

# NACTT

NATIONAL ASSOCIATION OF CHAPTER 13 TRUSTEES

## NACTT 2017 Staff Symposia Series



(Please complete a separate form for each attendee.)

Attendee's Name: \_\_\_\_\_  
(Please print name to appear on name tag- First & Last.)

Office Position: \_\_\_\_\_

Trustee's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Participant's Email Address: \_\_\_\_\_

Office Contact Name, Telephone, Email Address: \_\_\_\_\_

Emergency Contact and Telephone: \_\_\_\_\_

*In the following sections, please check your session choices. Choose only one per section.*

**Evening Prior to Symposium:** Registration and Opening Reception: 5:30 p.m. to 7:00 p.m.

**Day 1:** Registration and Breakfast: 8:00 a.m. to 9:00 a.m.  
Lunch (Provided): 12:15 noon to 1:30 p.m.  
General Session 3:15 p.m. to 4:45 p.m.  
Breaks: 15 minutes each between Sessions 1 and 2 and Sessions 3 and 4.

**Session 1 (9:00 - 10:30):**

- |  |   |
|--|---|
| <input type="checkbox"/> Foundation: <b>Bankruptcy 101: Come Together</b>  | <input type="checkbox"/> (Nashville Only) Staff Attorney: <b>Exemptions and Liquidation; Liquidation Values</b>                     |
| <input type="checkbox"/> Leadership: <b>Paper Back Writer- Eat That Frog</b>   | <input type="checkbox"/> (Nashville Only) Office Managers/Comptrollers: <b>I Just Don't Understand: Why/ Ask Me Why/Tell Me Why</b> |
| <input type="checkbox"/> Paralegals/Case Administrators: <b>Too Much Monkey Business, but now it's time to get down to business!</b> |   |

(Las Vegas Only) IT Track: **System Management- Roles, Responsibilities, Resources**

**Session 2 (10:45 - 12:15):**

- |  |   |
|--|---|
| <input type="checkbox"/> Foundation: <b>Auditing: The Long and Winding Road</b>                      | <input type="checkbox"/> (Nashville Only) Staff Attorney: <b>Property of the Estate</b>                                   |
| <input type="checkbox"/> Leadership: <b>You Can't Do That- Genders at Work</b>                       | <input type="checkbox"/> (Nashville Only) Office Managers/Comptrollers: <b>Money- We Can Work it Out: Quality Control</b> |
| <input type="checkbox"/> Paralegals/Case Administrators: <b>All I've Got to Do To get confirmed!</b> | <input type="checkbox"/> (Las Vegas Only) IT Track: <b>Network and Security Administration</b>                            |

# NACTT

NATIONAL ASSOCIATION OF CHAPTER 13 TRUSTEES  
NACTT 2017 Staff Symposia Series - Registration (continued)

## Session 3 (1:30 - 3:00):

Foundation: **Mortgage/Conduit: *Cry Baby Cry***

Leadership: ***Johnny Be Goode- Becoming a Better You/Employee***

Paralegals/Case Administrators: ***You Can't Do That!***

(Nashville Only) Staff Attorney: **Case Control**

(Nashville Only) Office Managers/Comptrollers: **Labor/ HR Attorney Presentation**

(Las Vegas Only) IT Track: **Server Management**

## Session 4 (3:15 - 4:45):

General Session

(Nashville Only) Staff Attorney: **Chapter 13 Trustee**

(Nashville Only) Office Managers/Comptrollers: **The Long and Winding Road**

(Las Vegas Only) IT Track: **Endpoint Management**

**Day 2:** Breakfast: 7:30 a.m. to 8:30 a.m.  
Break: 15 minutes between Sessions 5 and 6.

## Session 5 (8:30 - 10:00):

Foundation: **Claims (non-mortgage): *With A Little Help From My Friends***

Leadership: ***With a Little Help from My Friends- Team Building***

Paralegals/Case Administrators: ***Money, That's What I Want!***

(Nashville Only) Staff Attorney: **Taxes & Practice Topics**

(Nashville Only) Office Managers/Comptrollers: **HELP: A Trusteeship & Customer Service**

(Las Vegas Only) IT Track: **Virtualization and Backup for Disaster Prevention and Recovery**

## Session 6 (10:15 - 11:45):

Foundation: **Ask the Trustees: *Do You Want to Know A Secret***

Leadership: ***How Do You Do It – Q & A Roundtable***

Paralegals/Case Administrators: ***Free As a Bird? Discharge, or not, that is the question.***

(Nashville Only) Staff Attorney: **Tool Box**

(Nashville Only) Office Managers/Comptrollers: **Come Together: Roundtable Discussion**

(Las Vegas Only) IT Track: **Cloud Services**

**Adjournment: 11:45 a.m.**



## NACTT 2017 Staff Symposia Series - Dates and Locations

Please check the symposium location you will be attending. Contact the hotels directly to make your hotel reservations. Advise the hotel that you are part of the NACTT Staff Symposium.

- Nashville, Tennessee**  
**March 30 and 31, 2017**  
**Classes: Thursday and Friday**  
**Reception: Wednesday, March 29, 2017**  
**Registration Deadline: February 27, 2017**  
**Loews Vanderbilt Hotel Nashville**  
 2100 West End Avenue  
 Nashville, TN 37203  
 (800) 336-3335 or (615) 320-1700  
 Room Rate: \$199 per night  
**Reservations Deadline: February 27, 2017**
  
- Las Vegas, Nevada**  
**May 11 and 12, 2017**  
**Classes: Thursday and Friday**  
**Reception: Wednesday, May 10, 2017**  
**Registration Deadline: April 12, 2017**  
**The Cosmopolitan of Las Vegas**  
 3708 Las Vegas Blvd. South  
 Las Vegas, NV 89109  
 (888) 236-2427 or (404) 262-3344  
 Room Rate: \$199 per night (\$30 daily resort fee)  
**Reservations Deadline: April 12, 2017**

### Airline Discount Codes

**NMPF6**

### Registration Fees

- \$350 (advance registration) to attend both days of the Symposium. Includes breakfast on both days and lunch on the first day. Fee is based on registration prior to the deadlines listed above.

Please check mark the box to the right if you have pre-paid with FY'16 funds:

- \$400 (late registration) to attend both days of the Symposium. This will include breakfast on both days and lunch on the first day. This price is based on registration after the deadlines listed above.

### Method of Payment

- Check (preferred\*)     MasterCard     Visa     American Express

(\*Please pay by check if possible - the NACTT has to pay a fee to use MasterCard, Visa, and American Express)

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

**\*\*\*For Staff Attorney Registration Only: List any state you plan to apply for CLE: \_\_\_\_\_\*\*\***

Please complete all pages of the registration form and submit one registration per attendee by:  
Email: [courtney@jee.com](mailto:courtney@jee.com) or Fax: 1-803-765-0860 or Mail: NACTT, 1 Windsor Cove, Suite 305, Columbia, SC 29223

**ATTENDEES SHOULD KEEP A COPY OF THIS FORM TO BRING WITH THEM TO THE SYMPOSIUM.**

**Advance registration is required for all attendees.**

**There are no provisions for parties traveling with attendees, this includes the Reception.**

**REFUND POLICY: Paid Registrations may be transferred to another city. NO REFUNDS after February 1<sup>st</sup>**

# NACTT 2017 Staff Symposia Series



## **Foundation**

### **Presenters:**

- Hershell Bell, Office of Tammy Terry, Trustee, Detroit, MI
- Carrie Vasquez, Office of Mary K. Viegelahn, Trustee, San Antonio, TX
- Kathy Westbrook, Office of Robert Wilson, Trustee, Lubbock, TX

### **Session 1: Bankruptcy 101: *Come Together***

This session is designed for the true bankruptcy beginner to discuss the common reasons a bankruptcy is filed, positions and functions in a bankruptcy office, what each employee does, and how we all “*come together*” to get a case to completion.

### **Session 2: Auditing: *The Long and Winding Road***

This session takes us through all the many audit points in a bankruptcy case starting with claims review, feasibility and delinquency of a plan, annual requirements to a mid case audit headed down that “*long and winding road*” to final audit and completion.

### **Session 3: Mortgage/Conduit: *Cry Baby Cry***

No need to “*cry baby cry*” when you hear the words mortgage or conduit. This session will focus on claim review, entry of pre-petition arrears and when the first conduit payment is due, Notice of Mortgage Payment Change and Notice of Post-Petition Fees and Charges, and claim attachment review of the Addendum, Note, Deed of Trust, and escrow analysis. Let us help you turn your “*cry baby cry*” into “*let it be*”.

### **Session 5: Claims (non-mortgage): *With A Little Help From My Friends***

This session is designed to be an open discussion all about claims. We will learn from each other how a claim is entered, what we look for when reviewing attachments, address changes, filing an objection, and reviewing 910 car claims and household goods purchased within one year of filing. Bring your best claim questions and scenarios and we will bring ours too! We can all get by “*with a little help from my friends*” and “*we can work it out*” together.

### **Session 6: Ask the Trustees: *Do You Want to Know a Secret***

This is your opportunity to ask a panel of trustees anything you want and what happens in this session stays in this session.

# NACTT 2017 Staff Symposia Series



## *Leadership*

### **Presenters:**

- Merideth Akers, Office of D. Sims Crawford, Trustee, Birmingham, AL
- Beckie Moore, Office of Barbara Foley, Trustee, Kalamazoo, MI
- David Schrempf, Office of Ronda Winnecour, Trustee, Pittsburgh, PA

### **Session 1: *Paper Back Writer - Eat That Frog***

Mark Twain once said that if the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that it is probably the worse thing that is going to happen to you all day long. Your “frog” is your biggest, most important assignment, the one you are most likely to procrastinate on if you don’t do something about it. This session will cover the bestseller “Eat That Frog” by Brian Tracy, a book about focusing on the most imperative tasks to make sure they get done.

### **Session 2: *You Can’t Do That - Genders at Work***

Gender at work is not just a women’s issue. For decades now, women have fought for equality in the workplace. Women are told to act like a man and men are told to think like a woman. But the advice tends to reinforce stereotypical traits like empathy for women and aggressiveness for men. And while these stereotypes are often exaggerated, research shows gender characteristics do exist and play an influential role in the workplace. This session will cover harassment, equality, biases and communication as it relates to our Chapter 13 offices.

### **Session 3: *Johnny Be Goode - Becoming a Better You/Employee***

Since the amount of time spent working averages 40 hours per week, how do you make it more enjoyable? Becoming a better employee is a process that can make the workplace a healthier environment for yourself. Having a job is great, but having a job that you enjoy is even better. In this session we will talk about being happy, office ethics, office politics, and some core values.

### **Session 5: *With a Little Help From My Friends - Team Building***

The success of most organizations depends on the ability of the individuals to build effective teams. Team building is very important if you wish to extract the best out of your workforce. This session will look at the benefits of cross training and cross learning, tips for conflict resolution, how to embrace our differences and why trusting your work neighbor is so important.

### **Session 6: *How Do You Do It - Q & A Roundtable***

Because the majority of this session will focus on topics the participants want to discuss, we will ask for anonymous suggestions on day one. In addition, we plan to cover tips on staying motivated from day to day, “managing” your supervisor and a discussion on who our customers are at the Chapter 13 Trustee’s office.

# NACTT 2017 Staff Symposia Series



## ***Paralegal & Case Administrator Track***

### **Presenters:**

- Vanessa Guerrero, Office of Mary K. Viegelahn, Trustee, San Antonio, TX
- Cindy Graber, Office of Deb Miller, Trustee, South Bend, IN
- Monica Martin, Office of Wayne Godare, Trustee, Portland, OR

### **Session 1: *Too Much Monkey Business, but now it's time to get down to business!***

This session will take a look at how to scrutinize each and every chapter 13 case that is filed prior to the 341 meeting of creditors. This session will provide an in depth analysis into a debtor's claim of exemptions, best interest of creditors test, means test, plan feasibility, etc. The focus will be on tools utilized by different offices when reviewing the schedules, statement of financial affairs, and plan. And, what facts should be considered relevant. In analyzing a case one should not focus only on small details and fail to understand the larger principles. We must see the forest through the trees. In this session we will also discuss common errors made by a debtor and counsel. In addition, this session will briefly discuss what requires immediate action prior to a 341 meeting.

### **Session 2: *All I've Got to Do to get confirmed!***

The session will provide a comprehensive review of analyzing the notes and testimony of a debtor at the 341 meeting of creditors in determining whether to recommend, or object to, confirmation. The session will also focus on the requirements necessary for confirmation and the various formats utilized by Chapter 13 Trustees in objecting to confirmation and roles played by paralegals in assisting staff attorneys in preparing for confirmation. The presentation will also address the Trustee's role as it relates to objections to confirmation filed by creditors.

### **Session 3: *You Can't Do That!***

#### **Post Confirmation Administration Part 1 – Debtor Motions and Mortgages**

As life continues on a debtor may get into a rut regarding the administration of his or her case. It happens! This presentation will delve into the various reasons why a debtor in bankruptcy might file a motion to modify, motion to sell, etc.; and responses filed by the Trustee to such motions. We will discuss the requirements regarding modifications; sale of an asset; and other provisions of the Code affected by a debtor's actions. The focus, however, will be on critical thinking skills; investigation of facts; and attention to detail. It is important to operate with a high level of analytical thinking while not losing sight of the overall situation when reviewing a chapter 13 case post confirmation in determining whether or not to file an objection. Again, we must be able to see the forest through the trees! This session will also cover issues related to mortgage claims, including payment changes, litigation, objections to claims and effects on the Plan.

### **Session 5: *Money That's What I Want!***

#### **Post Confirmation Administration Part 2 – Trustee Motions**

Looking for ways to increase the dividend to unsecured creditors? In this session you will learn about Trustee's motions to modify the plan. Come to this session to snap out of the old case management routine and learn creative ways to capture post-petition assets including increased earnings of a debtor, other sources of income, and post-petition acquisition of real or personal property to increase the dividend to unsecured creditors.

### **Session 6: *Free As A Bird? Discharge, or not, that is the question.***

Discharge? This presentation will discuss the requirements for discharge. We'll also be presenting hot topics related to a debtor's discharge and what constitutes failure to make payments under the plan. This session is designed to offer a roundtable discussion providing you with an opportunity to ask questions and learn about issues that others have faced and how they were resolved as it relates to a discharge.

# NACTT 2017 Staff Symposia Series



## Staff Attorney (Nashville Only)

### Presenters:

- Michael Cecil, Office of Jon M. Waage, Trustee, Bradenton, FL
- Anthony Olivadoti, Office of Marilyn Marshall, Chicago, IL
- Sarah Smith, Office of Kathleen Leavitt, Trustee, Las Vegas, NV

### Magical Mystery Tour

- I. Session 1: Exemptions and Liquidation/ Liquidation Values
  - A. *Let it Be* – Which set of exemptions apply
  - B. *The Long and Winding Road* – When do they apply and the relevant time periods
  - C. *Maxwell's Silver Hammer* – Determining liquidation values (Pre-petition, Confirmation and Post-confirmation)
- II. Session 2: Property of the Estate
  - A. *Run for Your Life* – What constitutes Property of the Estate (Pre-petition, Post-Petition, Post-Confirmation and Post-Discharge)
  - B. *Leave My Kitten Alone* – Duty to disclose (Debtor's duty and Undisclosed assets)
- III. Session 3: Case Control
  - A. *You Never Give Me Your Money* – Keeping cases moving (Collecting Payments, E-Pay and Mis-disbursements)
  - B. *I'm so Tired* – Gathering information (From Debtors, From Creditors and From Attorneys)
- IV. Session 4: Chapter 13 Trustee
  - A. *I am the Walrus* - Role of the Trustee (Standing Trustee and Case by Case Trustee)
  - B. *We Can Work it Out* – Fees (Fees on receipt, Trustee's percentage fee and Trustee's compensation)
- V. Session 5: Taxes and Practice Topics
  - A. *The Tax Man* – Tax issues in case administration
    1. Claims with unfiled tax years
    2. Collecting post-petition refunds (Single debtor and Single debtor joint returns)
  - B. *I'll Follow the Sun* - Trustee's role in tax enforcement
    1. Claiming improper exemptions
    2. Improper HOH claims
    3. Post-petition tax claims
  - C. *Bad Boy* - Sanction Motions
  - D. *Carry That Weight* - Basic Legal Writing
  - E. *Hey Jude* – Ethics
- VI. Session 6: Tool Box
  - A. *Good Day Sunshine*- Case Law Updates

# NACTT 2017 Staff Symposia Series



## ***Office Managers/ Comptrollers (Nashville Only)***

### **Presenters:**

- TJ McKierman, Office of Russell Greer, Trustee, Modesto, CA
- Hyacinthe Williams, Office of David Peake, Trustee, Missouri City, TX
- Amy Kopp, Office of Pam Bassel, Trustee, Fort Worth, TX

### **Session 1: I Just Don't Understand: Why/Ask Me Why/Tell Me Why**

Identifying or establishing strong "Why's" in our roles, procedures and training processes within the Trusteeships. One of the most important responses I can give is not "What" to do, not "How" to do it, but rather starting with "Why". We will delve into "Why" we do what we do and how that impacts the ways we go about our jobs, "Why" we have certain procedures in place and then spend a good chunk of time on stressing the importance of "Why" when training/onboarding new hires.

### **Session 2: Money - We Can Work It Out: Quality Control (Mis-Disbursements)**

All trusteeships face the concern of human error with money disbursing to the wrong creditors or refunding too much money to the debtor. It is never pleasant to have to ask for money back and with the hope of getting it back. In this session you can share your concerns of your office. Exchange ideas on how to avoid the errors and discuss how to be proactive in putting preventative measures in place. There are those tools we can use in our software that could help us avoid some of those mis-disbursements. Let's talk about money and how we can work it out.

### **Session 3: Labor / HR Attorney Presentation**

### **Session 4: The Long and Winding Road: Maintaining a Strong Control Environment in the Ever-Changing World of Bankruptcy**

How do we ensure that we are prepared for big, sometimes unexpected changes that may impact each of our offices at some point? Maintaining a strong control environment for the "normal" day to day changes makes it much easier to maintain a strong control environment when those bigger changes occur. We will identify risks and controls that impact our operations on a day to day basis. We will also discuss the risks associated with decreasing case counts, revenue, staff, budget issues, Trustee turnover, office relocation, etc. and the related controls to mitigate these risks with as minimal of a disruption to "normal" operations as possible.

### **Session 5: HELP: A Trusteeship & Customer Service in the Bankruptcy Community**

On a daily basis the Trusteeship has to maintain exceptional customer service to the bankruptcy community, debtors, creditors, attorneys, Clerk's office, U.S. Trustees and Judges. Why do we do what we do? What is the impact of the message to the person seeking help on the other end of the phone line, or visit the trustee's office? The customer relations in your trusteeship could be good, bad or ugly. Let's talk about the long term impact and how it affects your office team and the trusteeship. Taking control of the situation is important to leadership in our office. The Trusteeship's reputation would be branded as one not to provide help when needed to the bankruptcy community. Bring your ideas and experience to this track to share with our great team of managers.

### **Session 6: COME TOGETHER: Round Table Discussion**

Do you have a question about something that is or will be impacting your office? Do you want to know how other Trustee offices are doing things? Now is the time to ask those questions and we'll come together as a group to answer them. You can either send us your discussion topics in advance or raise the questions during this session.



# NACTT 2017 Staff Symposia Series



## *IT Track (Las Vegas Only)*

The System Manager Track consists of six broad topical areas essential to the role of the IT system manager. Each session presents a core set of material updated annually to highlight the latest developments, practices, technology and hot topics affecting the bankruptcy community.

Sessions are generally formatted to present material in the first half and provide demonstration and in depth discussion on specific Focal Points in the second half. Sessions can be very technical in nature and are rated from 1-4 Beatles with 4 being the most technical.

Updated topical outlines and session material will be posted to [www.stacs.net/symposium/2017/](http://www.stacs.net/symposium/2017/) periodically. Attendees are encouraged to email topics of interest for consideration in the session agendas to [support@stacs.net](mailto:support@stacs.net).

### Presenters

- Carl Brooks, System Manager for Tammy Terry, Detroit, MI
- Tom O'Hern, STACS Program Manager for ICF, Baltimore, MD
- Debbie Smith, System Manager for Al Russo, Robbinsville, NJ
- Scot Turner, System Manager for Rick Yarnall, Las Vegas, NV

### Session 1: **System Management - Roles, Responsibilities, Resources**

Proper and effective systems management is a core contributor to the success and security of all trusteeships. This session provides an overview of the roles, responsibilities, skills and tasks of a chapter 13 system manager. It addresses Trustee handbook requirements and identifies resources to assist with system management duties. [Focal Point: Tools of the Trade]

### Session 2: **Network & Security Administration**

A technical session focused on security components, concepts, strategies and configurations of network devices, computer systems and applications to minimize risks and protect electronic information. [Focal Points: Malware Incident Response by Example]

### Session 3: **Server Management**

Automation is a necessity for effective system management. The session will cover automation of common administrative tasks through the use of Microsoft's power shell and group policies by example. [Focal Point: Group Policy for Internet Browsers]

### Session 4: **Endpoint Management**

Endpoint is the term used to describe the growing list of computing devices which connect users to networked computer resources and services. In this session, we focus on the management, maintenance and security of endpoint devices and discuss strategies to securely support office staff, visitors and other 3<sup>rd</sup> party computing needs. [Focal Point: Windows 10]

### Session 5: Virtualization and Backup for **Disaster Prevention and Recovery**

Server Virtualization coupled with cloud backup services provides a sound foundation to maintain continuity of trustee operations through minor and major disasters. This session covers costs, benefits, and details on server virtualization, cloud backups, cloud operations and alternate site recovery and disaster operations. [Focal Point: Microsoft based clustering and failover configurations]

### Session 6: **Cloud Services**

Features, benefits and security risks of a variety of outsourced and cloud services frequently used in the 13 community will be discussed. [Focal Point: TBD]