September 30, 2019.



*Judge Mark S. Wallace*



*Executive Officer/Clerk of Court Kathleen J. Campbell*



*Judge Barry Russell*



*Judge Martin R. Barash*

### *Judges Barry Russell and Martin R. Barash Serve on Ninth Circuit Bankruptcy Judges Education Committee*

Judges Barry Russell and Martin R. Barash serve on the Ninth Circuit Bankruptcy Judges Education Committee. The committee was formed more than 20 years ago to provide an educational program exclusively devoted 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 Judicial Conference. Members of the committee also participate in an annual review of Ninth Circuit bankruptcy decisions and in the annual New Judges Orientation. Judge Russell was appointed on October 1, 2017, and his term will end on July 31, 2020. Judge Barash's term will end on September 30, 2018.

### ***Judge Geraldine Mund Serves on Advisory Council for Ninth Circuit Historical Society***

Judge Geraldine Mund continues to serve on the Advisory Council for the Ninth Judicial Circuit Historical Society (NJCHS) Committee. 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, the rule of law, and other civic values. As a longtime member of 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.



### ***Executive Officer/Clerk of Court Kathleen J. Campbell Serves on Space and Security Advisory Council, EPA Working Group, and Staffing Formula Development Steering Group***

In December, Director James C. Duff of the Administrative Office of the U.S. Courts (AO) appointed Executive Officer/Clerk of Court Kathleen J. Campbell to a three-year term on the Space and Security Advisory Council. The council advises the AO on matters related to courthouse facilities and security. The committee meets twice yearly in Washington, D.C. Ms. Campbell's appointment will end in December 2020.



Ms. Campbell also continued to serve on the Electronic Public Access (EPA) Working Group and the Staffing Formula Development Steering Group. The EPA Working Group provides advice to the AO on services that provide public access to electronic court records. These services include, but are not limited to, PACER, the Case Locator, and Multi-Court Voice Case Information System (McVCIS). Ms. Campbell's term will end December 31, 2018.

The Staffing Formula Development Steering Group, which consists of 10 clerks and two chief deputies, works with the AO's Policy and Strategic Initiatives Division to identify and address issues in the staffing formula development process and to review alternative options based on data collected. Two



*Judge Peter H. Carroll*



*Judge Scott H. Yun*

### ***Judges Peter H. Carroll and Scott H. Yun Serve on Ninth Circuit IT Committee***

Judges Peter H. Carroll and Scott H. Yun served on the Ninth Circuit Information Technology (IT) Committee.



critical issues before the group were the volatility of bankruptcy filings and a review of IT in support of court operational functions, and the impact that both have on the staffing formula. Ms. Campbell's term ended on December 31, 2017.

***Officer of Planning and Personnel Management Beryl Dixon Serves on Federal Judicial Center Faculty and Advisory Committee***

Officer of Planning and Personnel Management Beryl Dixon serves on the national Committee on Management and Professional Development Education, a Federal Judicial Center (FJC) advisory committee. The committee develops leadership and management education initiatives and programs for supervisors and managers, as well as professional development for court employees throughout the Judiciary. Ms. Dixon's term will end on October 31, 2019.



In June, Ms. Dixon was selected for the faculty of the FJC's Management Development Program (MDP) workshop. Participants in the MDP developed their management skills over three days of training. Ms. Dixon also taught two three-hour workshop sessions.

***Meredith Klassen Serves on National Best Practices Operations Working Group***

Project Specialist Meredith Klassen was selected to represent the Clerk's Office as a member of the Administrative Office of the U.S. Courts' Best Practices Operations Working Group, which shares information among courts at the national level. Appointed to a two-year term in January, Ms. Klassen sits on two subgroups working with the Technology Working Groups, one tasked with Electronic Unclaimed Funds Business Case Analysis and another focused on Service Request Systems Best Practice Recommendations. She is also a member of the National Forms and Rules Expert Panel for operations chaired by Dana McWay, Clerk of Court at the U.S. Bankruptcy Court for the Eastern District of Missouri. Ms. Klassen's appointment will end on December 31, 2018.



***Herbert Seales Serves as Continuity Working Group Co-Chair***

Administrative Specialist Herbert Seales continues to serve as co-chair of the Greater Los Angeles Area Federal Executive Board Continuity Working Group. This group assists employees and contractors with emergency management responsibilities throughout the Los Angeles area by providing access to plan development tools, training, and consulting services, ensuring agencies' responses to an emergency are coordinated throughout the region. His term will end on December 31, 2018.



## Clerk's Office Staff Members Serve on NCBC Committees

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 goals are 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 several NCBC committees and boards.



### *Jan Zari Serves as Editor of the NCBC Newsletter*

Administrative Specialist Jan Zari continues to serve as the editor of NCBC's newsletter, *Impact*. As editor, he chairs the NCBC Editorial Committee and serves on the NCBC Board. A subscription to *Impact* is included with membership in NCBC. Each issue includes updates from the NCBC Board and news about the organization's activities, as well as the latest from the Administrative Office of the U.S. Courts (AO) and from courts across the nation. Mr. Zari's appointment will end in December 2020.



### *Jennifer Paro Appointed as NCBC Historian*

Courtroom Technology Specialist Jennifer Paro continues to serve as the NCBC historian. Ms. Paro maintains NCBC's existing historical records and documents its activities in photographs, videos, and audio recordings. Serving jointly with Jeff Davis, Chief Deputy Clerk at the South Carolina Bankruptcy Court,



Ms. Paro focuses on digitizing the association's existing historical documents and recording oral histories, among other duties. Ms. Paro's term will end on December 31, 2019.

### *Sabrina Palacio-Garcia Serves NCBC Board of Governors*

Self Help Desk Team Leader Sabrina Palacio-Garcia continued to serve on the NCBC Board of Governors. 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. Her term will end on August 15, 2018.



### *Veronica Magno and Monica Yepes Serve as NCBC Local Representatives*

Financial Specialist Veronica Magno and Case Management Administrator Monica Yepes served as NCBC local representatives for the Central District. In addition to acting as the Court's local contacts for the annual NCBC Conference, Ms. Magno and Ms. Yepes worked with the organization's Ninth Circuit liaison to promote membership in NCBC and increase participation within the Court. Their two-year terms will end on October 31, 2018.



*Veronica Magno*



*Monica Yepes*



# JUDICIAL CASELOAD

## Bankruptcy Filings

A total of 38,704 bankruptcy cases were filed in the Central District of California during the 12-month period ending December 31, 2017, a 6.5 percent decrease from the 41,399 filings received in 2016. Filings for all chapters continue to decline. However, the rate for chapters 11 and 13 has lessened significantly compared to the rate of decline from 2015 to 2016.

Chapter 7 filings decreased by 5.7 percent to 28,657 filings in 2017 and accounted for 74.0 percent of all petitions filed district-wide. Chapter 7 filings also accounted for 76.4 percent of all business filings and 73.9 percent of all nonbusiness filings in 2017.

Chapter 11 filings decreased 6.0 percent to 407. Chapter 11 cases, which typically require more judicial resources than cases filed under other chapters, accounted for 1.0 percent of all petitions filed in 2017, about the same as the percentage of chapter 11 filings in 2016. Over 66 percent of all chapter 11 petitions were business cases.

Chapter 13 filings decreased 8.7 percent to 9,634 filings in 2017. Chapter 13 petitions accounted for 24.9 percent of all filings in 2017, down from 27.3 percent in 2016. Chapter 13 petitions also accounted for 25.7 percent of all nonbusiness filings and 6.1 percent of all business filings in 2017.

The number of bankruptcy petitions terminated by the Central District in 2017 dropped 6.9 percent to 44,893. Because terminations exceeded filings in 2017, there were 29,090 cases pending in December 2017, 17.5 percent less than the number of cases pending in December 2016.

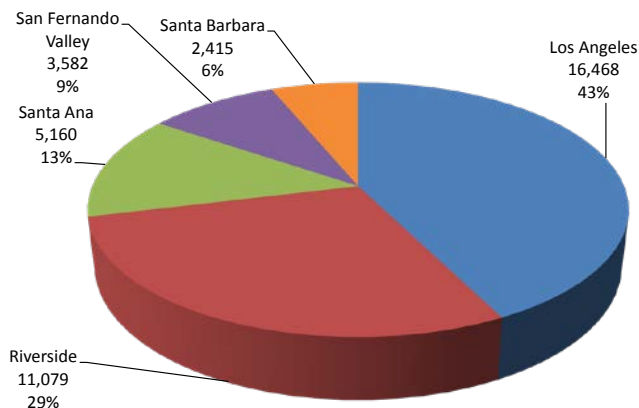
According to the national filing data released by the Administrative Office of the U.S. Courts for the 12 months ending December 31, 2017, the Central District of California received 8.9 percent less bankruptcy filings than the largest filing district, the Northern District of Illinois. Additionally, the Central District of California led

### CENTRAL DISTRICT OF CALIFORNIA BANKRUPTCY CASES FILED BY CHAPTER OF THE BANKRUPTCY CODE CALENDAR YEARS 2008 - 2017

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
2015	46,523	35,266	460	5	10,791	1
2016	41,399	30,403	433	8	10,555	0
2017	38,704	28,657	407	2	9,634	4
Percent Change						
2016 - 2017	-6.5%	-5.7%	-6.0%	-75.0%	-8.7%	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 2017



### CENTRAL DISTRICT OF CALIFORNIA BANKRUPTCY CASES FILED, CLOSED, AND PENDING CALENDAR YEARS 2008 - 2017

Year	Total	Filed		Closed	Pending
		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
2015	46,523	44,653	1,870	50,599	42,415
2016	41,399	39,714	1,685	48,211	35,617
2017	38,704	37,127	1,577	44,893	29,090
Percent Change					
2016 - 2017	-6.5%	-6.5%	-6.4%	-6.9%	-18.3%

the nation with the highest total of business filings, and placed second in non-business filings. Bankruptcy filings in the Central District of California account for nearly 5 percent of the national total.

## Adversary Proceedings

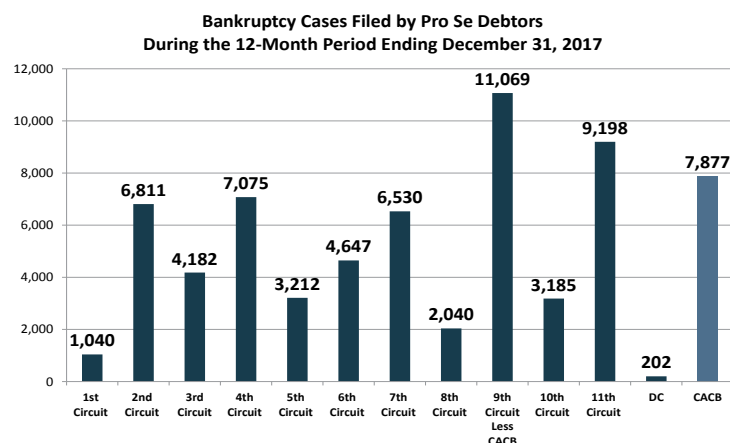
During the 12-month period ending December 31, 2017, adversary proceedings decreased 6.8 percent from 1,457 in 2016 to 1,358.

The number of adversary proceedings terminated in 2017 declined by 3.8 percent to 1,759 from 1,828 terminated in 2016. Pending adversary proceedings fell 18.8 percent, from 2,140 in 2016 to 1,738 in 2017.

## Pro Se Filings

The Central District of California led the nation in pro se filings for the 12-month period ending December 31, 2017. The Central District's rate of pro se filings for the year was 20.4 percent, more than twice the national average of 8.5 percent. The Central District handled 11.7 percent of pro se bankruptcy filings in the United States. The Central District alone handles more pro se filings than the entire First, Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth, or Tenth Circuit.

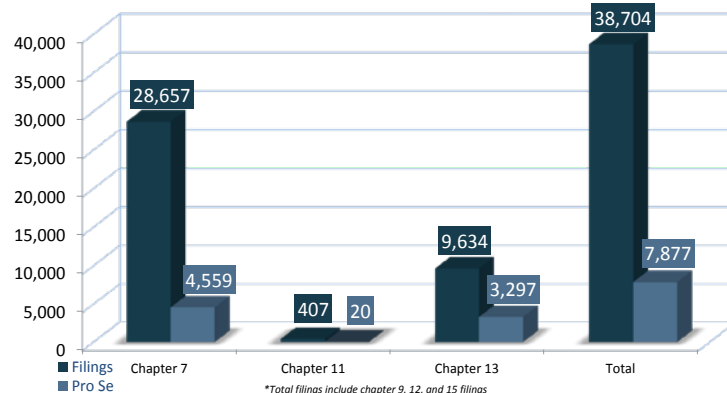
Of the Central District's 38,704 bankruptcy cases, 7,877 were pro se filings. Chapter 13 petitions had the highest percentage of pro se filings (34.2 percent), followed by chapter 7 petitions (15.9 percent). At 4.9 percent, chapter 11 petitions had the smallest percentage of pro se filings.



### CENTRAL DISTRICT OF CALIFORNIA ADVERSARY PROCEEDINGS FILED, CLOSED, AND PENDING CALENDAR YEARS 2008 - 2017

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
2015	1,922	1,945	2,572
2016	1,457	1,828	2,204
2017	1,358	1,759	1,738
Percent Change			
2016 - 2017	-6.8%	-3.8%	-21.1%

### U.S. Bankruptcy Court - Central District of California 2017 Pro Se Filings



### CENTRAL DISTRICT OF CALIFORNIA PRO SE CASES FILED BY CHAPTER OF THE BANKRUPTCY CODE CALENDAR YEARS 2008 - 2017

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
2015	11,395	7,323	26	2	4,044	0
2016	9,943	5,753	27	3	4,160	0
2017	7,877	4,559	20	1	3,297	0
Percent Change						
2016 - 2017	-20.8%	-20.8%	-25.9%	-66.7%	-20.7%	0.0%

<sup>1</sup> Includes cases filed under chapters 9 and 15 of the Bankruptcy Code

# COURT EVENTS AND COMMUNITY OUTREACH

---



*Loyola Law School Students in Judge Klein's Courtroom*

## Students From Loyola Law School Visit Judge Klein's Courtroom

On February 15, Judge Sandra R. Klein welcomed 50 first-year students from Loyola Law School to her courtroom. The Court's hearing calendar was packed with motions for relief from the automatic stay, motions for sanctions and contempt, and numerous chapter 11 matters. After concluding the hearings, Judge Klein spoke to the students and answered their questions about a range of issues, from basic bankruptcy procedure to specific issues raised by counsel during the hearings.

## Court Hosts Civics Contest for High School Students

On March 28, the Court kicked off the Central District's portion of the annual Ninth Circuit Civics Contest at the Richard H. Chambers U.S. Court of Appeals in Pasadena. Over 100 high school students attended the Law Day celebration and heard from its guest speakers, Senior Circuit Judge A. Wallace Tashima, Superior Court Judge Jon R. Takasugi, attorney Patricia Kinaga, and photographer Gary Toyo Miyatake.



*High School Students Attend Law Day Celebration*

This year's theme, "Not to be Forgotten: Legal Lessons of the Japanese Internment," drew a record number of video and essay entries from the district's high school students. On June 7, the awards ceremony for the local contest's winners was held at the Japanese American National Museum in Los Angeles. Guest speaker Sam Mihara described his Japanese American family's incarceration in a Wyoming prison camp during World War II. The first-place winner of the essay contest, Ian Xu from Arcadia High School, received \$1,000, round-trip airfare to San Francisco for himself and a parent or guardian, and two nights' accommodations to attend the Ninth Circuit Judicial Conference, where the winners of the circuit-wide contest were announced. In his essay, Mr. Xu explained the events that led up to the Supreme Court's Hirabayashi, Korematsu, and Endo decisions, considering the relationship between the issues that confronted the courts during World War II and the issues that are confronting the courts today arising from the war on terrorism.

Mr. Xu was also on the team from Arcadia High School that created the first-place video submission, filmed by Mr. Xu, Cathleen Huang, and Jason Wang. In the video, the students discussed the Hirabayashi, Korematsu, and Endo decisions and interviewed a former internee, asking for her thoughts regarding the recent executive orders often described as Muslim travel bans. They



also went to Santa Anita Park, which, like other race tracks in California, served as temporary housing for those of Japanese ancestry who were incarcerated. The first-place video team shared the \$1,000 first-place prize. One member of that team and a parent or guardian also received round-trip airfare to San Francisco and two nights' accommodations to attend the Ninth Circuit Judicial Conference.

## Northern Division Celebrates Pro Bono Volunteers, Dedicates Resource Center

On July 7, the Northern Division hosted the Volunteer Appreciation Ceremony and Resource Center Dedication. Following opening remarks from Operations Manager Cheri Davis, Chief Judge Sheri Bluebond spoke about the Court's commitment to providing access to justice and assisting self-represented parties. Chief Judge Bluebond acknowledged and thanked the sponsor of the Northern Division's Consumer Debt and Bankruptcy Clinic, the Legal Aid Foundation of Santa Barbara County. Judge Peter H. Carroll then presented certificates of appreciation to the attorney volunteers. Judge Deborah J. Saltzman spoke about how the Resource Center is an integral part of Northern Division's Consumer Debt and Bankruptcy Clinic, where, each Friday, members of the public can receive advice from clinic attorneys, as well as forms, petition packets, filing fee information, and other reference materials.



The ceremony also commemorated the life of Operations Support Clerk Danielle Chackel. As an employee of the Clerk's Office, Ms. Chackel worked countless hours serving pro se debtors at the Resource Center window before her tragic death in a hit and run automobile accident in September 2016. Following the reception, guests, including members of Danielle's family and former employees, moved inside to the front lobby for the dedication of the new Danielle Kay Chackel Resource Center. Judge Saltzman spoke eloquently about her experience working with Ms. Chackel, and the new Resource Center sign bearing her name was unveiled.



*Attorney Magdalena Reyes Bordeaux, Judge Maureen A. Tighe, Attorney Patricia Fox, Attorney John Parry, Attorney Christian Cooper, Attorney Misty Ann Perry-Isaacson, Judge Vincent P. Zurzolo, and President and CEO Margaret Morrow*

## William J. Lasarow Awards Honor Volunteer Attorneys

On October 26, Public Counsel hosted the 2017 William J. Lasarow Awards in the lobby of the Roybal Building. The annual awards ceremony recognizes the outstanding contributions of volunteer attorneys in the Central District. Judges Vincent P. Zurzolo, Maureen A. Tighe, Robert N. Kwan, Catherine E. Bauer, and Scott C. Clarkson were among the more than 80 guests in attendance.

Following introductory remarks by Public Counsel Supervising Senior Staff Attorney Magdalena Reyes Bordeaux, President and CEO Margaret Morrow spoke about Public Counsel's assistance to individuals and nonprofit organizations and thanked the volunteers for the difference they make in people's lives. Judge Zurzolo initiated a moment of silence in honor of Judge William J. Lasarow, who died in 2016 at the age of 94, and illustrated the importance of persistent effort with a quotation from Voltaire's *Candide*. Executive Officer/Clerk of Court Kathleen J. Campbell described the size of the Central District's pro se population and praised the efforts of volunteers to provide pro se filers with legal aid.

The award winners were John Parry (Los Angeles Division/Public Counsel's Debtor Assistance Project), Patricia Fox (Northern Division/Legal Aid Foundation of Santa Barbara County), Misty Ann Perry-Isaacson (Santa Ana Division/Public Law Center), and Michael

W. Davis (San Fernando Valley Division/Neighborhood Legal Services of Los Angeles County). Ms. Bordeaux also presented a special award to the attorneys representing Farmers Insurance Corporate Legal for their assistance at reaffirmation hearings: Adam Morris, Eileen Cahill, Kathy Ford, and Casey Files.

### Judge Barry Russell Presents Federal Practice Awards

The 35th Annual Judge Barry Russell Federal Practice Awards were presented at the Biltmore Hotel in Los Angeles on October 5. Every year, each ABA-accredited law school in the Los Angeles area selects a student who has done outstanding work in the area of federal courts and practice to receive the award. The five recipients for 2017 were: Brandon C. Amash, University of California, Los Angeles; Alexa Cover, University of Southern California; Kimiko I. Elguea, Loyola Law School; Gevork Gazaryan, Southwestern Law School; and Emily Sauer, Pepperdine University. Winners of the award received a plaque, a signed copy of Judge Russell’s Bankruptcy Manual, and a \$500 check.

### Bankruptcy Judges Preside over Naturalization Ceremonies

Seven bankruptcy judges from the Central District presided over naturalization ceremonies in 2017. Chief Judge Sheri Bluebond and Judges Barry Russell, Meredith A. Jury, Catherine E. Bauer, Scott C. Clarkson, Sandra R. Klein, and Julia W. Brand each led the swearing in of new citizens in ceremonies throughout the year at the Los Angeles Convention Center, City National Grove of Anaheim, and Ontario Convention Center.



*Chief Judge Sheri Bluebond at Naturalization Ceremony*



*Judge Catherine E. Bauer at Naturalization Ceremony*



*Judge Meredith A. Jury at Naturalization Ceremony*



*Judge Julia W. Brand at Naturalization Ceremony*





*Judge Sandra R. Klein with Girl Scout Troop in the Los Angeles Division*



*Members of Troop 476 Visit the San Fernando Valley Division*

## Girl Scouts Visit the Court

Girl Scout troops visited the Court on several occasions in 2017. In March, June, August, and December, Judge Sandra R. Klein welcomed Girl Scouts into her Los Angeles courtroom for a discussion of the law, legal careers, and education, followed by a tour of her chambers. On October 30, Judge Klein participated in a mentoring event for “ambassador” Girl Scouts sponsored by the Girl Scouts of Greater Los Angeles.

Members of Troop 476 visited the San Fernando Valley Division in November and December, touring the courthouse and visiting Judge Victoria S. Kaufman’s courtroom, where they posed for photos on the bench after a Q&A with the judge.

## Mock Trials Held in Los Angeles

On April 27, fourth grade students from Canfield Elementary School visited the Edward R. Roybal Federal Building and U.S. Courthouse to participate



*Canfield Elementary School Participates in Mock Trial*

in the mock trial SpongeBob SquarePants v. Abercrombie & Fish. Before the trial began, Chief Judge Sheri Bluebond welcomed the 48 fourth graders and provided an overview of the federal court system. The students then broke into two groups for the mock trial, one that stayed with Chief Judge Bluebond, and one that followed Judge Julia W. Brand to a different courtroom.



*San Geronio High School Participate in Power Lunch*

## Power Lunch Held in Riverside

As part of the Court’s community outreach efforts, Judge Scott H. Yun hosted a Power Lunch program at the Riverside Division on May 9. Joining about 40 students from San Geronio High School in San Bernardino, along with their teachers and chaperones, were Judges Wayne Johnson, Sandra R. Klein, and Mark D. Houle, and Executive Officer/Clerk of Court Kathleen J. Campbell. Lawyers and other legal professionals also attended the Power Lunch to help students learn about law and the legal system. The event concluded with a game of *Legal Jeopardy!*



*Paralegal Vikki Padilla, Attorney Christian Cooper, and Attorney Magdalena Reyes Bordeaux at the Honor Roll Reception*

## Pro Bono Honor Roll Receptions Recognize Volunteer Attorneys

Honor Roll receptions at all five divisions, coordinated by the Clerk's Office, acknowledged the volunteer efforts of the many pro bono attorneys who provide services to the Court's self-represented filers. The Los Angeles Division held its event on April 18, following a meeting of the Debtor Assistance Project. Refreshments were served to 24 guests, including attorneys, judges, and members of the Court staff. Riverside opted to host seven attorneys at the Inland Empire Bankruptcy Forum's "Ask the Judges" Night in February, where the volunteers were presented with their Honor Roll certificates. In Santa Ana, Judge Catherine E. Bauer hosted the division's Honor Roll reception in her chambers on April 25. Over 20 guests, including attorneys, judges, chambers, and staff members, were in attendance. The Northern Division held a reception and a dedication of the Resource Center in memory of Operations Support Clerk Danielle Chackel on July 7. The San Fernando Valley Division held its Honor Roll reception for pro bono volunteers on April 6, with over 30 volunteers, staff members from the Court, and Self-Help Desk personnel attending.

## Law Students Gain Real-Life Experience in Northern Division

On July 11, speaking to students at the Santa Barbara College of Law, Judge Peter H. Carroll, Law Clerk Ryan Zick, and attorney Randall Sutter promoted the Law

Student Bankruptcy Assistance Program, the result of the Court's collaboration with the Legal Aid Foundation of Santa Barbara County and the Colleges of Law. Students participate in the division's weekly consumer debt and bankruptcy clinic and counsel pro se debtors prior to reaffirmation agreement hearings under the supervision of licensed attorneys. The program is designed both to serve the needs of self-represented parties in bankruptcy and consumer debt matters in Santa Barbara, Ventura, and San Luis Obispo Counties, and to provide a meaningful internship experience for law students. The program began the week of August 14 and ended on November 17.

On the program's final day, the Northern Division hosted a barbecue luncheon for the participants. Joining the students and volunteer attorneys on the patio were Chief Judge Sheri Bluebond; Judges Peter H. Carroll, Maureen A. Tighe, Deborah J. Saltzman, and Sandra R. Klein; Professor Craig Smith and Executive Director Matt Nehmer, representing the Colleges of Law; and Kate Lee, representing the clinic's sponsor, the Legal Aid Foundation of Santa Barbara County.

## Ninth Circuit Judicial Conference Highlights Civics Achievements

On July 17, during the opening session of the Ninth Circuit Judicial Conference in San Francisco, the winners of the 2017 Civics Contest were honored at a luncheon attended by approximately 200 judges, attorneys, and staff members. Supreme Court Justice Neil Gorsuch, the featured speaker at this year's conference, presented plaques to the winners, who also had their pictures taken with Justice Gorsuch and Ninth Circuit Chief Judge Sidney R. Thomas. Although the winners of the Central District's local contest did not place in the Ninth Circuit contest, they had an opportunity to attend the luncheon.

This year, the Ninth Circuit offered each district the opportunity to send one staff member who works on public outreach to showcase local events. The Central District was given the opportunity to send two public outreach specialists. Special Projects Manager Sandi



Brask represented the Bankruptcy Court and Events Coordinator Pamela Gamble Jackson represented the District Court. The Bankruptcy Court created an infographic and a PowerPoint presentation of recent programs and events, which ran on a continuous loop at the Central District's display table. The Court also distributed several dozen packets of the Supreme Court Justice baseball cards it created for local students.

### **Antelope Valley College Pre-Law Club Visits San Fernando Valley Division**

On October 13, the Pre-Law Club of Antelope Valley College, associated with the Law Scholars Program, visited the San Fernando Valley Division. Antelope Valley College is a community college serving the northern Los Angeles County region. The college serves a majority-minority population in a low-income area and provides financial assistance and fee waivers to over 80 percent of its students.

Judge Maureen A. Tighe led the visitors on a tour of the courthouse. After the tour, Judges Victoria S. Kaufman and Martin R. Barash joined the group to answer the students' questions and offer advice and guidance. Judges, lawyers, law clerks, and legal professionals joined the students for a roundtable lunch, sharing stories about the career paths they followed. Similarly, the students shared stories of their struggles and successes in pursuit of their education, and sought guidance from the participants. Many of the participants provided contact information and offered to stay in touch with the students for ongoing advice and mentoring opportunities.

### **Court Honors Volunteers During National Pro Bono Celebration Week**

The week of October 22, the Court published its 2017 Honor Roll, which lists all those who have served with pro bono organizations in the Central District that assisted parties in bankruptcy during the past 12 months. Each October, in recognition of the 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 22. The list, which may be viewed on the Court's website, includes over 200 volunteers: attorneys, interpreters, paralegals, and law students. Executive Officer/Clerk of Court Kathleen J. Campbell highlighted the publication of the Honor Roll during her remarks at the 2017 Lasarow Awards ceremony, hosted annually by Public Counsel in recognition of pro bono volunteers. A banner displayed on the homepage of the Court's website also highlights the Honor Roll.



*Federal Career Day at Antelope Valley College*

### **Federal Career Day Promotes Careers in Government Service**

Judges and staff from the Court visited Antelope Valley College, a community college in northern Los Angeles County, for Federal Career Day, held on March 10. Bankruptcy Judge Maureen A. Tighe, Senior District Judge Consuelo Marshall, and federal agents discussed preparing for careers in government. Representatives came from Immigration and Customs Enforcement, the Bureau of Prisons, the Equal Employment Opportunity Commission, the Bankruptcy Court, Probation, NASA, the Federal Air Marshals, DEA, the Criminal Investigation Division of the IRS, the Postal Inspection Service, Pretrial Services, the United States Attorney's Office, the FBI, and the U.S. Marshals Service. Over 400 college and high school students signed up to attend the event, and six local Rotary Clubs joined together to provide a barbecue lunch.

The panelists described their duties, the career and education paths that led them to their positions, and their favorite aspects of their jobs. Following the panel discussion, students had the opportunity to meet personnel from numerous other federal agencies. Bankruptcy Judges Peter H. Carroll, Sandra R. Klein, and Martin R. Barash circulated among the guests along with Executive Officer/Clerk of Court Kathleen J. Campbell. Judge Barash concluded the program with a rousing and encouraging speech.



*Santa Ana Division - Federal Courthouse Exploration Day*



*Los Angeles Division - Federal Courthouse Exploration Day*

## Los Angeles and Santa Ana Divisions Welcome High School Students for Federal Courthouse Exploration Day

Two of the Court's divisions held Federal Courthouse Exploration (FED) Day events, which give students from local high schools an inside look at how federal agencies operate, along with tips on preparing for careers in government. On April 19, Bankruptcy Judges Erithe A. Smith, Theodor C. Albert, Mark S. Wallace, Scott C. Clarkson, and Sandra R. Klein met with 26 students from Samueli Academy at

the Santa Ana Division. On November 3, a group of 33 students from New Designs Charter School visited the Los Angeles Division, where they heard presentations from Chief District Judge Virginia A. Phillips, Magistrate Judge Suzanne H. Segal, and Judge Klein; shared lunch with Chief Bankruptcy Judge Sheri Bluebond, Chief District Judge Phillips, Magistrate Judge Steve Kim, and District Judge André Birotte, Jr.; and attended a jobs panel with agents from several federal agencies.

## Santa Ana Division Introduces High School Students to Careers in the Judiciary

On November 3, freshmen from Samueli Academy visited the Ronald Reagan Federal Building and U.S. Courthouse in Santa Ana to learn about working in a federal court. Students toured the operations section, visited Judge Catherine E. Bauer's courtroom, and heard from members of the Clerk's Office staff who described their jobs. Judge Erithe A. Smith took questions from the students, shared her experiences on the bench, and described how she became a federal judge. At the end of the presentation, each student was photographed wearing a judge's robe in Judge Bauer's chair.





# SPEAKING ENGAGEMENTS, EVENTS, AND PROGRAMS

## JANUARY

- January 11: Judge Martin R. Barash presented an overview of the Loan Modification Management pilot program at a brown bag luncheon in the San Fernando Valley Division.
- January 28: Judge Vincent P. Zurzolo presented at *cdcbaa's* 11th Annual Review of the Ninth Circuit Decisions on Bankruptcy in 2016.
- January 31: Judge Sandra R. Klein spoke to an Ethical Lawyering Class at Loyola Law School.

## FEBRUARY

- February 1: Judge Sandra R. Klein spoke at the Los Angeles County Bar Association's Inn of Court meeting regarding difficult and complex issues in bankruptcy.
- February 3: Judge Victoria S. Kaufman participated in the San Fernando Valley Bar Association's "What is Consumer Debt, and Why Does It Matter?" program.
- February 6: Judges Neil W. Bason and Martin R. Barash presented an overview of the Court's Loan Modification Management (LMM) pilot program during a brown bag lunch in Los Angeles.
- February 7: Judges Meredith A. Jury, Mark S. Wallace, Scott C. Clarkson, Wayne Johnson, Mark D. Houle, and Scott H. Yun participated in the Inland Empire Bankruptcy Forum's annual "Ask the Judges" night.
- February 11: Judge Barry Russell participated in *cdcbaa's* "Why Use the Court's Mediation Program in Consumer Bankruptcy Cases" discussion.
- February 27: Judge Maureen A. Tighe participated in the Los Angeles Bankruptcy Forum's "Budding Issues: The Intersection of Legal Marijuana and Federal Bankruptcy Proceedings" panel discussion.



*Judge Martin R. Barash, Default Mitigation Management CEO Igor Roitburg, and Judge Neil W. Bason at LMM Pilot Program Brown Bag Lunch*



*Judges Meredith A. Jury, Mark S. Wallace, Scott C. Clarkson, Wayne Johnson, Mark D. Houle, and Scott H. Yun at Annual "Ask the Judges" Night*

- February 27: Judges Erithe A. Smith and Mark S. Wallace presented “Motion Practice: Critical Practice Pointers” at the Orange County Bar Association, Commercial Law & Bankruptcy Section’s meeting.
- February 28: Judge Sandra R. Klein organized an event for Women Lawyers Association of Los Angeles, called “Protecting the Family Jewels,” which focused on estate planning issues.

## MARCH

- March 7: Chief Judge Sheri Bluebond spoke at the Federal Bar Association’s State of the Circuit/District Luncheon.
- March 13: Judge Sandra R. Klein participated in the Evidence and Trial Skills Panel during a Federal Judicial Center national workshop for bankruptcy judges in Charleston, South Carolina.
- March 15: Judge Sandra R. Klein participated in a South Bay Bar Association Inn of Court panel that addressed “dos and don’ts” in the courtroom.
- March 18: Judge Sandra R. Klein spoke during a panel presentation at the University of California, Los Angeles Anderson School of Management about women in management.
- March 21: Judges Deborah J. Saltzman, Mark D. Houle, Scott H. Yun, and Martin R. Barash participated in the American Bankruptcy Institute’s “Shark Tank” panel discussion during the 25th annual Bankruptcy Battleground West.
- March 21: Judge Sandra R. Klein participated in a panel that addressed retention and compensation issues during the American Bankruptcy Institute’s 25th Annual Bankruptcy Battleground West.
- March 21: Judge Meredith A. Jury participated in a panel that addressed nuts and bolts of bankruptcy appeals during the American Bankruptcy Institute’s 25th Annual Bankruptcy Battleground West.
- March 21: Judge Scott C. Clarkson participated in a panel that addressed bankruptcy litigation and settlement issues during the American Bankruptcy Institute’s 25th Annual Bankruptcy Battleground West.
- March 23: Judge Neil W. Bason moderated the Inn of Court’s “Hearsay: Records of Regularly Conducted Activity/Business Records, and Excluding Witnesses” discussion.

## APRIL

- April 8: Judge Erithe A. Smith participated in the American Bar Association (ABA), Section of Business Law, Business Bankruptcy Committee’s “Surprise!: Ways in Which the Automatic Stay or Discharge Injunction Can Sneak Up on You” panel at the 2017 American Bar Association Conference in New Orleans, Louisiana.
- April 18: Chief Judge Sheri Bluebond and Judges Victoria S. Kaufman, Deborah J. Saltzman, Sandra R. Klein, and Julia W. Brand attended the Southern California International Women’s Insolvency & Restructuring Confederation’s Social Spring Hour.

- April 20: Judge Scott H. Yun presented at the Orange County Bar Forum's "The End of Brick and Mortar Retailers as We Know It, and I Feel Fine" program.
- April 22: Judge Sandra R. Klein was a judge during a mock trial competition for high school students at Loyola Law School.
- April 22: Judge Martin R. Barash participated in a panel that addressed dischargeability actions during the American Bankruptcy Institute's 2017 Annual Spring Meeting in Washington, D.C.
- April 24: Judge Martin R. Barash presented at the Orange County Bar Forum's Loan Modification Management brown bag program.
- April 27: Judges Theodor C. Albert, Catherine E. Bauer, Mark S. Wallace, and Scott C. Clarkson participated in the Orange County Bar Association, Commercial Law & Bankruptcy Section's Fourth Annual Consumer Bankruptcy Law Update at Chapman University Fowler School of Law.
- April 29: Judge Martin R. Barash, Executive Officer/Clerk of Court Kathleen J. Campbell, Law Clerk Jeffrey Cozad, and Courtroom Deputy Wendy Jackson presented at the *cdcbaa*'s "Meet the Clerk: What Goes on Behind the Clerk's Window" program.
- April 29: Judge Martin R. Barash participated in *cdcbaa*'s Loan Modification Management Pilot Program.



*Judge Martin R. Barash at the Orange County Bar Forum's Loan Modification Management Brown Bag Program*



*Judge Martin R. Barash at the cdcbaa's Loan Modification Management Pilot Program*

## MAY

- May 9: Judge Neil W. Bason moderated the Inn of Court's "Hearsay: Public Records and Reports, and Judicial Notice" discussion.
- May 19: Judge Neil W. Bason participated in the California Bankruptcy Forum's "Recent Developments in Bankruptcy Sales" discussion.
- May 20: Chief Judge Sheri Bluebond and Judges Theodor C. Albert, Catherine E. Bauer, Julia W. Brand, and Neil W. Bason participated in the California Bankruptcy Forum's panel discussion of recent bankruptcy cases.

## JUNE

- June 2: Judge Sandra R. Klein administered the oath to new admittees of the State Bar of California at Loyola Law School.
- June 5: Chief Judge Sheri Bluebond and Judges Barry Russell, Victoria S. Kaufman, Robert N. Kwan, Deborah J. Saltzman, Sandra R. Klein, Julia W. Brand, Neil W. Bason, and Martin R. Barash participated in the Los Angeles Bankruptcy Forum's "Annual Night with the Judges" program.

- June 5: Judge Martin R. Barash participated in the Federal Judicial Center's *A Review of the Ninth Circuit Bankruptcy Decisions* (2017) streaming video.
- June 13: Judge Neil W. Bason moderated the Inn of Court's "Hearsay: Repudiation Re Character and/or Prior Conviction and Authenticating Books and Trustee Records" panel discussion.
- June 15: Judge Ernest M. Robles participated in the Los Angeles County Bar Association's "Pet Peeves and Best Practices" presentation.
- June 20: Judge Scott C. Clarkson participated in the Orange County Bar Association, Commercial Law & Bankruptcy Section's "Chapter 11 – Recent Developments and Confirmation Issues" discussion.
- June 21: Judge Sandra R. Klein spoke during a judicial panel and provided a CARE presentation to the 41 Just the Beginning (JTB) Scholars.



Judges at the Los Angeles Bankruptcy Forum's "Annual Night with the Judges" Program

## JULY

- July 17 – 20: Judge Sandra R. Klein participated in a civics showcase and gave a presentation about the Court's Girl Scouts Justice Patch Program for the Girl Scouts of Los Angeles during the Ninth Circuit Judicial Conference.
- July 19: Chief Judge Sheri Bluebond discussed Bankruptcy Code Section 523(a)(6) during the Ninth Circuit Judicial Conference's Bankruptcy Judges' Education Program.
- July 19: Judge Robert N. Kwan participated in a panel discussion of the U.S. Supreme Court's recent decision Czyzewski v. Jevic Holding Corp. during the Ninth Circuit's Bankruptcy Judges' Education Program.

## AUGUST

- August 9: Judge Sandra R. Klein participated in an Evidence and Trial Skills Panel during a national workshop for bankruptcy judges held by the Federal Judicial Center in San Diego.
- August 19: Judge Meredith A. Jury participated in the *cdcbaa's* "Upcoming Changes in the Chapter 13 Rules and Plan" program.

## SEPTEMBER

- September 8: Judge Deborah J. Saltzman participated in the American Bankruptcy Institute's "Avoiding Malpractice and Other Common Pitfalls in Consumer Cases" panel discussion during the 25th Annual Bankruptcy Southwest Conference in San Diego.



- September 8: Judge Martin R. Barash participated in the American Bankruptcy Institute's "Short Arguments on Interesting Chapter 11 Topics" panel discussion during the 25th Annual Bankruptcy Southwest Conference in San Diego.
- September 9: Judge Scott C. Clarkson participated in the American Bankruptcy Institute's "Ethics Panel" plenary session during the 25th Annual Bankruptcy Southwest Conference in San Diego.
- September 14: Judge Erithe A. Smith participated in the "Difficult Assets: Liquidating Interests in Foreign Real Estate" and "Marijuana No Asset Cases and Understanding Bitcoin and Other Virtual Currencies" panel discussions during the National Association of Bankruptcy Trustees' 35th Annual Convention held in New Orleans.
- September 18: Judge Sandra R. Klein participated in an externship panel at Southwestern School of Law.
- September 23: Judge Theodor C. Albert participated in the *cdcbaa's* "Exemptions: Is Bad Faith a Factor or Not?" during the Fourth Annual James T. King Bankruptcy Symposium.

## OCTOBER

- October 2: Chief Judge Sheri Bluebond addressed the Los Angeles Bankruptcy Forum on the State of the District.
- October 2: Judge Neil W. Bason participated in the Los Angeles Bankruptcy Forum's "363 Sales: How to Conduct a Better Sale Process" panel discussion.
- October 4: Judge Sandra R. Klein participated in a Government Jobs Fair at Loyola Law School.
- October 5: Judges Erithe A. Smith, Catherine E. Bauer, Mark S. Wallace, Scott C. Clarkson, and Neil W. Bason participated in the Orange County Bankruptcy Forum's "Annual Judges' Night" program.
- October 6: Judge Julia W. Brand participated in the San Fernando Valley Bar Association's "Recent Ninth Circuit Opinions Involving Bankruptcy Issues" program.
- October 10: Judge Victoria S. Kaufman participated in the National Conference of Bankruptcy Judges' ABA Secured Creditor Luncheon & Program, "Single Asset Real Estate Cases on the Horizon – Round C" panel discussion.
- October 10: Judge Neil W. Bason moderated the Inn of Court's "Chapter 11: Debtor Intake Interview" discussion.



*Chief Judge Sheri Bluebond addressed the LABF*



*Judge Neil W. Bason participated in the LABF's Panel Discussion*

- October 18: Judges Erithe A. Smith and Sandra R. Klein participated in a luncheon with Loyola Law School honor students who are interested in federal court clerkships.
- October 21: Judges Meredith A. Jury, Scott C. Clarkson, Wayne Johnson, and Scott H. Yun participated in the Inland Empire Bankruptcy Forum's 24th Annual Survey of Consumer Bankruptcy Law discussion.
- October 21: Judge Neil W. Bason participated in the *cdcbaa*'s "Settlements in Bankruptcy Cases and Adversary Proceedings" panel discussion.
- October 22: Judge Sandra R. Klein judged a national moot court competition at Loyola Law School.
- October 25: Judge Sandra R. Klein hosted Korean judges to her courtroom and chambers.
- October 26: Judges Neil W. Bason and Martin R. Barash participated in the Rutter Group's "Recent Developments and Hot Topics in Bankruptcy" discussion.
- October 26: Judges Meredith A. Jury and Victoria S. Kaufman participated in the "Dissecting the New Chapter 13 Plan" brown bag meeting in the San Fernando Valley Division.
- October 31: Judge Sandra R. Klein participated in an externship panel at Loyola Law School.
- October 31: Judge Sandra R. Klein videotaped a segment for first year Loyola Law School students' professional development course.

## NOVEMBER

- November 6: Judges Meredith A. Jury and Neil W. Bason participated in the "Dissecting the New Chapter 13 Plan" brown bag meeting in Los Angeles.
- November 7: Judge Catherine E. Bauer presented at the Federal Bar Association, Orange County Chapter's "Behind the Bench: An Inside Look at Our Federal Judges and Their Courthouses" program.
- November 14: Judge Neil W. Bason moderated the Inn of Court's "Motion to Convert and Related Issues" discussion.
- November 16: Judges Meredith A. Jury and Catherine E. Bauer participated in the Orange County Bankruptcy Forum's "Dissecting the New Chapter 13 Plan" brown bag lunch in Santa Ana.
- November 20: Judges Meredith A. Jury and Deborah J. Saltzman participated in the "Dissecting the New Chapter 13 Plan" brown bag meeting in the Northern Division.
- November 28: Judge Meredith A. Jury participated in the "Dissecting the New Chapter 13 Plan" brown bag meeting in Riverside.



*Judges Catherine E. Bauer and Meredith A. Jury and Chapter 13 Trustee Amrane Cohen at the Orange County Bankruptcy Forum's Brown Bag Lunch*

- November 30: Judge Martin R. Barash participated as a panelist on the America Bankruptcy Institute's Winter Leadership Conference's "Judges' Round-and-Round" plenary session.

## DECEMBER

- December 1: Judges Deborah J. Saltzman and Scott C. Clarkson participated as panelists on the "Thorny Issues in an Individual Chapter 11 Case" session during the America Bankruptcy Institute's Winter Leadership Conference.
- December 1: Judge Sandra R. Klein administered the oath to new admittees of the State Bar of California at Loyola Law School.
- December 1: Judge Martin R. Barash participated as a panelist for the "Bankruptcy Ethics: Addressing Tough Clients" plenary session during the America Bankruptcy Institute's Winter Leadership Conference.
- December 5: Judge Catherine E. Bauer swore in new admittees from Whittier Law School.
- December 14: Judge Meredith A. Jury led a panel discussion on the Central District's new chapter 13 plan and rules for the Inland Empire Bankruptcy Forum.

# KEY STUDIES, ACTIVITIES, AND ACCOMPLISHMENTS

.....

## Administrative Office of the U.S. Courts Completes Audit of Court

In November and December, the Administrative Office of the U.S. Courts' contract audit firm, Kearney & Company, conducted a cyclical financial and compliance audit, covering the areas of management controls, budget, procurement, financial management, property management, and time and attendance. The scope of the audit covered the period from January 1, 2015 through September 30, 2017. The audits are conducted to ensure the integrity of the Judiciary's financial information and are performed periodically according to the size and assessed risk of the court unit.

The main objective of financial audits is to ensure financial statements are free of any material misstatements and, ultimately, to provide an independent opinion to stakeholders. The auditors examined the areas listed above, performed testing, and communicated the results of the audit to court management during the exit interview at the conclusion of their fieldwork. At that time, the auditors reported that they had no findings and no recommendations.

The Clerk's Office continuously prepares for external audits by setting the "tone at the top" and emphasizing the importance of strong internal controls. Additionally, internal processes and control activities across all of the areas are continually assessed and evaluated to ensure the Court has a strong internal control framework and that internal controls are working as intended. In preparation for the audit and to facilitate the process, the Clerk's Office gathered and organized the requested documentation, performed a self-review, made staff available during the fieldwork, and maintained communication with the audit team throughout the fieldwork.

## Records Archived and Disposed

Because space is an increasingly valuable resource in the Judiciary, the Clerk's Office worked hard to archive and dispose of paper records throughout the year. The staff processed thousands of boxes of documents at the Los Angeles, Riverside, and San Fernando Valley Divisions, sorting through petitions, proofs of claim, calendars, and other records to prepare them for shredding. Permanent records, including dockets from as far back as 1973, were shipped to the Federal Records Center in Perris, California for archival storage.

## Strategic Planning Council Expands

Executive Officer/Clerk of Court Kathleen J. Campbell expanded the membership of the Clerk's Council, formed in 2015, to add non-supervisory staff representation. Members of the council assist in reviewing and prioritizing ongoing Clerk's Office projects and initiatives. Renamed the Strategic Planning Council, the body supplements the contingent of managers and supervisors with five to seven staff members. Each staff member serves a minimum one-year term, with an option for a one-year renewal, depending on the needs and priorities of the Court. Meetings are held at least once per quarter, with additional meetings scheduled as needed.

## Internal Controls and Audit Complete

The Clerk's Office completed its internal audit schedule for FY 2017. The internal review program strives to assess and evaluate the Court's operations and internal controls in an independent and objective manner, helping the Court accomplish one of its goals: maintaining public accountability. Internal audits are required by the framework prescribed



by the Administrative Office of the U.S. Courts and complement national cyclical audits, ensuring continuous monitoring of financial controls.

## Bar Advisory Board Facilitates Exchange of Information and Ideas

The Court's Bar Advisory Board was formed in 2009 to serve as a means for the Court to exchange information and ideas with local bar associations. In 2017, the Bar Advisory Board members provided input from their respective bar associations on matters such as improving Court processes and modifying rules and procedures.

The Bar Advisory Board is chaired by Chief Judge Sheri Bluebond. All interested judges and the Executive Officer/Clerk of Court Kathleen J. Campbell also attend. The members of the Bar Advisory Board for 2017 included: U.S. Trustee Peter C. Anderson; Keith A. Higginbotham of the Central District Consumer Bankruptcy Attorneys Association (*cdcbaa*); Jenny L. Doling of the Inland Empire Bankruptcy Forum; Daniel A. Lev of the Los Angeles Bankruptcy Forum; Ashley McDow and Roksana D. Moradi of the Los Angeles County Bar Association; Anthony Bisconti and David M. Goodrich of the Orange County Bankruptcy Forum; Anerio V. Altman, Kyra E. Andrassy, Robert Goe, D. Edward Hayes, and Richard A. Marshack of the Orange County Bar Association; and David R. Hagen and A. Lysa Simon of the San Fernando Valley Bar Association.

## Mediation Program Remains Robust

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 2017 had 180 members. The Court continues to add new members on an ongoing basis as mediators who joined the panel at its inception

in 1995 retire. The Mediation Program entered in its 22nd year in 2017 and remains the largest and most robust bankruptcy mediation program in the nation.

From the program's inception in 1995 through the end of 2017, the judges assigned 5,853 matters to mediation. Of those matters, 5,630 concluded, and 3,526 of the concluded matters were settled. The settlement rate has held steady over the years at a very impressive rate of 63 percent.

## Shared Administrative Services Exchanged

The demand for the Court's shared administrative services (SAS) remained strong in 2017. Since 2013, the Court has published an offerings catalog with 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 webpage and catalog. The Court also used services from other courts by transferring funds or bartering services. Throughout 2017, the Court provided and accepted the shared services detailed below.

- *Temporary Duty for the Administrative Office of the U.S. Courts*

In 2017, Communications Analyst Kimberly Rubal worked on Temporary Duty Assignment (TDY) for the Administrative Office of the U.S. Courts. She aided in the development, testing, documentation and training associated with the Court Website Toolbox Project and other web projects, and assisted courts with technical problems affecting their websites.

Court Statistician Chase Madson analyzed the Judiciary's staffing formulas on TDY during the first quarter of 2017.

Applications Developer Keith Klein also worked on a TDY basis, interpreting requirements and developing software components for CM/ECF NextGen.

- **IT Services**

In the fall of 2015, the Court entered into an MOU with Georgia-Northern Bankruptcy for IT services to be provided by Mr. Klein. A series of renewals extended the MOU through 2017. The agreement provided for Georgia-Northern to use up to 50 percent of Mr. Klein's work hours on its projects.

- **Programming Services**

On October 1, the Court entered into an MOU to share a programmer with the Northern and Middle District Alabama Bankruptcy Courts. The agreement increased the share of Programmer Analyst Mai Kha's work product to be received by the Central District of California from 20 percent to 40 percent, as outlined in a previous agreement.

- **Web Design**

Kimberly Rubal provided individualized training and assistance for the public-facing websites of four courts: the U.S. District Court for the Eastern District of Missouri, the U.S. District Court for the Middle District of Florida, and the U.S. Bankruptcy Court for the Southern Districts of California and Florida.

- **Software Applications Training**

Under shared services agreements with the U.S. Probation Office in the Eastern District of Texas, IT and Training Manager Padraic Keohane offered Visual Basic for Applications training and converted about 200 automated templates from WordPerfect to Microsoft Word. Padraic Keohane traveled to Georgia-Northern Bankruptcy Court and provided Microsoft Word training. Mr. Keohane also provided Microsoft Word training to the U.S. Pretrial Services Office for the Central District of California and Adobe Acrobat training to the U.S. Bankruptcy Court for the Western District of Washington.

- **Combined Services with District Court**

During the last quarter of 2017, the Court provided courier services to the U.S. District Court at the Santa Ana Division. By sharing a pick-up location and splitting the cost of a single courier, both courts

were able to achieve cost savings. Bankruptcy Court staff provided photography and videography services at community outreach events that were hosted in collaboration with District Court and other Central District court units. At the Northern Division, where U.S. Magistrate Judge Louise A. LaMothe's chambers are located, the Court provided information technology and facility support services to District Court to assist Judge LaMothe. Also, in anticipation of an MOU for the period beginning FY 2018, Bankruptcy Court staff in the Office Services Department began assisting the U.S. Probation Office for the Central District of California with space and facility services. The Court also contributed to the cost of the Central District's shared Emergency Notification System.

## Budget Challenges Addressed

The Judiciary operated under a continuing resolution, which delayed receipt of the final budget allotments for FY 2017 until June. Overall funding for Judiciary allotments represented a net increase of 2.2 percent funding over FY 2016, but a 2.5 percent across-the-board reduction to FY 2017 formula requirements. Despite an anticipated budget shortfall as a result of declining bankruptcy filings, combined with other Judiciary-wide budget cuts, the Court was able to avoid staff reductions during FY 2017. The Court addressed its budget challenges with conservative spending, offering early retirement and buyout opportunities, and by participating in shared services and national initiatives.

## Clerk of Court Pens Article on Central District Outreach

The summer issue of the *Bankruptcy Judges Education Committee Newsletter* featured an article by Executive Officer/Clerk of Court Kathleen J. Campbell. The cover story, "Outsized Pro Se Caseload Drives Central District's Outreach



Efforts,” describes the challenges posed by the size of the district’s pro se population, and the Court’s efforts to address them through direct community engagement, multilingual marketing, and expanded public outreach.



*Legal Analyst Jennifer Kohout and Self Help Desk Team Leader Sabrina Palacio-Garcia Demonstrate eSR in Los Angeles*

### **Clerk’s Office Staff Presents Electronic Self-Representation to Bankruptcy Fraud Working Group**

On February 9, Self Help Desk Team Leader Sabrina Palacio-Garcia and Legal Analyst Jennifer Kohout demonstrated Electronic Self-Representation (eSR) software to the Office of the U.S. Trustee in Los Angeles. Approximately 40 guests were in attendance, including staff from the FBI, HUD, IRS, and the Offices of the U.S. Attorney and U.S. Trustee’s offices. Ms. Palacio-Garcia provided an overview of eSR software, and Ms. Kohout presented data that showed a higher rate of discharge for eSR users than other chapter 7 pro se filers. Ms. Kohout also discussed the Court’s efforts to publicize eSR in English, Spanish, and Mandarin.

### **Court Addresses Central District Consumer Bankruptcy Attorneys Association**

On April 29, Judge Martin R. Barash, Executive Officer/Clerk of Court Kathleen J. Campbell, Law Clerk Jeff Cozad, and Courtroom Deputy Wendy

Jackson made a presentation at a Central District Consumer Bankruptcy Attorneys Association event held at Southwestern Law School in Los Angeles. The MCLE program, “Meet the Court Clerk: What Goes on behind the Clerk’s Window,” provided a behind-the-scenes look at the inner workings of the Clerk’s Office. Judge Barash presented an overview of the Court’s Loan Modification Management Program and the court procedures and forms related to it. Ms. Campbell described the relationship between the population of the Central District and the Court’s workload, using metrics such as case filings, work measurement, judgeships, and budget. She also discussed space planning updates and ways to communicate with the Court. Ms. Jackson covered the most common mistakes made when filing court documents and listed “dos and don’ts.”

### **Chief Judge Sheri Bluebond Thanks Bar Advisory Board**

Chief Judge Sheri Bluebond presented the representatives of the Court’s Bar Advisory Board with a Certificate of Appreciation and a paperweight at their quarterly meeting on June 12. Recipients included Anerio Altman, Peter C. Anderson, Kyra Andrassy, Tony Bisconti, Jenny L. Doling, David M. Goodrich, David R. Hagen, Keith A. Higginbotham, Daniel A. Lev, Richard A. Marshack, Ashley McDow, and Rokhsana D. Moradi. Comprised of representatives selected by local bar associations in the Central District, the Bar Advisory Board was established as a means of exchanging information and ideas with attorneys who practice in the Central District.

### **Clerk’s Office Develops Batch Upload for Chapter 13 Trustees’ Proposed Orders Confirming Plan**

The Clerk’s Office developed an enhancement for the Court’s calendaring program, Calendar Information and Orders (CIAO!). Launched on December 1, the CIAO! enhancement enables chapter 13 trustees to batch upload proposed Orders Confirming Chapter

13 Plan through the Court's Lodged Order Upload software program. Developed and tested by the Clerk's Office, the new feature simultaneously auto-dockets a Notice of Lodgment on the related case docket with a watermarked "proposed" order attached to the notice and triggers a notice of electronic filing.

## Court Introduces New Signature Requirement for Filed Documents

The Court substantially modified its signature requirements for documents filed through CM/ECF. On December 1, the Court introduced Local Bankruptcy Rule (LBR) 9011-1, Signatures, which requires that every signature be handwritten in ink. If the document is filed electronically, the filer must either scan the signature page and insert it into the electronic version of the filed document or scan the entire executed document. CM/ECF filers are not required to sign the document, since use of a CM/ECF account constitutes a filer's signature. The related section of the *Court Manual* now provides further administrative guidance on the new signature requirement. The Court's previous practice of requiring Electronic Filing Declarations for CM/ECF filings has been discontinued.

## Chapter 13 Plan, Related Forms, and LBR Substantially Revised

To conform with amendments to the national rules that took effect on December 1, the Court substantially revised its Chapter 13 Plan form, related forms, and Local Bankruptcy Rule (LBR) 3015-1, Procedures Regarding Chapter 13 Cases. A chapter 13 subcommittee chaired by Judge Meredith A. Jury, including judges, chapter 13 trustees, and chapter 13 attorneys, developed the revisions, and the Board of Judges approved them as the culmination of a year-long process. During October and November, Judge Jury coordinated bench bar discussions with judges and chapter 13 trustees at all five divisions.

## Executive Team Attends Conference

During the week of September 18, Executive Officer/Clerk of Court Kathleen J. Campbell, Chief Deputy of Administration Steven A. Sloniker, and Chief Deputy of Operations Benjamin Varela traveled to Baltimore, Maryland to attend the Court Unit Executive and Chief Deputy Operational/Administrative Training Conference. Presentations addressed topics of interest to executives, clerks, and administrators throughout the Judiciary, examining trends in record management, legal research, court reporting and interpreting, travel policy, procurement, and property management. Systems Integration Manager Sam Abram joined the Executive team in Baltimore for the last two days of the conference, which focused on IT security and court technology.

## Clerk's Office Updates Social Media Policy

In January, to keep the Court's social media policy up to date, the Clerk's Office finalized revisions to the *Social Media and Social Networking Policy*, initially adopted by the Executive Committee on November 1, 2010. Prepared with input from the IT Committee, the update includes a revised list of social media sites and a quick reference guide to social media "dos and don'ts."



# TECHNOLOGY AND INNOVATION

## Court Implements JIFMS Accounting Program

In 2017, the Court implemented the Judiciary Integrated Financial Management System (JIFMS), a nationally deployed accounting program.

JIFMS, now standard across federal courts, is the repository of the Judiciary's financial and procurement data. By interfacing with U.S. Treasury and other federal systems, JIFMS eliminates duplicative entries and strengthens internal controls. In preparation for the conversion to JIFMS, the Central District reviewed unliquidated obligations and closed pending transactions. The implementation wave began with a kickoff conference at the Administrative Office of the U.S. Courts in Washington, D.C. By April, the Court was prepared for a district-wide training event with District Court, U.S. Probation and Pretrial Services, and the Federal Public Defender's Office. Finally, on May 8, the district went live with JIFMS.

The Court also prepared to implement the Java Financial System (JFinSys) in 2017, entering Wave 11 of the program's national rollout. JFinSys processes and maintains funds received through cash register applications and CM/ECF. The web-based program interfaces seamlessly with CM/ECF and Pay.gov. JFinSys will replace WinFinSys, the locally-modified version of FinSys long in use in the Central District.

## Court Launches Electronic Proof of Claim

In September, the Court launched Electronic Proof of Claim (ePOC), an online system for filing proofs of claim developed in the Middle District of North Carolina. ePOC makes it convenient for claimants to create, file, amend, or withdraw a proof of claim through the Court's website, even without a CM/ECF

account. By cutting the number of paper proofs of claim the Clerk's Office staff processes, ePOC saves labor and reduces waste.

## Court Uses GovDelivery to Communicate with the Public

In May, the Court began using the web-based email subscription service GovDelivery to communicate with the public. GovDelivery accounts are free and customizable. After signing up through a webform on the Court's homepage, users can elect to receive emails about news and job opportunities in the Central District, as well as email bulletins from the U.S. Courts about statistics, educational resources, federal rule making, and other topics.

The Court first began using GovDelivery to send email notifications to registered CM/ECF users in 2016. With the aid of SimpleSync, a web application developed by the Minnesota Bankruptcy Court, the Clerk's Office synchronized email addresses from CM/ECF with GovDelivery.

## New Forms and Software Upgraded

A number of new Local Bankruptcy Rules and related forms took effect on December 1, necessitating substantial changes to the Court's software. Clerk's Office employees worked evenings and weekends to prepare for upgrades to the electronic case management system, CM/ECF, which interfaces with the programs the Court uses for online payment, access to court records, and calendaring, among others. The upgrades came in two phases. Release 5.2 of CM/ECF, installed in October, addressed security requirements, and release 5.2.1, installed on November 30, addressed the changes to rules and forms that took effect the following day.

Because CM/ECF interfaces with so many other programs, upgrades must be carefully tested for compatibility issues before installation. Both Electronic Self-Representation (eSR), the chapter 7 petition preparation software for self-represented debtors, and Electronic Proof of Claim (ePOC), which makes it easier for creditors to create or amend proofs of claim, proved incompatible with the new releases of CM/ECF. The Clerk's Office temporarily disabled ePOC for debugging and developed an original application to take the place of eSR: New Forms eSR, which enables end-users to create an account, log in as many times as needed to complete fillable petition package forms, and enter creditors into a proprietary creditor matrix program before submitting the documents for filing. Following extensive testing, New Forms eSR launched shortly after the upgrades were installed.

## Cable Management Project Completed

The Clerk's Office cleaned up data cables throughout the Central District, rearranging network switches in data closets, installing new cable management hardware, and replacing old and obsolete cables. The reorganization of data cables made it easier to add new devices to the network, and to identify and move devices already connected to the network. This substantial undertaking improved server connectivity and air flow, decreased maintenance requirements, and mitigated power connection risks.

## Court Signs on to National Logging Service

As of December, the Court is participating in the National Logging Service, which helps IT staff manage log messages on network devices across the divisions. The logging software collects and retains system logs in a central location, allowing IT staff to search, manage, and analyze logs in real time to identify IT security threats.

## Judiciary Firewall Service Equipment Installed Throughout Central District

The Administrative Office of the U.S. Courts' (AO) Judiciary Firewall Service (JFS) provides

an additional layer of security to courts' networks, guarding against hackers, viruses, and worms. The firewalls block specific threats identified by the AO's Security Operations Center, as well as peer-to-peer traffic and other unauthorized network protocols. When they detect suspicious traffic or attempted attacks, the firewalls automatically notify personnel at the national and local levels.

In April, the Clerk's Office installed JFS equipment at the Northern, Riverside, San Fernando Valley, and Santa Ana Divisions. The network firewall equipment has been in use at the Los Angeles Division since 2016.

## Clerk's Office Increases Network Bandwidth for Videoconferencing

With the increased use of videoconferences for meetings and events across all divisions, the Courtroom Technology staff has experienced more video and audio issues while supporting these conferences. The problems were particularly more noticeable in the San Fernando Valley and Northern Divisions. To remedy the issue, the Court requested, and the Administrative Office of the U.S. Courts approved, the installation of larger long-distance network circuits to provide additional bandwidth. The upgraded circuits were completed in May.

## The Court Tweets

This year, the Court's tweets included public notices, announcements, notices of sale, system updates, judicial opinions, and other information. Beyond the Court's more than 800 Twitter followers, the tweets reached more than 125,000 accounts. Since joining Twitter in January 2011, the Court has sent over 3,500 tweets. On October 7, the Court's Twitter account was verified. The account bears a blue check mark indicating the Court officially operates as @cacbnews.



## Court Disposes of IT Equipment

Throughout 2017, the Court undertook a major effort to dispose of old and obsolete IT equipment in

support of space management priorities. Following the requirements for property disposal detailed in § 580 of the *Guide to Judiciary Policy*, the Clerk's Office's property management team excessed more than 1,300 hard drives, erasing them before disposal and manually destroying those which could not be wiped. The team also disposed of over 360 CPUs. Other items excessed included televisions, VCRs, video cameras, amplifiers, mixers, scanners, printers, photocopiers, monitors, speakers, microwaves, recorders, video and audio cards, routers, microphones, telephones, shredders, mobile devices, typewriters, credit card terminals, typewriters, clocks, mail machines, and a safe.

### **Centralized Log Management Software Installed**

To comply with the requirements of the Administrative Office of the U.S. Courts' new IT security scorecard and the Court's local policies, the Clerk's Office installed the log management program, Splunk, which helps the Court detect attempted security breaches on the network. The Clerk's Office configured Splunk to look for escalation of privileges, repetitive failed login attempts, and other types of potentially malicious activity. All court servers, network devices, and computers send their logs to Splunk, allowing the IT security officers to conduct a centralized review.

### **Forcepoint Filters Malicious Content**

As part of its IT security program, the Court installed Forcepoint (formerly called Websense), a filter that blocks malicious web content. The program prevents personnel from accessing websites restricted by the Clerk's Office. The Court has the authority to adjust Forcepoint's parameters or permit access to individual sites. The IT security officers review Forcepoint data daily.

The number of security alerts has declined continuously since the implementation of Forcepoint. The IT security officers reported significantly fewer notifications from Symantec Endpoint Protection (SEP) and the Administrative Office of the U.S. Courts' Intrusion Detection/Prevention Systems (IDS) this year.

### **Surface Pros Distributed to Managers and Supervisors**

The Clerk's Office distributed Microsoft Surface Pros to managers, supervisors, and Continuity of Operations (COOP) staff. The Surface Pro is a powerful, next-generation laptop that delivers the ultimate versatility, performance, and design. Its mobility allows court staff to work and create freely from almost anywhere. The usability of the Surface Pro supports the Strategic Plan's commitment to building the Judiciary workforce of the future.

### **Media Gallery Created**

In June, the Clerk's Office created a Media Gallery for the Court's website, showcasing videos that explain some of the most common procedural matters in bankruptcy in English and Spanish. Some videos, such as "Bankruptcy Basics," were created by the Administrative Office of the U.S. Courts, while others were produced by local staff members through a shared administrative services agreement with the New Mexico Bankruptcy Court.

### **New Backup Process for DECRO Recordings Implemented**

The Clerk's Office began backing up DECRO recordings on the Court's local server and a remote server belonging to the Administrative Office of the U.S. Courts. Employees verify that each recorded hearing on the local server matches the backup files on the remote server, and supervisors perform monthly audits. The automated process replaces the practice of manually backing up the recordings by burning them to CD. Eliminating the need to burn, label, store, and archive CDs, the new backup process saves the Court time, space, and money.

### **Clerk's Office Prepares for Upgrade to Acrobat 2017**

The IT Help Desk installed Adobe Acrobat 2017 on the staff's computers and offered training on the

new version of the program. The software upgrade was necessitated by the expiration of the license for Adobe Acrobat XI in October, and delayed by urgent upgrades to CM/ECF.

## iPads for Translation Assistance Tested

In September, the Riverside Division began testing a new translation assistance initiative for deployment throughout the Central District. An iPad at the Intake window enables non-English-speaking litigants to communicate with case initiation staff in speech and writing through Google Translate. The initiative is a project of Access to Justice Advocates, the Clerk's Office subcommittee on pro se resources. The pilot program concluded successfully on November 30, preparing the way for a district-wide rollout of the iPad program in 2018.

## Court Expands Web Resources for Non-English Speakers

In May, the Court added several resources for non-English speakers to its official website, [www.cacb.uscourts.gov](http://www.cacb.uscourts.gov). Google Translate links at the bottom of the homepage now refresh the site's contents in Spanish, Vietnamese, Korean, Chinese, or Armenian. The Clerk's Office also uploaded a Spanish-language version of its instructional video for eSR users to the Media Gallery, and the "Don't Have an Attorney" webpage links to a Spanish translation of the Court's survey for visitors to the self-help desks.

## IT Security Prioritized

The Court implemented new cybersecurity standards mandated by the Administrative Office of the U.S. Courts (AO) throughout the year. After consulting with AO policy mentors and reviewing AO and Ninth Circuit policy templates, the Clerk's Office strengthened the Court's local security policies and implemented an updated password and security exception policy.

The IT security officers sent regular alerts and tips to educate the staff about protecting the network. Personnel received email notifications about critical security patches, changes to ID and credit protection services, breaches of popular websites, malicious phishing campaigns targeting the Judiciary, and the ban of Kaspersky software. Tips covered safe browsing, recognizing scams, and password hygiene. All staff members were required to complete an electronic learning module about IT security developed by the AO.

In order to protect its digital infrastructure, the Clerk's Office also encrypted devices; installed patches, updates, and secure configurations; switched to a new, national vulnerability scanning service; and installed Microsoft's Local Administrator Password Solution (LAPS), tightening administrators' password security. Weekly forced restarts of all computer systems ensure that vulnerabilities are quickly addressed.

## IT Security Scorecard Progress Achieved

The IT security scorecard is a resource developed by the Administrative Office of the U.S. Courts (AO) to help court units identify IT security vulnerabilities. The Court submitted the completed scorecard to the AO at the end of 2017 with a score of 45 out of a possible 51 points, putting the Court in the top category of "Continuous Improvement." To achieve such high marks, the IT Department finished several national projects, setting up and redirecting all logs to a centralized server for review by various IT personnel and system owners; completing the installation and configuration of firewalls to improve perimeter protection; installing and configuring software to protect our systems from web-based threats; and migrating to the new vulnerability scanner product offered by the AO. The Clerk's Office finalized many local policies and posted them on the Court's intranet site, including a new stronger *Password Policy*, *Access Control Policy*, *Patch Management Policy*, and *Physical Security Policy*. All IT staff took additional IT security training now required by the scorecard, and received training on the Court's *Incident Response Policy*.



# HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT

## Chief Deputy of Administration Steven A. Sloniker Retires

Chief Deputy of Administration Steven A. Sloniker retired on January 3, 2018, after 42 years of federal service. His career at the Court began in 1989, when he accepted the position of Administrative Assistant. After advancing through a number of positions of increasing responsibility, Mr. Sloniker was promoted to Chief Deputy of Administration in 2011. On December 20, the Clerk's Office commemorated Mr. Sloniker's retirement with a Los Angeles Dodgers-themed celebration. In addition to Executive Officer/Clerk of Court Kathleen J. Campbell, judges, law clerks, externs, and court staff, Mr. Sloniker's spouse, Peggy Sloniker, attended the celebration.



The Business Communication and Leadership and Management certificate programs each had eight participants, bringing the total number of district-wide employees in the Talent Management program to 44.



## Navigating Change at the Winter Education Seminar

On December 8, the Clerk's Office staff gathered at the 2017 Winter Education Seminar, held at the Edward R. Roybal Federal Building and U.S. Courthouse in Los Angeles with the theme of "Navigating Change." In her opening remarks, Executive Officer/Clerk of Court Kathleen J. Campbell thanked everyone for their hard work over the last year and described changes to come during the year ahead.

Motivational speaker Tiana Sanchez's presentation, "Unleashing Your Inner Champion," balanced energizing group exercises and quiet introspection. Following lunch, Chief Judge Sheri Bluebond thanked the staff for their efforts over the past year and presented Chief Judge Coins to employees who were instrumental in preparing the Court to adopt JIFMS, the Judiciary's new financial system. Chief Deputy of

## Talent Management Continues

The Clerk's Office continued to train staff through the Talent Management program, initiated in 2015, hosting classes for current participants and prospective students. Depending on their career goals and interests, participants study for a certificate in one of three areas: Business Essentials, Business Communication, or Leadership and Management. Classes were offered in person and by videoconference. Each certificate program requires participants to complete a set of online self-study courses and attend approximately three courses in person. During 2017, Business Essentials was the most popular certificate program, with 28 enrollees.

Administration Steven A. Sloniker and Chief Deputy of Operations Benjamin Varela reviewed the year's accomplishments. Employees who reached length-of-service milestones, or whose supervisors commended them for the exceptional quality of their service, received awards in recognition of their achievements. Information Technology and Training Manager Padraic Keohane provided an overview of the Unify Project, a Judiciary-wide transition to cloud-based Microsoft Office software. Office Services Manager Roland Blanco and Facilities Project Coordinator Jennifer Harmon discussed the open floor plan and collaborative spaces that characterize the Administrative Office of the U.S. Courts' Integrated Workplace Initiative, which they illustrated by leading the staff on a tour of the Roybal Building's newly redesigned 10th floor. Afterwards, the staff assembled in the Roybal lobby for karaoke, dancing, and raffles at the Court's annual holiday party.

### **Staff Development Department Holds Training Courses and Programs**

In 2017, the Staff Development Department offered over 70 training courses and programs. A total of 1,281 student seats were filled across the five divisions. Classroom training on desktop applications was offered district-wide. Some sessions were conducted remotely through WebEx to ensure staff members received uniform training at a reduced cost. Annual programs, including Law Clerk/Extern Training, IT Security Training, and the Winter Education Seminar, returned, and new programs, such as Workplace Bullying, Communication and Team Building, and Workplace Violence, were introduced.

### **Court Participates in Communication and Team Building Exercise**

On January 30, the Clerk's Office and chambers staff had the opportunity to participate in a special training event. Taught by George Prentice, Clerk of Court for Arizona Bankruptcy, "It's More than Rock and Roll" explored the art of collaboration,

communication, and creativity, using lessons from the Beatles, Rolling Stones, U2, and other rock and roll bands. Participants examined the power of well-chosen words and phrases, discovered their "role in the band" (i.e., whether they are more like the lead singer or the drummer), and learned how to showcase that talent. An interactive workshop designed to help attendees become more creative at work presented the collaborative songwriting process of Lennon and McCartney. On Tuesday, January 31, Clerk's Office managers and supervisors participated in an off-site training day at the Pasadena Court of Appeals. The day started with the aforementioned three-hour training session, and ended with a Clerk's Office update and discussion of the Court's strategic initiatives for 2017.

### **Buyout/Early Retirement Authority Approved**

On March 2 and October 25, the Court requested approval from the Administrative Office of the U.S. Courts to offer buyouts and early retirement incentives to Clerk's Office employees. The request for buyouts and early retirements is necessitated by the ongoing serious funding challenges facing the Judiciary and the Court's decline in filings. Providing buyout and early retirement incentives helped the Court manage its salary shortfall and avoid layoffs. Several employees accepted a buyout or early retirement, and all have separated from the Court.

### **Court Offers Michigan State University Judicial Administration Courses in Los Angeles**

The Court partnered with Michigan State University (MSU) to offer two courses from MSU's Judicial Administration program at the Los Angeles Division in August and September. Interested employees of the Bankruptcy and District Courts were encouraged to attend the courses on Information Technology Management and Human Resources Management. The classes were free of charge, although only students enrolled in the MSU Judicial Administration certificate program were eligible for course credit.



Sandi Brask



Blake Francois



Jennifer Kohout



James Le

## Clerk's Office Staff Attends Social Media Seminar

On January 17 and 18, Special Projects Manager Sandi Brask, Planning & Research Manager Blake Francois, Legal Analyst Jennifer Kohout, and Case Management Administrator James Le attended a two-day social media seminar in Anaheim. Focusing on social media marketing, the seminar covered different social media platforms and how they are used by varying demographics. The Court will consider the strategies discussed during this seminar when implementing social media initiatives.

## Administrative Specialist Herbert Seales Accepted to NEMAA

Administrative Specialist Herbert Seales was accepted to the Los Angeles Cohort of the National Emergency Management Advanced Academy (NEMAA) for FY 2018. NEMAA, FEMA's advanced training program, is only open to experienced emergency management professionals.



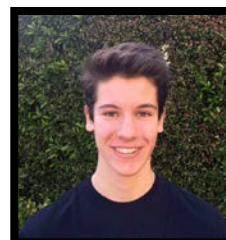
The program consists of four residential courses of five days each, focusing on the skills of program management and oversight, effective communication, integrated collaboration, and strategic thinking. NEMAA culminates in a research project.

## Court Hosts Summer Interns

During the summer months, the Clerk's Office benefited from the contributions of two summer interns. Sophia Benavides, an incoming senior at the University of Southern California, assisted the Communications Department with various website projects. Ms. Benavides also attended the local Civics Contest awards reception and observed committee meetings, 341(a) meetings, and reaffirmation hearings. She learned about the internship opportunity while enrolled in Advanced Web Publishing class taught by Training Specialist Kimberly Rubal at the University of Southern California last spring.



Sophia Benavides



Matthew Phelps

Matthew Phelps, a junior at Notre Dame High School, assisted with the verification of the Court's Twitter account and contributed to the outline for the Court's Wikipedia page. Mr. Phelps also attended meetings and observed court proceedings. During his final day at the Court, Mr. Phelps shadowed attorney Keith A. Higginbotham.

## Human Resources Manual Working Group Formed

The Human Resources Manual Working Group, which included managers, supervisors, and staff from Operations and Administration, was formed in May 2017, and met throughout the year to discuss issues, examine best practices, and propose changes, updates, and revisions to the *Personnel Handbook*,



last revised in 2004. The working group solicited input from the staff and completed a proposed draft to be approved by the Court in 2018.

## Centers of Excellence Relunched

In April, the Clerk's Office relaunched two Centers of Excellence comprised of staff volunteers: one for Process Improvement, the other for Communication and Engagement. First launched in 2011, the Centers of Excellence create and implement initiatives to streamline processes, improve internal and external communication, and increase employee engagement. Planning & Research Manager Blake Francois was selected to lead the Center of Excellence (CoE) for Communication and Engagement, and Special Projects Manager Robin Beacham leads the CoE for Process Improvement.

Throughout 2017, the CoE for Communication and Engagement met to discuss modifications to the Court's employee recognition programs, while the CoE for Process Improvement met to discuss, organize, and streamline operational processes. The CoE for Communication and Engagement proposed a revamp of the employee recognition program in order to increase engagement and efficiency and reduce costs while continuing to praise staff for their contributions. The CoE for Process Improvement's proposal to replace compact disc backups of files with an automated system was implemented in November.

## Workplace Bullying and Workplace Violence Prevention Training Offered

In a 90-minute presentation offered throughout June and July, the Clerk's Office trained its staff to recognize, resist, and report workplace bullying. The mandatory course reviewed the definition of workplace bullying, examples of bullying behavior, reasons why it is important to confront and stop workplace bullying, ways to stop any offensive behavior, and how to help enforce the Court's practices to stop bullying.

During November, mandatory sessions with instructors from the U.S. Marshals Service and the

Emergency Preparedness and Security Office of the U.S. District Court trained the Clerk's Office staff in preventing workplace violence.



*Clerk's Office Staff at the National Conference of Bankruptcy Clerks*

## National Conference of Bankruptcy Clerks Meets in Denver

From July 16 to July 20, over 600 personnel from bankruptcy clerk's offices across the country gathered in Denver, Colorado to attend the 37th annual meeting of the National Conference of Bankruptcy Clerks (NCBC). The host court, the United States Bankruptcy Court for the District of Colorado, treated attendees to an event-filled week that included a diverse array of educational opportunities and social and networking events. Attendees also had a chance to learn about the beautiful "Mile-High City" and the state's capital. This year, the Central District of California was represented by 12 delegates from both Operations and Administration. Travel for 10 participants was funded by the Court, while NCBC funded two participants who are on the NCBC Board.

## IT and Operations Staff Attend 28th Technology Users Group (TUG) Conference

In August, Executive Officer/Clerk of Court Kathleen J. Campbell, Chief Deputy of Operations Benjamin Varela, and 15 staff members from the Information Technology Division and Operations attended the 28th Ninth Circuit Technology Users Group (TUG)



conference in Long Beach. Welcoming the attendees on the first day of the conference, Ms. Campbell showcased the Court's technological initiatives.

Among the topics addressed were IT security practices for travelers and the ongoing Unify Project, which aims to move the entire Judiciary to Microsoft Office 365, consisting of online versions of Word, Excel, PowerPoint, and the rest of the Office software suite, by the end of 2018. As part of the Unify Project, the Court will switch its email software from Lotus Notes to Outlook, requiring the migration of the staff's email archives to a national archives server.

## Telework Relaunch

Under the Judiciary's Telework Program, eligible employees who obtain approval from management may work from home or an alternate work station on a recurring or situational basis. After reviewing the local policy and strengthening its requirements, the Court relaunched its Telework Program on October 2. The Telework Plan has been updated and now includes a clearly defined approval process and increased levels of employee accountability. Training on the new plan was offered to interested employees during the week of October 23. Supervisors and managers also received training on the new plan.

# FACILITIES, SECURITY, AND EMERGENCY PREPAREDNESS

## Roybal Realignment Project Continues

In cooperation with the General Services Administration (GSA) and the Administrative Office of the U.S. Courts (AO), the Court has undertaken a massive realignment of the Edward R. Roybal Federal Building and U.S. Courthouse (Roybal Building). In order to accommodate additional magistrate and senior judges, as well as displaced District Court and Pretrial Services staff, the Court is releasing 33,000 square feet from the Roybal Building and over 26,000 square feet from the adjacent Federal Building at 300 North Los Angeles Street (Los Angeles Street Building).

Meeting the staff's needs in a markedly reduced area required a fresh and methodical approach to design. The Court faced the challenge by implementing the Judiciary's Integrated Workplace Initiative (IWI) approach to space planning and recapturing a portion of the public hallways. IWI principles allowed the Court to create spaces that are functional, versatile, and inviting. The redesigned offices include teamwork areas conducive to new, collaborative ways of working.

Demolition and construction on the ninth and 10th floors required a temporary relocation of the Clerk's Office staff. For about six months, while the 10th floor was under construction, most of the administrative staff occupied swing space in the basement and first floor of the Los Angeles Street Building, and some departments were temporarily relocated to the 12th and 14th floors of the Roybal Building. After the administrative staff returned to the redesigned 10th floor in October and November, it was the operations staff's turn to move to the Los Angeles Street Building so demolition work could begin on the Roybal Building's ninth floor.

Concurrent with the realignment project, the Clerk's Office continued to make improvements to the judicial floors of the Roybal Building, such as replacing acoustic



*Roybal Building, 10th Floor*

panels and upgrading the audiovisual equipment in several courtrooms, replacing obsolete data cables, and refinishing or replacing numerous veneer doors. Chief Judge Sheri Bluebond's courtroom was outfitted with new carpeting and a modified podium.

## Northern and Riverside Divisions Release Space

The Court renewed its lease for the Riverside Division in 2017 and worked with General Services Administration (GSA) and the Ninth Circuit to renew the lease for the Northern Division. In keeping with the Judiciary's ongoing efforts to economize, the Court released over 5,000 square feet from both divisions to GSA, lowering the Court's recurring rent payments and earning one-time rent credits from the Administrative Office of the U.S. Courts.

In February, the U.S. Trustee's Office moved into the Northern Division, occupying 1,600 square feet formerly taken up by the Court's paper records. The space now includes a dedicated room for the meeting of creditors, as well as an office for the U.S. Trustee's local attorney. The U.S. Trustee benefits from the proximity to the Court, the security the Court provides, and the availability of free parking at the courthouse.

Before signing a new lease for the Riverside Division in May, the Court released 3,800 square feet from the building's first and second floors to GSA. In order to accommodate this reduction in space, the Clerk's Office performed a small remodel of its second floor server and computer training rooms, adding an IT manager's office, an IT lab area, and additional storage areas.

## Digital Calendars Installed at Santa Ana Division

Each courtroom at the Ronald Reagan Federal Building and U.S. Courthouse in Santa Ana converted to digital calendars. Already in use at the San Fernando Valley, Riverside, and Northern Divisions, digital calendars save labor and reduce printing costs. The calendars are convenient for judges and attorneys alike. Visitors to the Court can use the touchscreens posted outside the courtrooms to look up any judge's calendar and procedures.

## Court Issues Secure ID cards

The Court began issuing new IDs through the Administrative Office of the U.S. Courts-sponsored Facility Access Card (FAC) project in the Los Angeles Division on

January 9. By February 22, with the exception of a single employee, the staff at all five divisions had replaced their Court ID cards with FACs.

The FAC project enhances courts' security by providing every Judiciary employee with a secure, verifiable photo ID smart card. FACs are the Judiciary's version of the Personal Identity Verification cards mandated for executive branch employees by the 2004 Homeland Security Directive 12. While the directive does not apply to the Judiciary, the Judicial Conference endorsed the Judiciary's participation in the ID card program because courts are housed in facilities owned or controlled by the executive branch and protected by executive branch entities.

## Court Tests Emergency Notification System

Throughout the year, the Crisis Communication Team conducted monthly tests of the Court's Emergency Notification System (ENS). Additionally, on May 1, the Crisis Communication Team conducted a "May Day" ENS exercise. This exercise is designed to give all team members the opportunity to practice utilizing the Court's ENS and to familiarize court staff with ENS notifications.

## Clerk's Office Staff Attends Annual COOP Training

In October, all members of the Clerk's Office staff attended mandatory Continuity of Operations (COOP) training. This refresher course reviewed the basic elements of the Court's COOP Plan and familiarized the staff with the sequence of events that follows after a COOP activation. COOP training is an important part of emergency preparedness, ensuring all personnel know their roles, understand their responsibilities, and have the necessary knowledge to function at full capacity following a major emergency.

## Great California Shakeout Exercise Conducted

On October 19, the Court's Continuity of Operations Coordinator conducted the yearly Emergency Notification System exercise in observance of the annual Great California ShakeOut. This event is intended to remind all Californians of the need to prepare for a major earthquake in the region.

**[BLANK PAGE]**



# APPENDICES

## 2014-2019 COURT STRATEGIC PLAN ACCOMPLISHMENTS

### ISSUE 1: ADMINISTRATION OF JUSTICE

1.1 Administer justice fairly and impartially without regard to race, ethnicity, national origin, gender, sexual orientation, religion, age, economic status, or disability.

GOALS:	ACCOMPLISHMENTS:
1.1.1 Confirm that court procedures conform to relevant statutes, rules, and policies.	<p><b><u>Local Bankruptcy Rules</u></b> The Court's Local Bankruptcy Rules (LBRs) were revised on January 3, 2017 and December 1, 2017 to reflect revisions in the Federal Rules of Bankruptcy Procedure as well as changes in local practices.</p> <p><b><u>Chapter 13 Forms and Procedures Updated</u></b> To comply with amendments to the national rules that became effective December 1, 2017, the Court updated its Chapter 13 Plan form, Local Bankruptcy Rules, and related forms and practices on that date.</p> <p><b><u>Court Manual</u></b> The <i>Court Manual</i>, which documents the Court's administrative procedures for public use, was updated during 2017 to reflect changes in the LBRs.</p> <p><b><u>Best Practices Operations Working Group</u></b> In 2017, a Clerk's Office representative was selected for the Administrative Office of the U.S. Courts' Court's Best Practices Operations Working Group which shares information among courts at the national level.</p>
1.1.2 Promote the education of judges and court personnel on issues of diversity.	<p><b><u>Diversity Celebrations</u></b> Throughout 2017, the Court participated in celebrating African American Heritage Month, LGBTQ Pride Month, Women's Month, Asian and Pacific Islander Month, and Hispanic Heritage Month.</p> <p><b><u>2017 Law Day</u></b> Building on the Ninth Circuit Civics Contest theme, "Not to be Forgotten: Legal Lessons of the Japanese Internment," the 2017 Law Day program educated judges, court staff, and over 100 high school students on the experience of Japanese internment in the United States.</p> <p><b><u>Lesbian, Gay, Bisexual, and Transgender (LGBT) Bar Association of Los Angeles Gala</u></b> On March 24, 2017, Central District judges attended the LGBT Bar Association of Los Angeles Gala, which spotlights important issues affecting the rights of the LGBT community, including marriage equality, military service, adoption, and employment. Judge Maureen A. Tighe was honored with the Co-Presidents Award for her unselfish contributions to education, human rights, and equality for the LGBT community.</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> The Court continued the expansion of its 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 continued its partnership with Loyola Law School to provide bankruptcy law students with hands-on experience in working with Public Counsel and the Court. The Court hosted high school and grade school students for mock trials, Law Day, and court visits where attorneys and court staff discussed their career paths and how those paths led to a career in the Judiciary.</p> <p><b><u>Chief Deputy of Administration</u></b> Following the retirement of the Court's Chief Deputy of Administration, the Court mounted a nationwide search and evaluated 70 candidates before selecting a candidate with a strong federal court background in managing technical staff and projects.</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 that its community outreach efforts, including Power Lunches, Law Day, and other activities, included representatives of the Central District's diverse community. See the Court Events and Community Outreach section of this report.</p> <p><b><u>Clerk's Office Promotes Pro Se Resources</u></b> Clerk's Office staff continued to publicize the Court's pro se resources throughout the Central District.</p>
<p><b>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.</b></p>	<p><b><u>Specific Procedures Provided on Each Judge's Webpage</u></b> The Court continued to update and provide practitioners with judge-specific procedures on each judge's webpage found on the Court's website.</p> <p><b><u>Judicial Practices Survey</u></b> The judges participated in a survey, the Judicial Practices Survey, regarding their individual practices of which a summary is posted on the Court's website. The Court updated the Judicial Practices Survey in 2017 to include Judges Martin R. Barash's and Scott H. Yun's judicial practices.</p> <p><b><u>LBR 3015-1 Procedures Regarding Chapter 13 Cases</u></b> LBR 3015 was amended in 2017 to increase uniformity of chapter 13 practices in all divisions of the Court.</p>

<p><b>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. (cont.)</b></p>	<p><b><u>Bar Advisory Board</u></b> Initially formed in 2009, the Court's Bar Advisory Board meets quarterly with the Chief Bankruptcy Judge, other interested judges, and the Executive Officer/Clerk of Court. In 2017, 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.</p> <p><b><u>Judges Speaking Engagements and Programs</u></b> See the Speaking Engagements, Events, and Programs section of this report.</p>
<p><b>1.2 Structure court operations in a manner that best facilitates the expeditious, economical, and fair resolution of disputes.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p><b>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.</b></p>	<p><b><u>Executive Team Performance Appraisal</u></b> The Court continued to use the performance appraisal system for the Executive team that was initiated in 2014.</p> <p><b><u>Chief Deputy of Administration</u></b> See 1.1.3.</p>
<p><b>1.2.2 Standardize operations to provide a uniform system of justice and consistent quality of service.</b></p>	<p><b><u>DECRO CD Burn Alternative Implemented</u></b> In 2017, the Clerk's Office implemented a process for uploading DECRO recordings to a centralized server each night along with other court data. This new process replaces burning CDs after hearings are completed, saving staff time and court resources related to this task. From an IT perspective, the new process also supports increased data security by minimizing redundancies.</p> <p><b><u>Telework Program Updated and Relaunched</u></b> The Court's <i>Telework Plan</i> was revised to include enhanced eligibility requirements and accountability procedures. Training was provided to all managers, supervisors, and any employee interested in participating in the telework program.</p> <p><b><u>National Accounting Programs Implemented</u></b> See the "Court Implements JIFMS Accounting Program" article in this report.</p>
<p><b>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.</b></p>	<p><b><u>Batch Upload Process for Chapter 13 Trustees</u></b> The Clerk's Office developed a CIAO! enhancement that enables chapter 13 trustees to batch upload proposed Orders Confirming Chapter 13 Plan through Lodged Order Upload (LOU). The enhancement was launched on December 1, 2017, the same day new chapter 13 procedures took effect.</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. (cont.)**

**Auto Closing Program Enhanced**

The Court's Auto Closing program was enhanced to automatically close case types that had been blocked as exceptions and required manual processing. The new case types closed include dismissed chapter 7 cases, individual chapter 7 cases dismissed for failure to file a financial management certification, business chapter 7 cases, and chapter 13 cases dismissed for failure to file a chapter 13 Plan.

**CM/ECF Fee Waiver Program**

Under the direction of the Case Management Committee, the Court continued its expanded CM/ECF fee waiver program for pro bono attorneys that was initiated in April 2014.

**Case Management Assist (CMA)**

In 2017, the Court continued to maximize case processing efficiency through use of Case Management Assist (CMA). Developed by the U.S. Bankruptcy Court for the Western District of Oklahoma, CMA enables management to automatically distribute case processing duties to Clerk's Office staff. Additionally, CMA provides internal reports that enable supervisors, managers, and the Executive team to measure the productivity and accuracy of court staff and external users. The Executive team continued to evaluate CMA's full capability and reconfigured CMA to increase productivity.

**1.3 Administer the court according to sound management practices, and seek ways to create efficiencies through streamlining processes and implementing new technology.**

**GOALS:**

**ACCOMPLISHMENTS:**

**1.3.1 Implement "vertical" sharing of administrative services consistent with 28 U.S.C. §§ 154(b) & 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.**

**District Court Partnership**

The Court continues to share emergency preparedness services, video and photography services for community outreach events, and a mail carrier in the Santa Ana Division with the U.S. District Court for the Central District of California.

**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.**

**Shared Administrative Services**

In 2017, the Court fulfilled shared administrative services agreements in the Central District of California and nationwide. See the Shared Administrative Services section of this report.

**Court Assists AO Workforce Management Project**

From January through March 2017, Court Statistician Chase Madson assisted the Administrative Office of the U.S. Courts in the development of staffing formula options for bankruptcy clerk's offices nationwide.



<p><b>1.3.3 Participate in national committees and programs to develop court technology and implement best practices.</b></p>	<p><b><u>Judges and Clerk's Office Staff Participate in National Committees and Programs</u></b> See the Committee Appointments section of this report.</p> <p><b><u>NextGen Development</u></b> The Court's staff continued to provide technical support for the development of NextGen CM/ECF and the national NextGen version of eSR.</p>
<p><b>1.3.4 Continue to review policies and procedures to improve service delivery, and to develop reports to assist decision making.</b></p>	<p><b><u>Internal Review</u></b> Conducted in 2017, the Court's Internal Review program strives to assess and evaluate the Court's operations and internal controls in an independent and objective manner, helping the Court accomplish its strategic goal of maintaining public accountability.</p> <p><b><u>Cyclical Financial Audit Completed</u></b> See the "Administrative Office of the U.S. Courts Completes Audit of Court" article in this report.</p> <p><b><u>Court Policy and Procedure Manuals Updated</u></b> In 2017, various chapters of the <i>Court's Fiscal Manual</i>, <i>Travel Policies and Procedures Manual</i>, and the <i>Internal Controls Manual</i> were reviewed and updated. The Court also completed a major update to several IT Security policies and procedures, in alignment with the requirements of the IT Security Scorecard.</p> <p><b><u>CMA Reports</u></b> 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 and teams to meet court requirements. See Case Management Assist (CMA) 1.2.3.</p> <p><b><u>Check Capture</u></b> The Court continued processing checks, money orders, and cashier's checks electronically using Check Capture.</p>
<p><b>1.3.5 Educate judges and court personnel on existing and emerging technologies.</b></p>	<p><b><u>NCBC Conference</u></b> The National Conference of Bankruptcy Clerks (NCBC) Conference was held from July 17 to July 20, 2017, in Denver, Colorado. Twelve representatives from the Court attended the conference and were able to experience a number of educational opportunities and networking events. Various informative breakout sessions were offered covering topics such as leadership and teamwork lessons; negotiating and mediating disputes; career and retirement planning; BNC noticing; records retention; and NextGen CM/ECF.</p>

<p><b>1.3.5 Educate judges and court personnel on existing and emerging technologies. (cont.)</b></p>	<p><b><u>TUG Conference</u></b> In August 2017, several IT staff members and members of the Clerk's Office Executive team represented the Court at the 28th Ninth Circuit Technology Users Group (TUG) conference held in Long Beach. Presentations focused on the IT security scorecard, cybersecurity for travelers, password management, NextGen CM/ECF, and Project Unify.</p> <p><b><u>Desktop Applications</u></b> Classroom training on desktop applications was offered at all divisions.</p> <p><b><u>Judges Training</u></b> Throughout 2017, the Information Technology and Training Manager trained judges on iPhone technologies. The Information Technology and Training Manager also provided judges with Windows 10, Surface Pro, and Microsoft Office training.</p> <p><b><u>Legal Research</u></b> Court staff completed Bloomberg Law, Lexis Advance, and WestlawNext training offered by the Ninth Circuit Librarian.</p>
<p><b>1.4 Ensure informed judicial decision-making.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p><b>14.1 Provide accurate, timely, and complete procedures and rules to judges, court personnel, and other court participants.</b></p>	<p><b><u>Court Intranet Website</u></b> In 2017, the Court modernized its intranet to become a robust, user-friendly and searchable tool for judges and staff to access policies, procedures, rules, forms, publications, statistics, memoranda, and other relevant operational information.</p> <p><b><u>Revised Local Bankruptcy Rules</u></b> The Local Bankruptcy Rules (LBR) were revised and posted on January 3, 2017, and December 1, 2017.</p>
<p><b>1.4.2 Make certain that court proceedings are recorded accurately and completely, and that high quality transcripts are produced timely.</b></p>	<p><b><u>FTR Gold</u></b> The Clerk's Office continued to use FTR Gold recording software to maintain accurate and complete recordings.</p> <p><b><u>CourtSpeak Testing</u></b> Planned for implementation in 2018, the Clerk's Office completed testing of the CourtSpeak courtroom audio upload program. CourtSpeak is new technology that allows audio of hearings recorded in FTR Gold to be converted to audio files accessible to the public on the case docket.</p>

1.5 Continue to assess emerging trends and changing needs of individuals, families, and businesses within the district.

GOALS:	ACCOMPLISHMENTS:
<p><b>1.5.1 Identify issues, conditions, and trends likely to have a significant impact on the court.</b></p>	<p><b><u>Representation in Setting National Policies and Funding Formulas</u></b> Executive Officer/Clerk of Court Kathleen J. Campbell was involved at the national level in the Administrative Office of the U.S. Courts' (AO) steering committees that review and establish national policies and funding formulas for the judiciary. In 2017, Ms. Campbell continued to serve on the Electronic Public Access (EPA) Working Group and the Staffing Formula Development Steering Group, and was appointed to the AO's Space and Security Advisory Council.</p> <p><b><u>New Signature Requirement</u></b> To address misuse of electronic filing declarations identified in the Court's CM/ECF filings, the Court revised its Local Bankruptcy Rules to require that the executed signature page(s) be scanned and included in electronically filed documents.</p> <p><b><u>Strategic Planning Council Expanded</u></b> In 2017, the Strategic Planning Council, formerly Clerk's Council, comprised of senior management, was expanded to include line staff representation to provide a broader scope on emerging trends within the District. The Strategic Planning Council meets on a quarterly basis to review and provide status on the Court's high priority initiatives that directly impact the achievement of the goals identified in the 2014-2019 Strategic Plan.</p>
<p><b>1.5.2 Develop procedures to meet changing conditions.</b></p>	<p><b><u>eSR</u></b> The Court developed a local version of eSR that was launched in 2017 to ensure that eSR was compatible with the new bankruptcy forms. The Court is working with the Administrative Office of the U.S. Courts to develop a new national eSR version that will be compatible with the new case management system NextGen CM/ECF.</p> <p><b><u>Court Space Reservations</u></b> The Court implemented a streamlined space reservation policy and application form. The policy and application applies to reservations requested from outside organizations and the public.</p>

**1.6 Seek the resources necessary to maintain effective and efficient operations, and manage and expend such resources judiciously.**

GOALS:	ACCOMPLISHMENTS:
<p><b>1.6.1 Timely assess future resource needs necessary to accomplish the court's mission.</b></p>	<p><b><u>AO Supplemental Funding</u></b>  The Court began FY 2017 with a projected salary shortfall. 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, 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 the Automatic Docketing Interface initiative (ADI), space reduction, and NextGen programming, as well as through shared administrative services for web design and other areas. The Court continues to review projected resources and filings to assess staffing needs and prepare for the future.</p>
<p><b>1.6.2 Produce comprehensive budget submissions to support resource requests necessary to achieve the court's mission, goals, and strategies.</b></p>	<p><b><u>Monthly Spending Plans</u></b>  Executive Officer/Clerk of Court Kathleen J. Campbell submits a monthly spending plan to the Executive Committee for its review and approval. The monthly spending plans ensure that the Court remains a good steward of public funds and support the Court's mission.</p> <p><b><u>Records Digitizing Project and Space Reduction Funding</u></b>  As part of the Roybal Realignment Project, the Court received funding from the Administrative Office of the U.S. Courts for labor costs needed to digitize, scan, and process all paper records in the Los Angeles Division. Scanning and disposing the documents freed up space where paper records were previously stored and enabled the Court to reduce space that was returned to General Services Administration.</p> <p><b><u>Automatic Docketing Interface (ADI) Funding</u></b>  The Court received funding for its participation in the Automatic Docketing Interface (ADI) initiative, which reduces the error rate for docketed events in CM/ECF and provides significant labor savings in quality control and case tracking of docketed events.</p>
<p><b>1.6.3 Identify and pursue grant funding opportunities.</b></p>	<p><b><u>2017 Ninth Circuit Distinguished Pro Bono Service Award</u></b>  The Court nominated three attorneys for the "2017 Distinguished Pro Bono Service Award." The award recognizes outstanding delivery of pro bono legal services within the federal courts in the Ninth Circuit. Unfortunately, the nominees were not selected as award winners.</p>



**1.6.4 Establish performance criteria and measurement systems that link budgetary resources to strategic goals.**

**New Closing Goal Formula and Performance Metrics Developed**

The Clerk's Office developed a new closing goal formula specific to each divisional office. The new formula takes case aging schedules for each chapter and each division into consideration, allowing for more accurate goals to be set. Additionally, the Court implemented new performance metrics for Operations, which promote improved quality of service.

**Performance Management Program**

In 2017, the Court continued to utilize its Performance Management Program, allowing Clerk's Office staff to receive direct feedback from supervisors on performance and to promote and plan continual opportunities for professional development.

## 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> Recalled Judge Gregg W. Zive provided mediation services for the City of San Bernardino chapter 9 case.</p> <p><b><u>Bankruptcy Mediation Program</u></b> The Mediation Program entered in its 22nd year in 2017 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, and in 2017, had 180 members.</p>
<p>2.1.2 Increase the use and availability of videoconferencing to enhance access to the court.</p>	<p><b><u>Videoconferences Across Divisions</u></b> Throughout 2017, Judge Deborah J. Saltzman heard Northern Division matters from the Los Angeles Division via videoconference. Judges Mark S. Wallace and Scott C. Clarkson also continued to hear cases via video at the Riverside Division from their courtrooms in the Santa Ana 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 continued 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><b><u>Video Conference Counseling</u></b> In 2017, the Northern Division continued to offer a Video Conference Counseling program which provides the free legal services of volunteer attorneys in Santa Barbara to self-represented individuals in San Luis Obispo County via videoconference. The program is delivered in collaboration with the San Luis Obispo Superior Court and the Legal Aid Foundation of Santa Barbara.</p> <p><b><u>Jabber Guest Installed on Court Electronic Devices</u></b> Jabber Guest software was added to Court-issued electronic devices to allow users to access scheduled videoconferences through their devices, including cell phones and tablets. This software allows increased flexibility in videoconference participation for judges, executive staff, and IT staff members.</p> <p><b><u>Network Bandwidth Increased for Videoconferencing</u></b> See "Clerk's Office Increases Network Bandwidth for Videoconferencing" article in this report.</p>

<p><b>2.1.3 Develop simplified procedures to encourage electronic filing by self-represented parties.</b></p>	<p><b><u>ePOC</u></b> The Court launched its local version of the national Electronic Proof of Claim (ePOC) system that enables creditors to electronically file a Proof of Claim online without the need to register as a CM/ECF user.</p> <p><b><u>eSR Promotion</u></b> The Court continues to promote the use of Electronic Self-Representation (eSR) software through various mediums including videos, flyers, and other informational materials distributed throughout the Central District. Staff at the Court's self-help desks in all divisions encourage pro se debtors to use eSR and provide eSR support.</p> <p><b><u>DeBN</u></b> After the Court implemented Debtor Electronic Bankruptcy Noticing (DeBN), debtors in the Central District were able to request service of orders and court-generated notices by email through the DeBN program.</p> <p><b><u>Online Chat Program</u></b> The Clerk's Office has offered its online chat program continuously since 2014. Through this chat program, visitors to the Court's website are able to conduct a real-time, online conversation with a Call Center representative. Online chat is available in both English and Spanish.</p>
<p><b>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.</b></p>	<p><b><u>Self-Help Desks</u></b> Self-help desks are available in all five divisions. The Court actively works with pro bono organizations to provide staffing for the self-help desks.</p> <p><b><u>DAP</u></b> Coordinated by the Court, the Debtor Assistance Project (DAP) is an association of pro bono organization and bar association representatives, 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 in all five divisions of the Court.</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. The Court also published its annual Honor Roll to commemorate the beginning of the American Bar Association's National Pro Bono Celebration week.</p> <p><b><u>Lasarow Awards Honor Self-Help Desk Volunteers</u></b> Each year, the William J. Lasarow Awards and reception is held to honor volunteers serving pro se bankruptcy filers throughout the Central District.</p>

**2.1.5 Explore opportunities for partnerships with educational institutions to increase access to justice by underserved populations.**

**Consumer Bankruptcy Litigation Practicum**

The Court continued its partnership with Loyola Law School through the Consumer Bankruptcy Litigation Practicum (CBLP). Judge Sandra R. Klein, chair of the Court's Community Outreach Committee, launched the CBLP as a year-long course for Loyola Law School students. CBLP 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, offered in the fall and spring.

**Court Explores Capability to File Bankruptcy from Prison**

In 2017, Judge Maureen A. Tighe began discussion with representatives from the California Department of Corrections on the potential for a pilot program whereby incarcerated individuals would have the ability to file for bankruptcy from prison electronically.

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

**GOALS:**

**ACCOMPLISHMENTS:**

**2.2.1 Improve and expand services, assistance, and information for self-represented parties.**

**Clerk's Office Promotes Pro Se Resources**

See 1.1.4.

**eSR**

See 1.5.2.

**Bankruptcy Mediation Program**

See 2.1.1.

**DeBN**

See 2.1.3.

**Online Chat Program**

See 2.1.3.

**Self-Help Desks**

See 2.1.4.

**ePOC**

See 2.1.3.

**2.2.2 Continue to develop a variety of informational materials, such as brochures and checklists, for debtors and other court users.**

**Public Use Computers**

Public use computers continued to be made available in each division for the public to use Electronic Self-Representation (eSR) software for preparing bankruptcy petitions electronically. Additional computers were also available in each division for the public to use as a resource to research bankruptcy information or to find credit and financial management courses.



<p><b>2.2.2 Continue to develop a variety of informational materials, such as brochures and checklists, for debtors and other court users. (cont.)</b></p>	<p><b><u>Printed Materials and Videos</u></b> Throughout 2017, the Court continued to produce educational videos and distribute 341(a) printable brochures with directions to 341 meetings 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. All materials are available on the Court’s “Don’t Have an Attorney” webpage.</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. See eSR 1.5.2.</p> <p><b><u>eSR Promotion</u></b> See 2.1.3.</p>
<p><b>2.2.3 Maintain court forms and informational materials in plain, understandable language.</b></p>	<p><b><u>Local Bankruptcy Rules Forms</u></b> The Court adopted stylistic guidelines for its Local Bankruptcy Rules forms that emphasize the use of plain, understandable language. A standardized footer for Local Bankruptcy Rules forms was introduced in 2017 that explains citation terms used in the forms such as FRBP, LBR, etc.</p> <p><b><u>Revised Local Bankruptcy Rules</u></b> See 1.4.1.</p>
<p><b>2.2.4 Expand the availability to the public of automated court information and data through internet technologies and the court’s website.</b></p>	<p><b><u>CourtSpeak</u></b> See 1.4.2.</p> <p><b><u>Twitter</u></b> The Court continues to utilize Twitter as a social medium for communication. In 2017, the Court’s Twitter account was verified.</p> <p><b><u>Website</u></b> The Court continues to improve and update its website with current information and resources. The Court’s website features Google Translate as an option to translate web content into several languages.</p>
<p><b>2.2.5 Regularly review and update court forms as needed.</b></p>	<p><b><u>Revised Local Bankruptcy Rules</u></b> See 1.4.1.</p>

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

GOALS:	ACCOMPLISHMENTS:
<p><b>2.3.1 Identify and revise court rules, procedures, and processes that are unreasonable barriers to access.</b></p>	<p><b><u>Court Manual and Petition Packages</u></b> The Court continued to update its <i>Court Manual</i> and Petition Packages to provide easy to understand case commencement filing requirements for all debtor types (by chapter, whether individual or non-individual, etc.).</p> <p><b><u>Court Website</u></b> The Court continued to update its website to include comprehensible information about the bankruptcy process. The Court's website is believed to be one of the most robust in the nation.</p> <p><b><u>LBR Forms</u></b> The Court established a "simple English" standard for its Local Bankruptcy Rules form motions, orders, etc. See 2.2.3.</p> <p><b><u>eSR</u></b> See 1.5.2.</p> <p><b><u>ePOC</u></b> See 2.1.3.</p>
<p><b>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.</b></p>	<p><b><u>iPads for Translation Assistance</u></b> The Court initiated its iPads for Translation Assistance pilot program that enables customers at Intake to communicate in their native language by using a Court-issued iPad with Google Translate.</p> <p><b><u>Website Translation</u></b> The Court provides a Google Translate feature on its website to enable visitors to translate webpage content into several languages.</p> <p><b><u>Online Chat Program FAQs</u></b> FAQs were maintained and updated for the Online Chat program in English and Spanish.</p> <p><b><u>Spanish-speaking Customer Service Representative</u></b> In 2017, the Court continued to provide a Spanish-speaking Customer Service Representative to answer phone calls in the call center.</p> <p><b><u>Spanish Educational Videos in Spanish</u></b> The Court added a Media Gallery to its website in 2017. The Media Gallery includes 14 videos in Spanish that promote understanding and improve service for Spanish speakers.</p>

<p><b>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. (cont.)</b></p>	<p><b><u>Spanish Translation for Pro Se</u></b> The Court posted a Spanish version of its “How Can We Help You” survey on the Court’s “Don’t Have an Attorney” webpage.</p> <p><b><u>Online Chat Program</u></b> See 2.1.3.</p>
<p><b>2.3.3 Provide periodic training to judges and court staff on issues of fairness and diversity to increase cultural awareness and sensitivity.</b></p>	<p><b><u>Diversity Celebrations</u></b> See 1.1.2.</p>

### ISSUE 3: JUDICIARY WORKFORCE OF THE FUTURE

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

GOALS:	ACCOMPLISHMENTS:
3.1.1 Recruit personnel who possess the education, skills, and experience to provide effective services.	<p><b><u>Hired Key Positions in Operations and Administration</u></b>            In 2017, the Court filled several key positions in both Operations and Administration, including a Planning &amp; Research Manager in Los Angeles, a Network Engineer in Los Angeles, an Automation Systems Specialist in Los Angeles, a Help Desk Supervisor in Los Angeles, an Operations Supervisor in Santa Ana, an Administrative Specialist for Procurement in Los Angeles, a Case Management Administrator in Los Angeles, and two Operations Specialists who will support the Northern Division and the Operations Support team. Due to the retirement of Steven A. Sloniker, the Court will also welcome a new Chief Deputy of Administration in 2018.</p> <p><b><u>Summer Interns Serve the Court</u></b>            The Court welcomed two interns to assist with various website projects and social media. The interns were able to provide valuable input to the Court's social media efforts, including Twitter and Wikipedia.</p> <p><b><u>Chief Deputy of Administration</u></b>            See 1.1.3.</p>
3.1.2 Attract and retain personnel of varying experiences and backgrounds to promote diversity.	<p><b><u>Diversity Celebrations</u></b>            See 1.1.2.</p>
3.1.3 Support the professional development of judges and court personnel to improve their service to the court and the public.	<p><b><u>Central District Judicial Education Committee Annual Conference</u></b>            In 2017, the Central District bankruptcy judges convened for their Annual Educational Conference. The educational program was designed by the Court's Judicial Education Committee and addressed a number of relevant topics, including a discussion on bankruptcy issues with the Lawyer Representatives. 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><b><u>Training Courses and Programs</u></b>            In 2017, the Staff Development Department offered over 70 training courses and programs. A total of 1,281 student seats were filled across the five divisions. Annual programs, including Certificate Programs for Business Essentials, Business Communications, and Leadership and Management, Law Clerk/Extern Training, IT Security Training, and the Winter Education Seminar, were delivered. Additionally, the Court offered specific training courses on Workplace Bullying, Workplace Violence Prevention, Communication and Teambuilding, and Weapons of Mass Destruction.</p>



**3.1.3 Support the professional development of judges and court personnel to improve their service to the court and the public. (cont.)**

**Winter Education Seminar**

With the theme of “Navigating Change,” the 2017 Winter Education Seminar was held on December 8, 2017 at the Edward R. Roybal Federal Building and U.S. Courthouse (Roybal Building) in Los Angeles. The seminar addressed strategies to promote staff productivity and self-confidence, as well as a technology showcase and an introduction to the Integrated Workplace Initiative (IWI). IWI provides guidance on the use of the newly constructed space that the Court occupies in the Roybal Building.

**Court Unit Executive and Chief Deputy Training Conference**

Executive Officer/Clerk of Court Kathleen J. Campbell, Chief Deputy of Administration Steven A. Sloniker and Chief Deputy of Operations Benjamin Varela attended the Court Unit Executive and Chief Deputy Training Conference from September 18 – 22, 2017, in Baltimore, Maryland. The conference provided workshops on a wide range of topics pertinent to the operational management and administration of the Court. The Court’s Systems Integration Manager Sam Abram and Network Manager Francis Ha were invited to attend the last two days of the conference, which focused on critical technology issues, applications, and best practices.

**Law Clerk/Extern Training Sessions**

In 2017, the Court held three full-day 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.

**2017 Human Resources Forum**

Human Resources Administrator Jane Fomocod and Administrative Specialist Jan Zari attended the Human Resources Forum in Chicago, Illinois from April 25 – 28, 2017. The Human Resources Forum was sponsored by the U.S. Bankruptcy Court, Western District of Tennessee and the National Conference of Bankruptcy Clerks (NCBC). Attendees were able to participate in various workshops that addressed retirement, employee benefits, career planning, and other relevant Human Resources topics.

**Social Media Marketing Seminar**

From January 17 – 18, 2017, select Clerk’s Office staff attended a Social Media Marketing seminar in Anaheim, California. Information from the seminar was used to update the Court’s *Social Media and Social Networking Policy*, which outlines the appropriate use of various social media platforms, including Twitter, YouTube, and Facebook.

<p><b>3.1.3 Support the professional development of judges and court personnel to improve their service to the court and the public. (cont.)</b></p>	<p><b><u>Michigan State University Judicial Administration Courses Offered in Los Angeles</u></b> See the “Court Offers Michigan State University Judicial Administration Courses in Los Angeles” article in this report.</p> <p><b><u>Talent Management: CACB Virtual University Certificate Programs</u></b> See the “Talent Management Continues” article in this report.</p> <p><b><u>Officer of Planning and Personnel Management Selected as Faculty for the Federal Judicial Center’s Management Development Program</u></b> See the “Officer of Planning and Personnel Management Beryl Dixon Serves on Federal Judicial Center Faculty and Advisory Committee” article in this report.</p> <p><b><u>Communication and Team Building: “It’s More Than Rock and Roll” Training</u></b> See the “Court Participates in Communication and Team Building Exercise” article in this report.</p> <p><b><u>NCBC Conference</u></b> See 1.3.5.</p> <p><b><u>TUG Conference</u></b> See 1.3.5.</p>
<p><b>3.1.4 Examine workforce demographics, assess future human capital needs, and formulate a workforce succession plan.</b></p>	<p><b><u>Judiciary Fair Employment Practices (FEPS) Annual Report</u></b> The Court compiled its Fair Employment Practices (FEPS) Annual Report, which was updated with workforce demographics and utilized to assess staffing and succession planning needs.</p>
<p><b>3.1.5 Provide outreach and information to potential judicial applicants to encourage highly qualified individuals to apply for future judicial openings.</b></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><b>3.1.6 Encourage judges to use existing programs that enable the bankruptcy bar to provide feedback to judges utilizing standardized evaluation tools.</b></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><b>3.2.1 Implement programs, policies, and initiatives to enhance employee performance, satisfaction, and retention.</b></p>	<p><b><u>“Great Place to Work” Campaign</u></b>  The “Great Place to Work” campaign continued throughout 2017. The purpose of the campaign is to build on past successes, communicate upcoming programs, and provide all employees with an opportunity to offer new ideas. A broad-based initiative, Great Place to Work includes the use of CACBtv (the Court’s private YouTube channel which addresses the strategic plan, pertinent court updates, and community outreach); the Talent Management Program; and various wellness initiatives.</p> <p><b><u>Talent Management Program</u></b>  In 2017, the Court continued to offer its Talent Management Program, which was designed to teach staff about how they can develop within a current position, prepare for potential future opportunities as they arise, and support the Court’s ongoing effort to build the workforce of the future. Highlights included the delivery of three certificate programs in the areas of Business Essentials, Business Communication, and Leadership and Management, as well as the maintenance of the Talent Management webpage, which contains resources and information regarding career management and planning.</p> <p><b><u>Annual Awards Ceremony</u></b>  The 2017 Annual Awards Ceremony, held in Los Angeles in conjunction with the Winter Education Seminar in December, honored Clerk’s Office employees throughout the Central District for outstanding service to the public and dedication to the Court.</p> <p><b><u>Employee Recognition Programs</u></b>  The Court continues to promote the SOAR Employee Recognition program and High Five online recognition forum as methods to enhance employee satisfaction through the acknowledgment of outstanding service and commitment to the workplace.</p> <p><b><u>Wellness Campaign</u></b>  In 2017, the Human Resources Department offered monthly wellness communications, as well as programming throughout the year to share health-related information and encourage employees to live a healthy lifestyle.</p> <p><b><u>Centers of Excellence</u></b>  See the “Centers of Excellence Relaunched” article in this report.</p> <p><b><u>Training Courses and Programs</u></b>  See 3.1.3.</p>

<p><b>3.2.1 Implement programs, policies, and initiatives to enhance employee performance, satisfaction, and retention. (cont.)</b></p>	<p><u><b>Winter Education Seminar</b></u> See 3.1.3.</p> <p><u><b>Law Clerk/Extern Training Sessions</b></u> See 3.1.3.</p>
<p><b>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.</b></p>	<p><u><b>Appreciation Days</b></u> In 2017, the judges hosted staff appreciation days throughout the Central District.</p> <p><u><b>Judges' Meetings</b></u> The Clerk's Office staff met regularly with the judges throughout the year to discuss operations and administration issues and concerns.</p> <p><u><b>Judicial Committee Participation</b></u> Chambers and Clerk's Office staff continued to enhance communication through judicial committee participation.</p>
<p><b>3.3 Promote high standards of conduct and personal behavior among participants.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p><b>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.</b></p>	<p><u><b>Ethics Training</b></u> In an effort to support adherence to professional conduct, the Court continues to offer online ethics training annually to all Clerk's Office and chambers staff. New employees also take the "Avoiding Ethics Pitfalls" course as part of the orientation process.</p> <p><u><b>Reporting Allegations of Fraud, Waste, and Abuse</b></u> In 2017, the Court continued to remind Clerk's Office staff of the methods available to report allegations of fraud, waste, and abuse by employees or contractors who have engagements with the Court.</p>
<p><b>3.3.2 Require appropriate and respectful conduct, dress, and behavior by judges, court personnel, and those appearing in court.</b></p>	<p><u><b>Communication of Mission and Vision</b></u> Throughout the year, the Court continued to communicate its mission and vision to staff, focusing on the importance of customer service and meeting the strategic goals of the Court.</p> <p><u><b>Human Resources Personnel Handbook Working Group</b></u> In 2017, 14 staff members from Operations and Administration were selected to work with the Human Resources department to implement a major update to the Court's <i>Personnel Handbook</i>, which was last revised in 2004.</p> <p><u><b>Dress Code Reminders</b></u> Throughout 2017, the Clerk's Office sent out dress code reminders via email on every casual dress occasion.</p> <p><u><b>Excellent Customer Service Encouraged</b></u> 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>3.3.2 Require appropriate and respectful conduct, dress, and behavior by judges, court personnel, and those appearing in court. (cont.)</b></p>	<p><b><u>“Great Place to Work” Casual Dress Fridays</u></b>  In an effort to promote uniformity and increase morale and in furtherance of the “Great Place to Work” campaign, the Court continued to offer casual dress Fridays. During the designated months, the staff was permitted to wear court-branded shirts, along with appropriate jeans, slacks, or skirts. This initiative was in alignment with fundraising efforts of the Holiday Committee, who sold court-branded shirts in each division to support the Court’s annual Holiday Party.</p> <p><b><u>Ethics Training</u></b>  See 3.3.1.</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><b><u>Ongoing Monitoring</u></b> The Office Services Manager monitors physical access to court buildings and court improvements as needed.</p> <p><b><u>Access to eSR and Online Chat Program</u></b> The Electronic Self-Representation (eSR) software and Online Chat Program continue to provide additional convenience to parties in remote locations or disabled parties who have difficulty visiting the Court's onsite self-help desks.</p> <p><b><u>ADA Accommodations</u></b> On its Americans with Disability Act accommodations webpage, the Court maintained maps for entry to each court location to assist disabled parties.</p> <p><b><u>Facilities Access Card</u></b> In 2017, the Judiciary implemented a mandatory Facilities Access Card (FAC) Program. This was a nationwide initiative to standardize all federal agencies on a single, easily recognizable identification card. During the enrollment session, employees were fingerprinted and photographed, and their identification was verified. The cards are only used for identification purposes at this time, but will eventually be used for building access.</p>
4.1.2 Identify and address needed safety improvements.	<p><b><u>Ongoing Safety Improvements</u></b> The Office Services Manager and staff conducted inspections and surveys and the Court obligated funding 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><b><u>Roybal Realignment Project</u></b> The Court continued to participate in an extensive space planning effort with the Administrative Office of the U.S. Courts and its contractors, Ninth Circuit Space and Facilities staff, General Services Administration, and other Central District court units. In 2017, the Court released 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 to accommodate the needs of the U.S. District Court and Pretrial Services.</p>

<p><b>4.2.1 Review the utilization of existing space to optimize cost effectiveness. (cont.)</b></p>	<p><b><u>Negotiation of Leases</u></b> In an effort to reduce facility costs, the Court released and re-designed space in both the Northern and Riverside Divisions in conjunction with the renewal of existing lease agreements.</p> <p><b><u>Archiving Project</u></b> In 2017, the Court continued to archive case records to free up valuable space.</p> <p><b><u>Records Shredded and Disposed</u></b> Significantly reducing the total volume of storage space required, 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><b><u>Records Digitizing Project</u></b> In an effort to maximize the utilization of existing space and reduce the Court's footprint in the Los Angeles Federal Building and the Edward R. Roybal Federal Building and U.S. Courthouse, the Records team scanned boxes of documents for both Operations and Administration.</p>
<p><b>4.2.2 Analyze the need for additional chambers and courtrooms for future judgeships.</b></p>	<p><b><u>District-wide Space Plan</u></b> In 2017, the Court's Space and Security Committee continued to hold discussions to formulate a district-wide space plan. The Space and Security Committee intends to initiate the Plan once the new Los Angeles Courthouse and the Roybal Realignment Projects are completed.</p>
<p><b>4.2.3 Evaluate the need for space for expanded video hearings.</b></p>	<p><b><u>Videoconferences Across Divisions</u></b> See 2.1.2.</p>
<p><b>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.</b></p>	
<p><b>GOALS:</b></p>	<p><b>ACCOMPLISHMENTS:</b></p>
<p><b>4.3.1 Remodel or construct at least one courtroom as a high technology courtroom.</b></p>	<p><b><u>High Technology Courtroom</u></b> In conjunction with the Roybal Realignment project, the Administrative Office of the U.S. Courts (AO) continues to partner with the Court to fund extensive technology enhancements in the Edward R. Roybal Federal Building and U.S. Courthouse courtrooms. In 2017, Spectrum Engineering and court staff met to determine requirements and prepare recommendations as part of the overall project.</p>
<p><b>4.3.2 Maintain up-to-date internal and external websites.</b></p>	<p><b><u>Court Websites</u></b> The Court's internal and external websites continue to be refreshed as rules, procedures, and program changes occur.</p>

<p><b>4.3.3 Ensure the court has adequate skilled technology staff to support court operations.</b></p>	<p><b><u>IT Security Officers Attend Online Training and Live Webinars</u></b>  The IT security officers and additional IT staff attended training on a vulnerability scanning tool the Administrative Office of the U.S. Courts uses to scan outward-facing court sites. The CompTIA Security+ class consisted of 10 online training sessions with lesson exams, along with three live webinars with an instructor to review online content.</p> <p><b><u>IT Staff Hires</u></b>  See 3.1.1.</p> <p><b><u>TUG Conference</u></b>  See 1.3.5.</p>
<p><b>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.</b></p>	<p><b><u>IT Security Training</u></b>  In accordance with the <i>Guide to Judiciary Policy</i>, Vol. 15, §340, court employees completed the annual IT Security Awareness Training. The IT Security Awareness Training was provided as an Electronic Learning Module, which was created in cooperation with the Administrative Office of the U.S. Courts. The New Employee IT Security Awareness Training and the Remote Access IT Security Awareness Training were updated in 2014. All new employees, including non-paid employees, and all who requested new remote access accounts completed the appropriate training.</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>2017 Judiciary IT Security Scorecard Self-Assessment Completed</u></b>  The Judiciary IT Security Scorecard was developed to establish a path for continuous improvement by identifying IT security vulnerabilities, channeling resources to address them, and elevating the overall IT security maturity of the judiciary. As required by the Administrative Office of the U.S. Courts, the Court submitted its IT Security Scorecard Self-Assessment in December 2017. The Court scored in the “Continuous Improvement” range, which is the highest level of attainment on the IT Security Scorecard.</p> <p><b><u>AO-Sponsored Network Firewall Installed</u></b>  In 2017, the Court installed the Administrative Office of the U.S. Courts’ Judiciary Firewall Service throughout the Central District. Network firewalls protect and block unauthorized access to the private DCN, keeping the Court’s network safe from hackers, viruses, and worms.</p> <p><b><u>Remote Software Updates</u></b>  The Clerk’s Office continued to “push out” software updates to all of the Court’s personal computers remotely, saving time and labor.</p>



<p><b>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. (cont.)</b></p>	<p><b><u>Encryption of All Portable Court Devices</u></b> In 2017, IT Help Desk staff implemented a recommendation from the Court's IT Security Assessment to encrypt the data on all Court portable devices, including laptops, tablets, mobile phones, and external drives. Encryption is the most effective way for the Court to achieve data security in the event that a device is lost or stolen.</p> <p><b><u>Secure Print</u></b> The Clerk's Office continued to use the Secure Print function on the Court's printers. 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.</p> <p><b><u>Network Security Auditing Software Splunk Installed</u></b> See the "Centralized Log Management Software Installed" article in this report.</p> <p><b><u>Technology and Innovation</u></b> See the Technology and Innovation section of this report.</p>
<p><b>4.3.5 Continually evaluate and update the court's information technology strategic plan.</b></p>	<p><b><u>IT Strategic Plan Update Approved</u></b> The IT Committee initiated an IT Strategic Plan Working Group to discuss proposed revisions to the IT Strategic Plan, which was developed in 2013. An updated version of the IT Strategic Plan was approved on September 27, 2017.</p>
<p><b>4.3.6 Allow proof of claims to be filed electronically.</b></p>	<p><b><u>ePOC</u></b> The Clerk's Office activated the Electronic Proof of Claim (ePOC) online system on September 7, 2017. ePOC enables creditors to create, file, amend, withdraw, or supplement a proof of claim easily, without the need for a CM/ECF login or password.</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><b>4.4.1 Review and periodically re-evaluate the court's security and emergency procedures.</b></p>	<p><b><u>Court Security Practices</u></b> Throughout 2017, the Court continued to meet regularly with the U.S. Marshals Service and Federal Protective Service representatives to discuss court security practices and procedures.</p> <p><b><u>Facility and Security Committees</u></b> Throughout the year, judges and court staff participated in the Facility and Security Committee in each divisional location.</p>

<p><b>4.4.2 Conduct systematic training on security and emergency procedures.</b></p>	<p><b><u>Floor Warden/Emergency Preparedness Training</u></b> In 2017, the Emergency Preparedness team conducted Floor Warden/Emergency Preparedness training in every division. Additionally, floor wardens from throughout the Central District participated in the Weapons of Mass Destruction (WMD) training, conducted by the WMD coordinator for the FBI.</p> <p><b><u>Court Tests the Emergency Notification System</u></b> Throughout 2017, the Crisis Communication Team conducted monthly tests of the Court's Emergency Notification System to familiarize staff with emergency notifications and the steps that should be taken to confirm receipt of notifications.</p> <p><b><u>Risk Management Process Training</u></b> As required for participation on the Interagency Facilities Security Committee, Executive Officer/Clerk of Court Kathleen J. Campbell and key members of the Court's Emergency Preparedness team completed the annual Risk Management Process Training.</p> <p><b><u>Annual Continuity of Operations (COOP) Training</u></b> In 2017, all members of the Clerk's Office staff attended mandatory Continuity of Operations (COOP) training, which reviewed the basic elements of the Court's COOP and familiarized staff with the sequence of events that follow a COOP activation.</p> <p><b><u>Community Emergency Response Team (CERT) Training</u></b> In collaboration with the Los Angeles Fire Department, the Court offered Community Emergency Response Team (CERT) training to all staff. CERT training teaches basic disaster response skills, including fire safety, light search and rescue, team organization, and disaster medical operations.</p> <p><b><u>Facilities, Security, and Emergency Preparedness</u></b> See the Facilities, Security, and Emergency Preparedness section of this report.</p> <p><b><u>IT Security Awareness Alerts</u></b> See the "IT Security Prioritized" article in this report.</p>
<p><b>4.4.3 Review and update the court's Continuity of Operations Plan ("COOP").</b></p>	<p><b><u>COOP Plan Updated</u></b> Continuity of Operations (COOP) personnel continued their efforts to update the Court's COOP plan, including the Pandemic component. COOP personnel conducted meetings with staff; consulted local representatives from city, county, state, and other federal agencies; and analyzed COOP plans from other bankruptcy courts that have faced severe and long-term COOP plan activations.</p>

<p><b>4.4.3 Review and update the court's Continuity of Operations Plan ("COOP").</b></p>	<p><b><u>COOP Training</u></b> Throughout 2017, the Court's Continuity of Operations (COOP) Coordinator conducted various COOP training, testing, and exercises, including a May Day Emergency Notification Exercise, Onsite Support Official Training, COOP Refresher, and a Great California ShakeOut Exercise.</p> <p><b><u>COOP Webpage</u></b> The Court continued to maintain its Continuity of Operations (COOP) webpage.</p>
<p><b>4.4.4 Confirm that the court's COOP is communicated to, and coordinated with, other court units and appropriate public safety agencies.</b></p>	<p><b><u>Collaboration with District Court</u></b> The Court's COOP Coordinator collaborated with the U.S. District Court's Emergency Preparedness and Security Officer.</p> <p><b><u>Federal Executive Board</u></b> The Court's Continuity of Operations Coordinator continued to collaborate with the Federal Executive Board (FEB), serving on their Greater Los Angeles Area Federal Executive Board (GLAFEB) Continuity Working Group (CWG) as Co-Chair.</p> <p><b><u>COOP Webpage</u></b> See 4.4.3.</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.	<p><b><u>Office of Public Communications and Officer of Public Communications</u></b> The Court developed a media strategy to publicize the Court's service offerings in furtherance of its goal to establish an Office of Public Communications.</p>
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.	<p><b><u>Community Outreach Committee</u></b> In 2017, the Court's Community Outreach Committee, led by Judge Sandra R. Klein, continued to offer a wide range of opportunities for the Court to share information with the broader community.</p> <p><b><u>Girl Scouts Visit the Court</u></b> In March, June, August, and December, Judge Sandra R. Klein welcomed Girl Scouts into her Los Angeles courtroom. Also, Judge Victoria S. Kaufman hosted Girl Scouts in November and December in the San Fernando Valley Division.</p> <p><b><u>Court Events and Community Outreach</u></b> See the Court Events and Community Outreach section of this report.</p>
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.	<p><b><u>Ninth Circuit Courts &amp; Community Committee</u></b> Judge Sandra R. Klein serves on the Ninth Circuit Courts and Community Committee, which focuses on circuit-wide initiatives.</p> <p><b><u>Public Counsel</u></b> The Court continued to partner with Public Counsel to co-sponsor events aimed at educating practitioners on the Court's policies and procedures.</p> <p><b><u>Judges Speaking Engagements and Programs</u></b> See Speaking Engagements, Events, and Programs section of this report.</p> <p><b><u>Bar Advisory Board</u></b> See 1.1.5.</p> <p><b><u>Consumer Bankruptcy Litigation Practicum</u></b> See 2.1.5.</p>
5.1.4 Increase the use of technology and on-line resources to communicate more effectively with the public.	<p><b><u>Court Implements GovDelivery</u></b> See the "Court Uses GovDelivery to Communicate with the Public" article in this report.</p>

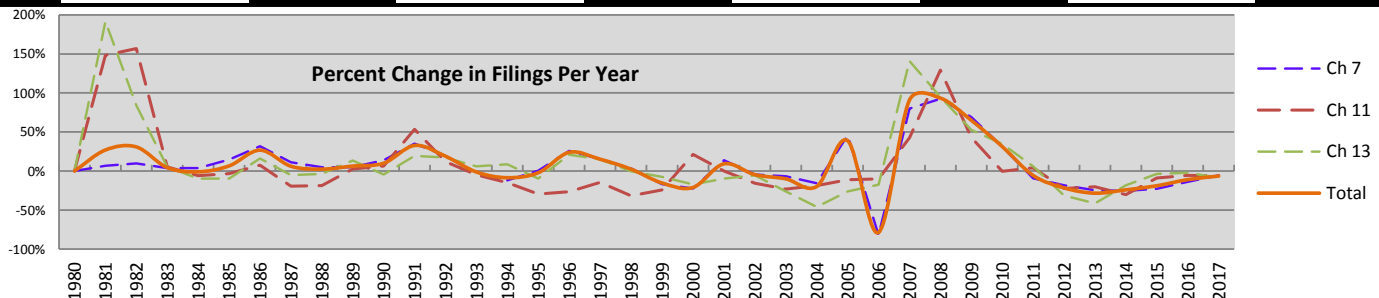


5.1.5 Design and implement an activity in conjunction with Law Day.	<b><u>Court Hosts Law Day Celebration</u></b> See the “Court Hosts Civics Contest for High School Students” article in this report.
5.1.6 Create educational programs to increase financial literacy and understanding among all age groups.	<b><u>CARE Program</u></b> 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.
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.	<b><u>Speaking Engagements and Programs</u></b> See the Speaking Engagements, Events, and Programs section of this report.
<b>5.2 Provide opportunities for the community to have ongoing input into the court’s planning process.</b>	
<b>GOALS:</b>	<b>ACCOMPLISHMENTS:</b>
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.	<b><u>Bar Advisory Board</u></b> See 1.1.5.
5.2.2 Identify frequently asked questions (“FAQs”) and post FAQs and answers on the court’s website.	<b><u>FAQs</u></b> FAQs are updated as rules and policies change.  <b><u>Online Chat Program FAQs</u></b> See 2.3.2.
5.2.3 Provide means for the public to comment on the court’s rules, procedures, processes, and operations, and consider the comments received.	<b><u>Public Notice</u></b> Prior to adopting revisions proposed in 2017 to its Local Bankruptcy Rules (LBRs), the Court posted a Public Notice to announce a 30-day public comment period on the proposed revisions.  <b><u>Bankruptcy Judges Reappointment</u></b> In 2017, the Court publicized procedures to comment on the reappointment of bankruptcy judges.  <b><u>Bar Advisory Board</u></b> See 1.1.5.

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*

## CENTRAL DISTRICT OF CALIFORNIA

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
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	25,688	79.9%	344	42.7%	8,014	141.0%	34,046	90.8%
2008	49,451	92.5%	789	129.4%	15,611	94.8%	65,851	93.4%
2009	83,674	69.2%	1,129	43.1%	23,848	52.8%	108,651	65.0%
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	81,200	-18.3%	908	-22.5%	23,472	-31.3%	105,580	-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%
2015	35,255	-22.8%	459	-9.1%	10,800	-3.6%	46,514	-18.9%
2016	30,384	-13.8%	433	-5.7%	10,569	-2.1%	41,386	-11.0%
2017	28,641	-5.7%	407	-6.0%	9,652	-8.7%	38,700	-6.5%

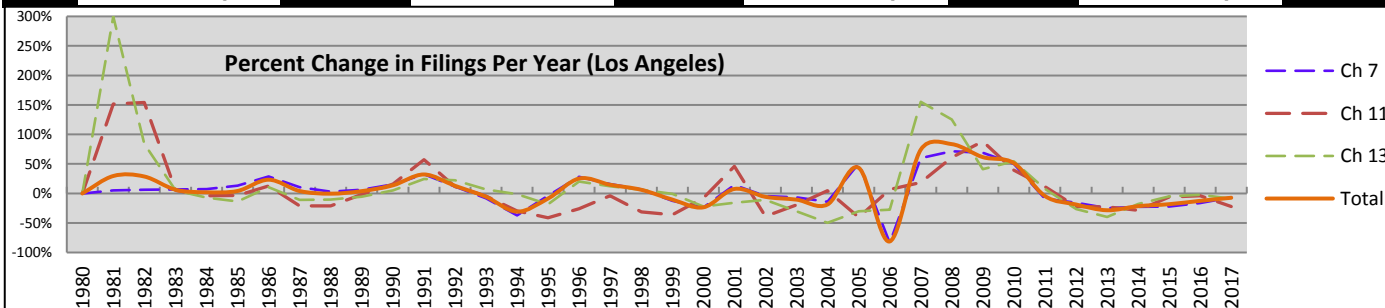


\*Based on CA Central District Internal filings data

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*

## LOS ANGELES DIVISION

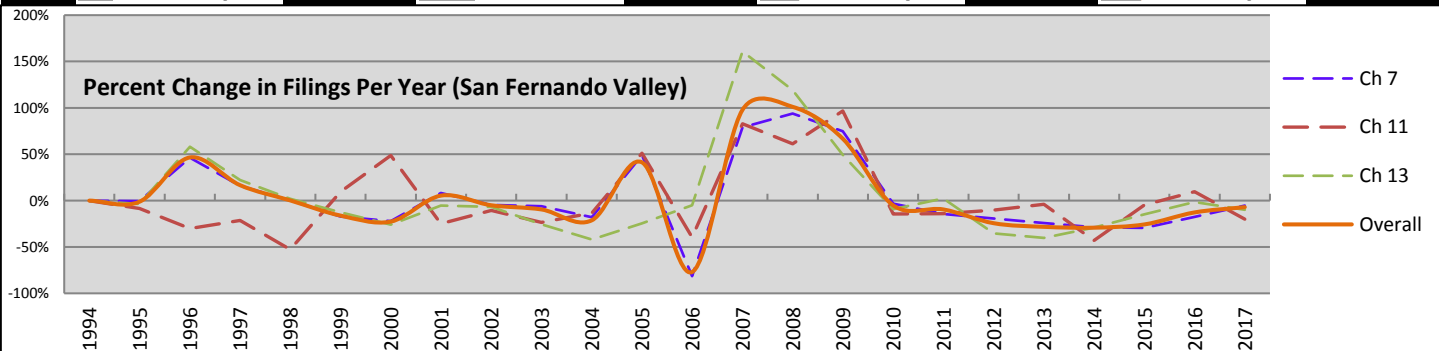
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	12,430	N/A	202	N/A	1,041	N/A	13,673	N/A
1981	13,055	5.0%	508	151.5%	4,162	299.8%	17,725	29.6%
1982	13,868	6.2%	1,291	154.1%	7,655	83.9%	22,814	28.7%
1983	14,825	6.9%	1,361	5.4%	8,074	5.5%	24,260	6.3%
1984	15,950	7.6%	1,309	-3.8%	7,484	-7.3%	24,743	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	9,664	59.9%	115	18.6%	2,857	155.3%	12,636	74.1%
2008	16,574	71.5%	185	60.9%	6,438	125.3%	23,197	83.6%
2009	28,028	69.1%	348	88.1%	9,100	41.3%	37,476	61.6%
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%
2015	14,826	-22.1%	218	-6.0%	5,252	-5.0%	20,296	-18.2%
2016	12,414	-16.3%	210	-3.7%	5,136	-2.2%	17,760	-12.5%
2017	11,629	-6.3%	163	-22.4%	4,675	-9.0%	16,467	-7.3%



\*Based on CA Central District Internal filings data

**BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*****SAN FERNANDO VALLEY DIVISION****(Filings prior to 1994 were included in Los Angeles Division)**

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
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	3,674	78.9%	75	82.9%	1,633	160.9%	5,382	97.8%
2008	7,123	93.9%	121	61.3%	3,579	119.2%	10,823	101.1%
2009	12,454	74.8%	238	96.7%	5,342	49.3%	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%
2015	3,179	-29.4%	82	-4.7%	1,156	-14.7%	4,417	-25.7%
2016	2,624	-17.5%	90	9.8%	1,140	-1.4%	3,854	-12.7%
2017	2,483	-5.4%	72	-20.0%	1,027	-9.9%	3,582	-7.1%

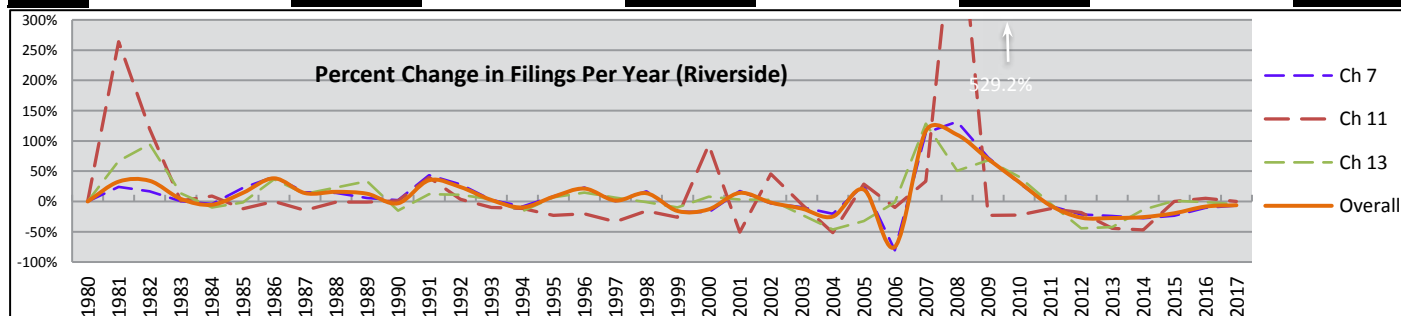


\*Based on CA Central District Internal filings data



**BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*****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	6,440	113.2%	48	33.3%	2,660	128.5%	9,148	116.8%
2008	14,928	131.8%	302	529.2%	4,009	50.7%	19,239	110.3%
2009	25,800	72.8%	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	24,451	-21.5%	129	-18.4%	5,103	-44.5%	29,683	-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%
2015	10,281	-23.4%	38	0.0%	2,580	1.1%	12,899	-19.4%
2016	9,215	-10.4%	40	5.3%	2,556	-0.9%	11,811	-8.4%
2017	8,606	-6.6%	40	0.0%	2,431	-4.9%	11,077	-6.2%

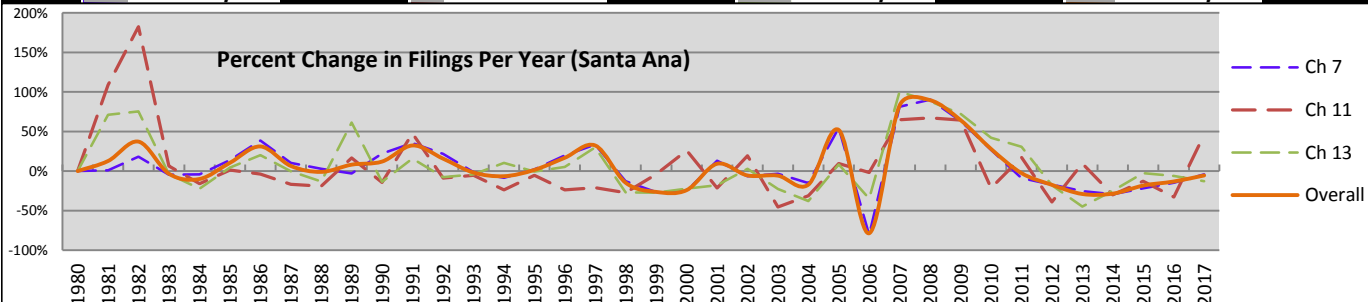


\*Based on CA Central District Internal filings data

## BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*

## SANTA ANA DIVISION

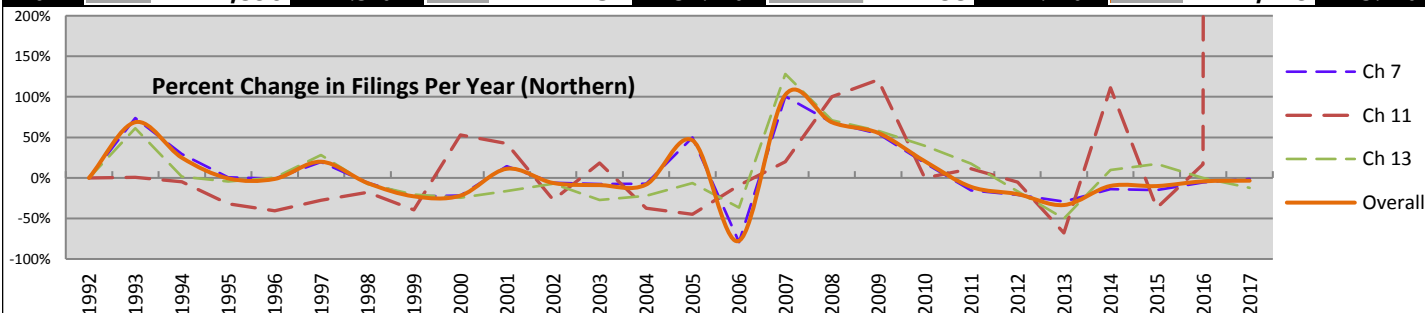
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	3,181	N/A	90	N/A	505	N/A	3,776	N/A
1981	3,204	0.7%	188	108.9%	865	71.3%	4,257	12.7%
1982	3,789	18.3%	531	182.4%	1,519	75.6%	5,839	37.2%
1983	3,612	-4.7%	565	6.4%	1,460	-3.9%	5,637	-3.5%
1984	3,464	-4.1%	474	-16.1%	1,133	-22.4%	5,071	-10.0%
1985	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	4,007	81.1%	94	64.9%	629	100.3%	4,730	83.1%
2008	7,626	90.3%	157	67.0%	1,183	88.1%	8,966	89.6%
2009	12,444	63.2%	258	64.3%	2,037	72.2%	14,739	64.4%
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%
2015	4,939	-21.6%	97	-12.6%	1,255	-2.6%	6,291	-18.3%
2016	4,216	-14.6%	65	-33.0%	1,180	-6.0%	5,461	-13.2%
2017	4,033	-4.3%	95	46.2%	1,031	-12.6%	5,159	-5.5%



\*Based on CA Central District Internal filings data

**BANKRUPTCY FILINGS AND PERCENTAGE CHANGES 1980-2017\*****NORTHERN DIVISION****(Filings prior to 1992 were included in Los Angeles Division)**

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
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	1,903	100.5%	12	20.0%	235	128.2%	2,150	102.4%
2008	3,200	68.2%	24	100.0%	402	71.1%	3,626	68.7%
2009	4,948	54.6%	53	120.8%	636	58.2%	5,637	55.5%
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%
2015	2,030	-15.1%	24	-36.8%	557	17.3%	2,611	-10.1%
2016	1,915	-5.7%	28	16.7%	557	0.0%	2,500	-4.3%
2017	1,890	-1.3%	37	32.1%	488	-12.4%	2,415	-3.4%



\*Based on CA Central District Internal filings data

Kathleen J. Campbell  
Executive Officer/Clerk of Court

Benjamin Varela  
Chief Deputy of Operations

John C. Hermann  
Chief Deputy of Administration

## LOCATIONS



Los Angeles Division  
255 East Temple Street  
Los Angeles, CA 90012



Riverside Division  
3420 Twelfth Street  
Riverside, CA 92501



Santa Ana Division  
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

(855) 460-9641  
[www.cacb.uscourts.gov](http://www.cacb.uscourts.gov)