

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
<p>1.1.1 Confirm that court procedures conform to relevant statutes, rules, and policies.</p>	<p><u>Chapter 11 LBR Forms</u> In 2014, the Court modified the Court’s Chapter 11 Plan and Chapter 11 Disclosure Statement Local Bankruptcy Rule (LBR) forms and LBRs to comply with revisions to federal rules.</p> <p><u>Case Management, Rules, and Chapter 13 Committees</u> The Court’s Case Management, Rules, and Chapter 13 Committees worked throughout 2014 to review and amend rules, procedures, and court forms to comply with statutory and other changes.</p>
<p>1.1.2 Promote the education of judges and court personnel on issues of diversity.</p>	<p><u>Diversity Celebrations</u> Throughout 2014, the Court participated in celebrating African American Heritage Month; Lesbian, Gay, Bisexual, Transgender, and Questioning Pride Month; Women’s Month; Asian and Pacific Islander Month; and Hispanic Month.</p> <p><u>"It’s Never Too Late" Speaker Series</u> In 2014, the Court developed the “It’s Never Too Late” Speaker Series. The speaker series was designed to promote diversity and increase employee engagement by hosting a forum for employees to share their backgrounds and experiences.</p>
<p>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.</p>	<p><u>Recruitment Expansion</u> In 2014, the Court expanded recruitment efforts to law schools, minority bar associations, and other organizations. Judges participated in speaking engagements at local law schools to promote diversity in the recruitment of externs and law clerks. The Court partnered with Loyola Law School to create a program to provide bankruptcy law students with hands on experience in working with Public Counsel and the Court.</p> <p><u>Veterans Vocation Rehabilitation and Employment Program</u> In February 2014, U.S. Navy veteran Jason La Mard Jones began working at the Court through the Veterans Vocation Rehabilitation and Employment Program. Mr. Jones was assigned to the Human Resources Department to work on community outreach projects, the Paths to Success program, and the Succession Planning project.</p>
<p>1.1.4 Make sure the court’s community outreach efforts include all of the district’s diverse community.</p>	<p><u>Diverse Community Outreach Efforts</u> Throughout the year, with the assistance of the Community Outreach Committee, the Court continued to ensure its community outreach efforts, including Power Lunches, Law Day, and other activities included representatives of the Central District’s diverse community.</p> <p><u>Recruitment Expansion</u> <i>See 1.1.3</i></p> <p><u>Veterans Vocation Rehabilitation and Employment Program</u> <i>See 1.1.3</i></p>

<p>1.1.5 Clarify and inform practitioners of the unique procedural requirements of each judge while striving to limit variances and increase uniformity in judicial practices within the district.</p>	<p><u>Judges Speaking Engagements and Programs</u> In 2014, Judges participated in speaking engagements involving various associations, organizations, and schools throughout the nation. <i>See Speaking Engagements and Programs</i> section of this report.</p> <p><u>Specific Procedures Provided on Each Judge’s Webpage</u> The Court continues to update and provide practitioners with judge-specific procedures on each judge’s webpage found on the Court’s website.</p> <p><u>Bar Advisory Board</u> The Court’s Bar Advisory Board was initially formed in 2009 and meets quarterly with the Chief Bankruptcy Judge, other interested judges, and the Executive Officer/Clerk of Court. In 2014, the Bar Advisory Board members provided substantial input from their respective bar associations in response to the Court’s request for ideas to improve court operations. Many of the suggestions were adopted by the Court, and in one instance, submitted to the Judiciary for national consideration and subsequent adoption. The Bar Advisory Board also recruited volunteers from the local bar to assist in the Court’s effort to update its standards for chapter 7 limited scope of appearance in light of <i>In re Seares</i>.</p>
<p>1.2 Structure court operations in a manner that best facilitates the expeditious, economical, and fair resolution of disputes.</p>	
<p>GOALS:</p>	<p>ACCOMPLISHMENTS:</p>
<p>1.2.1 Build and maintain an effective executive management structure that guarantees the court’s ability to achieve its mission, vision, and strategic goals.</p>	<p><u>New Chief Deputy Hired</u> On November 3, 2014, Executive Officer/Clerk of Court Kathleen J. Campbell announced the selection of Benjamin Varela as the Court’s new Chief Deputy of Operations. Benjamin Varela began transitioning immediately, and replaced the previous Chief Deputy of Operations Michael E. Rotberg upon his retirement on December 31, 2014.</p> <p><u>Executive Team Performance Appraisal</u> Instituted a performance appraisal system for the Executive team.</p> <p><u>Executive Officer/Clerk of Court Accepted to JELP</u> In 2014, Executive Officer/Clerk of Court Kathleen J. Campbell was accepted to the Judiciary Executive Leadership Program (JELP). The 12-month program focuses on emerging leadership and management challenges, best organizational practices, and state-of-the-art thinking about organizational development. JELP aims to inspire experienced court unit executives to further develop their expertise and expose them to new ideas and best practices to improve their individual districts and/or circuits, and the Judiciary.</p>
<p>1.2.2 Standardize operations to provide a uniform system of justice and consistent quality of service.</p>	<p><u>Case Initiation Action Notice</u> On June 23, 2014, the Clerk’s Office implemented the modified Case Initiation Action Notice (CIAN) procedures that were approved by the Case Management Committee and adopted by the Court at the meeting of the Board of Judges held on December 6, 2013. To prepare for the rollout, the Clerk’s Office conducted comprehensive staff training and extensively modified Case Management/Electronic Case Files (CM/ECF) and local Case Commencement Deficiency Notice (CCDN) procedures.</p>

<p>1.2.3 Institute case management plans that utilize best practice and time standards to expedite case processing appropriate to the type and complexity of the case.</p>	<p><u>CM/ECF Fee Waiver Pilot Program</u> Under the direction of the Case Management Committee, the Court expanded its Case Management/Electronic Case Files (CM/ECF) fee waiver pilot program in April 2014.</p> <p><u>Auto-Discharge Program</u> In June 2014, the Court released a modified version of the Auto-Discharge program throughout the Central District, increasing the number of cases eligible for discharge.</p> <p><u>Case Management Assist</u> In 2014, the Court continued to maximize efficiency through use of Case Management Assist (CMA). Developed by the U.S. Bankruptcy Court for the Western District of Oklahoma, CMA is a quality review program designed to enhance daily operations and case management. Additionally, without reducing network or Case Management/Electronic Case Files (CM/ECF) speeds, CMA provides superior internal reports that enable supervisors, managers, and the Executive team to measure the productivity and accuracy of court staff and external users. After all employees had been trained, the Executive team evaluated CMA's full capability and implemented measures to increase productivity.</p>
<p>1.3 Administer the court according to sound management practices, and seek ways to create efficiencies through streamlining processes and implementing new technology.</p>	
<p>GOALS:</p>	<p>ACCOMPLISHMENTS:</p>
<p>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.</p>	<p><u>Bankruptcy Court/District Court Shared Network Area</u> The U.S. District and Bankruptcy Courts for the Central District of California agreed to share a server room at the Edward R. Roybal Federal Building and U.S. Courthouse. Plans were developed to accommodate Pretrial Services once the Roybal Realignment Project is complete.</p> <p><u>Emergency Preparedness/COOP Support</u> On July 9, 2014, the Court entered into a Memorandum of Understanding with the U.S. District Court for the Central District of California to provide IT and facility support services for Magistrate Judge Louise A. LaMothe in the Northern Division through September 30, 2014. The District Court for the Central District of California deducted the total hourly rate for these services from Bankruptcy Court's contribution to the salary of the District-wide Emergency Preparedness and Security Officer.</p> <p><u>Shared Administrative Services (SAS)</u> In 2014, the Court completed 15 SAS agreements with courts and sister agencies near and far, worth more than \$80,000 in revenue for the fiscal year ending September 30, 2014.</p> <p><u>Internal Audit</u> The Court's Internal Auditor provided auditing shared administrative services to the U.S. District Court for the Central District of California.</p>
<p>1.3.2 Identify and market opportunities for sharing administrative services with other court units nationwide on a cost reimbursable basis in core business areas including Human Capital, Information Technology, and Space Planning.</p>	<p><u>Shared Administrative Services (SAS)</u> <i>See 1.3.1</i></p>

<p>1.3.3 Participate in national committees and programs to develop court technology and implement best practices.</p>	<p><u>Judges Participate in National Committees and Programs</u></p> <ul style="list-style-type: none"> • Judge Erithe A. Smith continues to serve on the Committee on the Administration of the Bankruptcy System • Chief Judge Peter H. Carroll and Judge Gregg W. Zive serve on the Conference of Chief Bankruptcy Judges of the Ninth Circuit • Judges Maureen A. Tighe and Catherine E. Bauer serve on the Ninth Circuit <i>Pro Se</i> Litigation Committee • Judge Richard M. Neiter serves on the Ninth Circuit Alternative Dispute Resolution Committee • Judge Deborah J. Saltzman serves on the NextGen CM/ECF Working Group and Ninth Circuit Courts & Community Committee • Judges Deborah J. Saltzman, Scott C. Clarkson, Sandra R. Klein, and Julia W. Brand serve on the Ninth Circuit Bankruptcy Judges Education Committee • Judge Geraldine Mund serves on the Advisory Council for the Ninth Judicial Circuit Historical Society • Chief Judge Peter H. Carroll was appointed to CBF <i>Pro Bono</i> Committee • Judge Scott C. Clarkson was appointed to Individual Chapter 11 Task Force • Chief Judge Peter H. Carroll serves on the Ninth Circuit IT Committee <p><u>Clerk's Office Staff Participate in National Committees and Programs</u></p> <ul style="list-style-type: none"> • Executive Officer/Clerk of Court Kathleen J. Campbell serves on the Bankruptcy Clerks Advisory Group, Ninth Circuit Courts & Community Committee, and Human Resources Advisory Council • Sam Abram served on the Ninth Circuit IT Committee • Beryl Dixon serves on the Human Resources Specialists Advisory Group • Sandi Brask was appointed to Bankruptcy Methods Analysis Program Working Group • Francis Ha was appointed to Courtroom Technology Working Group • Sandi Brask was appointed to NCBC Education Committee • Jan Zari was appointed Editor of the NCBC Newsletter • Jennifer Paro was appointed as NCBC Historian • Sabrina Palacio-Garcia served as Ninth Circuit Liaison of the NCBC • Jessica Garibay was appointed as Ninth Circuit Liaison of the NCBC • Myeasha Miller was appointed as NCBC Local Representative • Monica Yepes was appointed as NCBC Local Representative
<p>1.3.4 Continue to review policies and procedures to improve service delivery, and to develop reports to assist decision making.</p>	<p><u>CMA Reports</u></p> <p>Throughout 2014, managers and supervisors analyzed multiple Case Management Assist (CMA) reports to assess the staff's workload and productivity. Based on these CMA reports, managers and supervisors re-assigned the workload across the divisions. <i>See CMA 1.2.3</i></p>

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

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

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

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

ISSUE 2: ACCESS TO JUSTICE AND SERVICE TO THE PUBLIC

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

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

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

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

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

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

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

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

ISSUE 3: JUDICIARY WORKFORCE OF THE FUTURE

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

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

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

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

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

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

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

ISSUE 4: A SOLID INFRASTRUCTURE

4.1 Court facilities must be safe and accessible.

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

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

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

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

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

Check Capture

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

Secure Print

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

Individual Network Credentials

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

New Circuits

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

Tapeless Backup

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

Audio/Visual Infrastructure Standard

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

Auto-Discharge Program

See 1.2.3

Case Management Assist

See 1.2.3

FTR Gold Upgraded

See 1.4.2

Financial Management Provider Functionality

See 1.4.3

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

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

ISSUE 5: PUBLIC UNDERSTANDING, TRUST, AND CONFIDENCE

5.1 The court must increase its community outreach

GOALS:	ACCOMPLISHMENTS:
5.1.1 Establish an Office of Public Communications and designate an Officer of Public Communications.	<p><u>Office of Public Communications and Officer of Public Communications</u> The Office of Public Communications and Officer of Public Communications has been identified as a goal for 2015.</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><u>Community Outreach Committee</u> Active Community Outreach Committee led by Judge Sandra R. Klein. <i>See Community Outreach</i> 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><u>Bar Rules Advisory Group</u> The Rules Committee convened two Bar Rules Advisory Groups (BRAGs), both representing a cross-section of volunteer attorneys from throughout the Central District. The first BRAG, initiated in 2013, completed an overhaul of the Court's relief from stay forms in 2014. The second BRAG was formed in 2014 to update the Court's chapter 11 forms for individual debtors.</p> <p><u>Chapter 13 Committee</u> The Chapter 13 Committee held a number of meetings with the bar to obtain input regarding the fee structure under the Court's Rights and Responsibilities Agreement, proposed revisions to the Court's lien strip motion form, and loan modification guidelines.</p> <p><u>National Association of Legal Secretaries</u> Operations Supervisor Gloria Allen and Courtroom Deputy Tina Duarte spoke at a meeting of the National Association of Legal Secretaries (NALS) of Orange County regarding current Local Bankruptcy Rules changes and additions, use of QR codes, and how to download courtroom calendars.</p> <p><u>Los Angeles Legal Secretaries Association</u> On May 20, 2014, Lead Courtroom Services Deputy Wendy Jackson and Team Leader Sharon Sampson addressed the Los Angeles Legal Secretaries Association (LALSA). They provided a well informed presentation on basic Local Bankruptcy Rules, including tips to avoid the rejection of orders, as well as Case Management/Electronic Case Files (CM/ECF) tips for filing documents. On August 12, Ms. Sampson and Ms. Wesley provided the same presentation to the San Fernando Valley Legal Secretaries Association (SFVLSA).</p> <p><u>Bar Advisory Board</u> <i>See 1.1.5</i></p> <p><u>Judges Speaking Engagements and Programs</u> <i>See 1.1.5</i></p>

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

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

Public Notice

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

Bar Advisory Board

See 5.1.3

Online Forms for Proposed Revisions

See 2.2.5

Bar Rules Advisory Group

See 5.1.3

Chapter 13 Committee

See 5.1.3