

Presenter Biographies

2018 FCCA Conference

JANE BAUER – *NextGen is Ready, Are You?*

Jane Bauer obtained her paralegal certificate and immediately joined the courts in April 1995 as a generalist. She has worked as an intake clerk, cashier, jury clerk, attorney admissions clerk, civil and criminal docket clerk, data quality analyst, trainer, Special Masters coordinator, and Operations Manager. Jane was in the first graduating class of the FCCA/MSU Judicial Administration certificate program; and is a graduate of the Federal Court Leadership Program. She is a lifetime member of the Federal Court Clerk's Association. In her spare time she enjoys spending time with her family and pets, and traveling.

LAURA BAX – *Get Your OWN Ladder*

Laura Bax is the Chief Deputy of Operations for the Western Missouri District and Bankruptcy Court. She has held this position since 2016. Her career with Western Missouri spans 23 years, and she has also held the positions of Operations Specialist, Attorney Admission Clerk, Space and Facilities Director and Divisional Manager. She holds a Master's Degree in Public Administration and a Bachelor's degree in English from the University of Missouri.

ELLEN BEEARS - *Space and Facilities*

Since 2012, Ellen Critz Beears has been a Project Executive in the Small Project Delivery Division of the PBS Mid-Atlantic Region of the U.S. General Services Administration. In this position, Ellen coordinates, directs, and manages the execution of customer focused projects in both owned and leased offices ranging in value from \$150K through \$10M. She also serves as the Judiciary Regional Client Executive (RCE) for GSA Region 3. In this capacity she leads a client delivery team of professionals devoted to delivering projects on behalf of the Judiciary.

Over the years, Ellen has served as a project manager, realty supervisor and lease contracting officer. Ellen holds a Master of Business Administration in Finance from Temple University and a Bachelor's Degree in Political Science and Sociology from Albright College.

STEVE BURCH – *Ethics and Leadership in Public Administration*

Steve Burch is the Divisional Manager for the Southern and Southwestern Divisions of the United States District Court for the Western District of Missouri. He has been employed in the Western District of Missouri's Springfield office for over nine years. Steve's primary duties include overseeing the day-to-day operations of the divisional Clerk's Office, as well as serving on the District's Leadership Team. Steve also oversees and manages a variety of divisional court functions, including Continuing Legal Education events for the area bar, the division's Naturalization Ceremonies, and the division's Open-Doors-to-Federal-Court workshops. Before taking the Divisional Manager position, Steve served the Western District of Missouri as an Operations Generalist, an Operations Specialist, and a Courtroom Deputy. Prior to his employment with the judiciary, Steve served as the Senior Managing Paralegal for a local law firm where he was responsible for the oversight and training of all paralegals employed by the firm. Steve is a member of the 2012 graduating FCLP class and has served as FCLP faculty since his graduation. He has also completed the FJC's Foundations of Management program, the Western District of Missouri's Dare-to-Soar program, and the City of Springfield's Government Leadership Program. Steve received a Bachelor of Science degree in Management and Leadership from Drury University in Springfield, Missouri and a Master of Public

Administration from the University of Illinois at Springfield. He has also completed the Judicial Administration certificate program through Michigan State University.

Theresa L. Burnett – *Succession Planning and Employee Development*

Theresa Burnett is a graduate of Rutgers-Camden School of Law and the Eagleton Institute of Politics at Rutgers University, receiving a Juris Doctorate and a Master Degree in Public Policy and Political Science. She practiced law as county counsel in New Jersey. Theresa was a staff attorney, hearing officer, civil division manager, and Chief of Civil Court Programs for the State of New Jersey's Administrative Office of the Courts. In 2001, she became the Assistant Circuit Executive for Legal Matters with the Third Circuit Court of Appeals and the Chief Deputy Clerk for Administration for the U.S. District Court for the District of New Jersey since 2011. She spends her free time exploring Philadelphia and visiting her twins in Boston and Orlando.

Maurice Christopher – *Judiciary Excess Disposal System; Judiciary Inventory Control System*

Maurice started his career 16 years ago as an automation support specialist on a consolidated IT team between District Court and Probation. He has been involved with various automation initiatives both on the local and national level. Maurice is currently the lead programmer on the Judiciary Inventory Control System (JICS) and the Judiciary Excess Disposal System (JEDS).

Garbo Cheung-Jasik – *Difficult Conversations: How to Make These Conversations Less Stressful and More Productive and What's Your Problem: Techniques to Transition Obstacles into Opportunities*

Garbo Cheung-Jasik is a senior education specialist with the Federal Judicial Center's (FJC) Executive Education group. She joined the FJC in 2008 and currently works on developing and designing education and training for court unit executives. In her role she also provides consulting services in response to courts on a range of organizational issues. Garbo joined the FJC from a career in the nonprofit sector, where she directed and managed education and outreach programs and initiatives. Her background and focus have been in leadership development; program development, design and implementation; curriculum development; communications and marketing, and events management.

Kelly Clark – *Can You Hear Me Now?*

Kelly Clark is the Training Coordinator for the U.S. District Court, Eastern District of Michigan. Kelly has been with the Court for 27 years and in a training position since 2005. Kelly has taught at several FCCA Conference and is also the current 6th Circuit Director, as well as Chair of the Education Committee. Kelly is also an FJC trainer for Preventing Workplace Harassment, Structured Writing, and New Court Trainers' Workshop. In her spare time, she volunteers on a scholarship board, and is the co-director of long standing annual bowling tournament in her home state of Michigan.

Darcelle Coward – *Judiciary Excess Disposal System; Judiciary Inventory Control System*

Darcelle started her career at the Administrative Office of US Courts in the Space and Facilities division 12 years ago. She was promoted to Administrative Specialist/Personal Property Specialist in 2012 and has been working with the courts to help ensure that their personal property inquiries are addressed and answered.

James A. De La Torre – *Retirement and Withdrawal Considerations for the TSP; Surviving Market Swings*

James A. De La Torre, CRPC has over 28 years of counseling federal employees on financial matters and intricacies of their federal benefits and retirement systems. James has conducted federal benefit and financial planning seminars in all 50 states and is an active presenter at federal conferences and federal

professional associations. Jim has appeared as a guest on “Fed Talk” on Federal News Radio discussing the gaps in federal benefits and the financial impacts employees face. Jim holds a Charter Retirement Planning Counselor’s (CRPC) designation from the College of Financial Planning and is a member of the Financial Planning Association (FPA).

PHYLLIS DRUM – Managing Change . . . Don’t Let It Manage You and Strategies for Working Effectively in Multigenerational Workplace

Phyllis Drum is a Sr. Education Specialist with the Management and Professional Development Branch in the Education Division at the Federal Judicial Center. Since joining the Center in 2000, she has managed packaged programs, coordinated Training for Trainers programs that included Preventing Workplace Harassment, Writing Skills and Sexual Harassment Awareness. Currently, she is the project manager for the Workshop for New Court Trainers web conference program. She also serves as project leader for instructor led training programs such as Preventing Workplace Harassment, Time Management and Personality Temperament Instrument to name a few. In addition, Phyllis has a Master’s Degree of Distance Education and E-learning with an emphasis on Teaching and Training.

JOHN D. DURHAM – Factors Impacting a Financial Retirement

John Durham joined Federal Benefits Educators as a field trainer in 2013. John has over 15 years experience as an educator in Personal Finance, Economics, Business Law, and Accounting. John spent 25 years in the United States Coast Guard serving in a variety of leadership positions while working with and supervising CSRS, FERS, and NAF employees. Additionally, John served as a Professor and administrator with the University of Alaska system. John has taught Income Tax Preparation for the AARP Tax Aide program and the Voluntary Income Tax Assistance program for the past 15 years. He has taught many educational seminars to federal employees including Human Relations Training, Sexual Harassment Prevention Training, Drug and Alcohol Awareness Training and Total Quality Management, and Federal Benefits. John's background and teaching experience helps federal employees better understand their benefits and the issues they must consider while preparing for retirement. John holds a Master's of Business Administration Degree with an emphasis in Financial and Organizational Management. John is based in Boise, Idaho.

CHIQUITA M. DYER – Supervision to Aid Reentry (STAR) Program

Chiquita Dyer is a Legal Assistant for the U.S. Court of Appeals for the Third Circuit. She received a Master of Science degree in Criminal Justice from Saint Joseph’s University where she graduated with honors. She is a member of the Alpha Phi Sigma- The National Criminal Justice Honor Society Theta Kappa Chapter, Alpha Epsilon Lambda- National Honor Society Omega Chapter, and the Academy of Criminal Justice Sciences. Her professional background in the field of criminal justice is very intensive in research and judicial service.

Early in her career, she worked as a Research Analyst Assistant at the Crime and Justice Research Institute. She assisted female offenders who were in a Female Offender Comprehensive Integrated Service Network (FOCIS) and Drug Treatment Court in the Pennsylvania Court System. Her name has been published in the acknowledgment section of *The Philadelphia Treatment Court, Its Development and Impact: The Second Phase (1998-2000)* and *Philadelphia’s Drug Court: Research Report II (August 2001)* for being an outstanding data supervisor.

Ms. Dyer has significant experience in working in the federal judicial system in handling cases through the appellate process. In her judicial service with the federal courts, she has managed high profile death penalty appeals, complex multi-district litigation appeals, judicial-conduct and judicial-disability

complaints, and attorney discipline proceedings. She has overseen the coordination of two Reentry Court Summits for the Third Circuit. Ms. Dyer has developed, coordinated, and managed a volunteer tutoring program to assist the United States Probation Office of the Eastern District of Pennsylvania Supervision to Aid Reentry (STAR) program for ex-offenders who are on supervised release. The volunteer tutoring program has received recognition in the *United States Probation Office Eastern District of Pennsylvania Annual Report for Fiscal Years 2016 and 2017*. She also works with the Third Circuit's Courts and Community Outreach program and staffs the Third Circuit Task Force on Eyewitness Identifications.

CHRISTINA ECKERT – QuEST (Quality Electronic System Tracking)

Christina Eckert is a Data Quality Analyst with the U.S. District Court for the Northern District of Ohio. She has been with the Clerk's Office since 2014, where she began as an Operations Specialist. Christina graduated from Kent State University with a bachelor's degree in Paralegal Studies.

THOMAS J. FIGMIK – Personal and Physical Safety for Court Staff

Thomas J. Figmik Chief Deputy United States Marshal Middle District of Florida 32 years experience with the United States Marshal Service. B.A. Political Science Susquehanna University, Selinsgrove, Pennsylvania.

NICOLE FRATTO – Training Future Courtroom Deputies

Nicole Fratto is on the board of the FCCA as the Seventh Circuit Director. She is a Courtroom Deputy to a District Judge in the Northern District of Illinois, Eastern Division, in Chicago. She began her career with the Federal Courts in 2001 and has held multiple positions within the court. She started as an intern in the Procurement Department and then moved to the Operations Department as a docket clerk. Nicole then stepped into her current role with the Judicial Services Department as a Courtroom Deputy, first with a Magistrate Judge, then with the Chief District Judge, and, finally, with her current District Judge. Nicole graduated with a Bachelor of Arts degree from Grand Valley State University and, through the FCCA, she completed the Michigan State University Judicial Administration Certificate Program. Nicole has been a member of the FCCA since 2010. This is her first time presenting a class at the conference and is very excited for this opportunity.

HOLLY FREY – Supervision to Aid Reentry (STAR) Program

Holly Frey is currently a staff attorney for the United States Court of Appeals for the Third Circuit. As a staff attorney, she conducts research and drafts memoranda, per curiam opinions, and orders for the Court in the areas of habeas corpus, mandamus, immigration, civil rights and constitutional law, appellate jurisdiction, and federal civil and criminal procedure. Ms. Frey is also a tutor for the re-entry program of the United States District Court for the Eastern District of Pennsylvania, assisting participants with completing resumes, entrance applications, and obtaining their GED and/or high school diplomas. Prior to her employment with the Third Circuit, Ms. Frey served as a law clerk for Justice Lee A. Solomon of the New Jersey Supreme Court.

Ms. Frey was an honors graduate of the Bucks County Community College Paralegal Studies Program. Upon earning a full scholarship from Peirce College, she went on to complete her Bachelor's Degree in Paralegal Studies, graduating summa cum laude as the student commencement speaker and recipient of the Raymond L. Palzer Class of '52 Academic Leadership Award. In 2015, Ms. Frey graduated from Widener University School of Law as Valedictorian and Editor-in-Chief of the *Widener Law Review*. While obtaining her undergraduate and law degrees, Ms. Frey also worked full-time as a paralegal/law clerk of first Hill Wallack, LLP, and then Hardwick Collier, LLC, with a focus on labor and employment law.

LOUIS X. FUENTES – *Learning Center Overview; Working with Microsoft OneNote*

Louis X. Fuentes has been with the U.S. District Court for the Western District of Texas for 25 years. During his tenure with TXWD, he has worked in Information Technology for 17 years, 1 year in Human Resources, and 7 years in District Court Operations. Louis has recently obtained his Virtual Learning Expert (VLE) certification through InSync Training to enhance his virtual classroom design, delivery, and implementation skills and is also a member in the Microsoft Office 365 Ambassador Training Initiative with the Administrative Office's Systems Deployment and Support Office.

GIAN PAUL GONZALEZ – *"All In" Keynote Presentation*

During the New York Giants' 2011 Super Bowl run, much of their inspiration is attributed to Gian Paul Gonzalez (pronounced John-Paul). Prior to the Giant's Christmas Eve game with the NY Jets, Gonzalez delivered the now famous "ALL IN" rally cry message during the Giants' chapel service and is now widely recognized as having inspired the New York Giants to their Super Bowl victory and was featured on ESPN on Super Bowl Sunday, and has had notable appearances on Fox News, ABC and CNN. He has traveled across the nation as a motivational speaker for the NBA's Portland Trailblazers, to the Army Cadets at West Point, United States Air Force, Anheuser-Busch, Sam's Club, Patch.com, PNC Bank, DSW Shoes as well as many other corporate, athletic, government agencies, and educational institutions.

NICK GOMEZ – *NextGen CM/ECF Update*

In late 2016, Nick came to the branch from the AO's Department of Technology Services, Systems and Deployment Office (DTS/SDSO) where he was part of the National Support Desk and served as Technical Lead on the District CM/ECF team. Nick began his career with the Judiciary in 1988 and has experience working with Appellate, Bankruptcy, and District CM/ECF. He brings to the position years of technical, leadership, and project management experience, and will lead this talented team in its case management system development and implementation roles. A nearly lifelong resident of San Antonio, TX, Nick studied Mechanical Engineering, minoring in Computer Science, at the University of Pennsylvania. Nick and his wife, Maria, have two grown children.

BEVERLY B. GRAINGER – *Adobe Acrobat Pro DC: Learning the Tools*

Beverly Grainger is the I.T. Training Specialist for the Eastern District of Virginia's Consolidated Information Technology Department. She began her career with the Judiciary in 2013 serving as a Civil/Criminal Case Manager for the illustrious "Rocket Docket." This position provided her the opportunity to become familiarized with the inner workings of the judicial system as well as gain a great understanding of the technological needs of her end-users. Before starting with the Eastern District of Virginia, Beverly's prior work experiences with the City of Virginia Beach and Saint Augustine's College afforded her the skills necessary to transition to her current role with the Court. She holds a Bachelor's Degree in Political Science from the College of Charleston as well as Graduate course work in Urban Affairs from Norfolk State University. In between teaching training classes and the development of courses, Beverly strives to be a life-long student as she realizes that change is both valuable and inevitable.

STEPHANIE HEMMERT – *Facilitating 101 and The Importance of Timing*

Stephanie Hemmert has worked in the Education Division of the Federal Judicial Center since May 2006. As a current Senior Judicial Education Attorney in the Judicial and Legal Education team, her primary responsibility is developing curriculum, based on adult education principles, for federal judges and attorneys. Before joining the Center, Stephanie, a graduate of and current Adjunct Professor at George Mason University School of Law, practiced at a civil litigation firm in Alexandria, Virginia. Prior to law school, Stephanie worked as a Learning Consultant at the world headquarters of Chubb & Son Insurance, consulting with senior business managers, assessing business unit needs, and providing web and

classroom-based learning solutions, using a variety of blended training techniques, in line with company strategies. She has also worked as a Commercial Lines Underwriter and as a Training Specialist at Selective Insurance, a regional insurance company. Stephanie holds a Chartered Property and Casualty Underwriter designation and at the time she earned it was one of the youngest designees. Stephanie graduated with honors and Phi Beta Kappa from Rutgers University in New Brunswick, New Jersey with a B.A. in Economics. She attended the inaugural Leadership Decision Making Program at Harvard University, John F. Kennedy School of Government, Executive Education, in November 2010. Stephanie has also worked at the Center as the Assistant Division Director for Clerk's Office Programs, leading the team that developed education programs on management and operational issues for clerks of court and staff of the federal circuit, district, and bankruptcy courts. Before joining the Center, Stephanie, a graduate of and current Adjunct Professor at George Mason University School of Law, practiced at a civil litigation firm in Alexandria, Virginia. A Certified Association for Talent Development (ATD) Master Trainer, Stephanie has designed, developed, and delivered hundreds of classes in a wide variety of subjects, including communication, leadership, management, insurance contracts, consultative selling, negotiation, decision making, empathy, facilitating skills, and adult education. She has facilitated for groups of various sizes and backgrounds, including having facilitated for a group of 650 at a District Court Operational Practices Forum.

BETH JOHNSON – *Respect in the Workplace and Strategies for Working Effectively in the Multigenerational Workplace*

Beth Johnson is an education specialist for Management and Professional Development Education at the Federal Judicial Center. Beth joined the Management and Professional Development Education group in September 2015. She has been with the Federal Judicial Center since 2008. Before joining the Center, she worked as an operations director, program manager, and program coordinator for several private and non-profit organizations. She is an Everything DiSC Certified Trainer. Beth holds an M.S. in Justice, Law, and Society from American University and a B.A. in Political Science and English from Otterbein University.

CHRISTINA M. KOPERNA – *Supervision to Aid Reentry (STAR) Program*

Christina Koperna is a Data Quality Analyst for the U.S. Court of Appeals for the Third Circuit. She received a B.S. in Criminology from Indiana University of Pennsylvania. She provides statistical analysis for the Third Circuit Clerk's Office. Early in her career with the federal courts, she worked as a Case Manager where she managed cases through the appellate process. She has worked on civil, criminal, agency, and bankruptcy appeals and has extensive knowledge of the Federal Rules of Appellate Procedure.

Ms. Koperna also assists the Third Circuit's Case Management/Electronic Case Filing System (CM/ECF) team with electronic case filing. She is working on upgrading the court's electronic filing system in anticipation of the release of the NextGen version of CM/ECF. She also works on the attorney renewal active status campaign for the Clerk's Office. Ms. Koperna has been involved with the Third Circuit's tutoring program since 2016. She has assisted participants who are in the Supervision to Aid Reentry (STAR) program with college application requirements and the financial aid process.

TANIA LOCK – *Get Your OWN Ladder*

Tania Lock is an Operations Specialist for the Western Missouri District Court, Central Division. She has held this position since 2011. Prior to that, she was employed as a Legal Assistant for the Cole County Prosecuting Attorney's Office for ten years and as the Drug/Alcohol/Sexual Assault Prevention/Intervention Specialist for a local mental health facility for two years. She holds a Bachelor's of Science Degree in Sociology from Lincoln University. She is currently enrolled in the Michigan State University Noncredit Certificate Program for Judicial Administration.

TY MANUEL – *Using LinkedIn for Recruiting and More*

Ty Manuel is an accomplished digital media professional with over 15 years of experience in web and graphic design, usability research and development, and social media. He has supported various digital products and services for the judiciary since 2009 including the Court/AO Exchange Programs website and OSCAR (the Online System for Clerkship Application and Review). Ty has been managing the judiciary's presence on LinkedIn including developing content for the main United States Courts page, working with various courts on recruitment questions, and posting the Administrative Office's first open positions to LinkedIn. He enjoys working with and meeting judiciary employees across the country as they begin their LinkedIn journey and share and learn together.

RICHARD MARSHALL – *Learning from Mistakes: How We Can Learn from the Mistakes of Great Leaders; Put the Fun in Fundamentals! Tips on how to make Learning and Training Engaging, Informative and Worthwhile; Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail*

Dr. Richard Marshall is a Senior Education Specialist in the Education Division, Management and Professional Development Education branch. At the FJC, he has managed programs such as the Federal Court Leadership Program, the National Educational Conference for Clerks, Executives, and Chief Deputies of the U.S. District Courts, Appellate Clerks, BAP Clerks, and Chief Deputies Symposium, the National Strategic Planning Workshops, the Managing Organizational Transition In-district program, the Strategic Planning for Workforce Management In-District program, and the Juror Management and Utilization Workshop. He teaches professional development courses on topics such as customer service, project management, memory skills, education, training & development, presentation skills, and managing former peers.

Prior to joining the FJC in 2008, Dr. Marshall was the Executive Director of the Pound Civil Justice Institute, a legal think tank in Washington, DC. At the Pound Institute, he developed and ran the Annual Forum for State Appellate Court Judges, regional judicial forums, and academic conferences in conjunction with Duke and Vanderbilt law schools. He also served as editor of the Civil Justice Digest, Pound's quarterly newsletter, and the Reports of the Annual Forum. From 1997 to 2001, he worked as a Research Analyst for the Association of Trial Lawyers of America (ATLA), where he studied the civil justice system from an empirical perspective. Before working at ATLA, he was a Visiting Assistant Professor at the University of Illinois, where he taught courses in public policy and American government. He also taught constitutional law and civil liberties classes and served as pre-law advisor at Eastern Illinois University.

Dr. Marshall received his B.A. degree cum laude in Political Science and English from the University of Delaware. He earned his Masters and Ph.D. in Political Science from the University of Illinois at Urbana-Champaign, specializing in political psychology. Dr. Marshall has certificates from the Association of Talent Development (ATD) in Consulting Skills and as a Master Trainer.

DIANE McDONALD – *NextGen CM/ECF Update*

Diane joined the Court Services Office at the Administrative Office in August 2017, on a temporary duty assignment, as a NextGen Implementation Lead. Diane leads a diverse NextGen Implementation Team, consisting of staff from Judicial Services Office, Systems Deployment and Support Office, and court mentors to help court staff as they go through the NextGen CM/ECF implementation process. Prior to her AO assignment, she spent over 20 years with the District of Idaho as Courtroom Deputy and Judicial Assistant for United States Senior District Judge Edward Lodge. Diane has a wealth of knowledge and experience with chambers administration, CM/ECF functionality, case management, scheduling, and

attending court hearings. Before joining the federal judiciary, Diane worked as a Deputy Court Clerk with the State of Idaho District Court for 10 years.

Diane is an Idaho native with three adult children and three grandchildren. She is currently spending her time exploring Washington, D.C. while on her temporary duty assignment.

ERIC McELVENNY – Keynote Presenter

Eric is an endurance athlete living in Pittsburgh, PA. He earned a mechanical engineering degree from the United States Naval Academy while preparing for his service as a Marine Corps Infantry Officer. Eric deployed three times as a Marine and on his final tour, an incredible experience in Helmand Province, Afghanistan, was wounded after stepping on an IED. Eric suffered the amputation of his right leg below the knee, a life-changing opportunity that began his next journey.

Faced with a physical challenge and an uncertain future, Eric made a promise to himself to run an Ironman Triathlon. On his journey from the hospital bed in southern California to the finish line in Kona Hawaii, he realized that the challenge and adversity he was up against and the techniques he used to reach the finish line could be used against the challenges we all entertain. When not training, racing and delivering inspiration, Eric can be found with his wife, Rachel, and three children.

HONORABLE THEODORE A. McKEE – Supervision to Aid Reentry (STAR) Program

The Honorable Theodore A. McKee was sworn in as a Judge of the U.S. Court of Appeals for the Third Circuit on June 20, 1994, and he served as Chief Judge from May 2010 to October 2016. He graduated *magna cum laude* from Syracuse University College of Law in 1975 where he was inducted into the Order of the Coif, and earned several honors for outstanding academic performance. He began his legal career at a large Philadelphia law firm, but left there in 1977 to begin his career in public service. He has since been an Assistant U.S. Attorney, Deputy Solicitor to the Law Department of the City of Philadelphia, and General Counsel to the Philadelphia Parking Authority.

He was elected to a ten-year term as a Judge of the Court of Judge of the Court of Common Pleas for the First Judicial District of Pennsylvania. While a Judge of the Court of Common Pleas, Judge McKee chaired the Pennsylvania Sentencing Commission.

He was nominated to serve on the U.S. Court of Appeals by President Clinton in March of 1994, shortly after being retained for a second ten year term on the Court of Common Pleas, and unanimously confirmed by the U.S. Senate in June of 1994.

Judge McKee serves on the boards of directors of several non-profit organizations and institutions including the Vera Institute of Justice and Syracuse University. He is also a member of the Board of Visitors of Temple Law School and an honorary member of the Board of Visitors of Syracuse University Law School, and has served as an advisor to the American Law Institute's Project to revise the sentencing provisions of the Model Penal Code. He previously served on the Criminal Law Committee of the U.S. Judicial Conference. Judge McKee's official travels have included Ghana, and Russia where he had the honor of addressing the Council of Russian Judges on the Independence of the American Judiciary.

KAREN MITCHELL – Space and Facilities

Karen S. Mitchell has served as Clerk of Court for the United States District Court, Northern District of Texas, since June 16, 2000. She is the tenth person to hold this position since the Court was established

in 1879. The district encompasses 100 counties in Texas and serves a population of approximately 7.2 million people. Ms. Mitchell is a graduate of Abilene Christian University (ACU) and Baylor University School of Law. Her interest in public service developed during her academic career as she had the opportunity to complete internships in a local city attorney's office, with a regional council of government, and with a member of Congress in Washington, D.C. After law school, Ms. Mitchell completed mediation training with the Federal Mediation and Conciliation Service and began working as a pre-hearing examiner/benefit review officer for a state agency headquartered in Austin, Texas. She then worked in insurance and risk management for both the University of Texas System and the Texas A&M University System before joining the judiciary in 1995. Ms. Mitchell's first appointment in the judiciary was to a newly created Director of Judicial Operations position in the Northern District of Texas. She moved to the position of Chief Deputy Clerk the following year, and she became Clerk of Court three years later. Ms. Mitchell has been a licensed attorney in the State of Texas for 28 years, and she is a Life Fellow of the Texas Bar Foundation. She is a member of the Dallas Chapter of the Federal Bar Association (FBA) and has served on the FBA's Executive Board as a court liaison since 2002. She is also a member of the Dallas Bar Association.

Ms. Mitchell has been a member of the DFW Federal Executive Board (FEB) since 2000, and she chaired the FEB in 2013. She has served on the FEB's Executive Policy Committee for many years. While on the Policy Committee, the FEB launched its successful Leadership Enhancement Education Program, offering leadership training to the 220 federal offices and agencies located in North Central Texas. Ms. Mitchell has also been a member of the Local Federal Coordinating Committee (LFCC) for the North Central Texas (now DFW Metroplex) Combined Federal Campaign since 2000, and she has chaired the LFCC twice. The campaign received national awards in 2007 and 2014. Since 1995, Ms. Mitchell has been a member of the Federal Court Clerks Association (FCCA) and is currently President-Elect. She was named a member of Clerk's Council in 2003, and she chaired the Clerk's Council from 2005 to 2009. Ms. Mitchell also serves on a local arts board for Momentum Dance Company, and is active in her church. Ms. Mitchell has served on a number of judiciary working groups and has served as faculty for Federal Judicial Center (FJC) programs since 1995. She served on the judiciary's District Clerk Work Measurement Subcommittee from 2007 to 2009, on the District Clerk's Advisory Group (DCAG) from 2009 to 2013, and on the Electronic Public Access Working Group from 2010 to 2013. She was also a member of the DCAG Efficiencies Subgroup from 2010-2011. She served on the Federal Judicial Center's Court Education Advisory Committee from 2004 to 2006, which assisted the FJC in planning national conferences in Atlanta and Denver. She also worked with the FJC on Professional Education Institute leadership competencies and participated on leadership panels for the Federal Court Leadership Program in Atlanta (2003) and San Francisco (2009), and on a panel for the Chief Judge as a Leader program in Washington, D.C. (2013). She currently is a member of the judiciary's GSA Service Validation Initiative working group and the Design Guide working group. Ms. Mitchell received the ACU Young Alumnus of the Year award in 2003 and she received the Federal Employee of the Year award from the DFW Federal Executive Board in 2011. She was honored with the FCCA's Angie Award in 2015. Ms. Mitchell and her husband of nearly thirty years have two sons and two daughters, ages ten to twenty.

HANNA (UMANSKIY) ORTIZ – *How Did You Do That? Tips & Tricks You Didn't Know You Could Do In Powerpoint; Dealing with Difficult Participants*

Hanna Umanskiy Ortiz is an Education Specialist at the Media Production Group of the Federal Judicial Center, where her main focus is a video production and eLearning design. Prior to joining the Center in 2016, Hanna used her skills and knowledge to support US Special Operations Forces working as a lead course developer at the Training Center, and then as a senior consultant at the Drug Enforcement Administration developing education programs and videos for nearly 11,000 employees and recruits.

Hanna holds M.A. in Adult Education from Kherson State University, magna cum laude, M.P.S. in Journalism and Media Studies from the University of Warsaw, and currently working on her Doctorate in E-learning. Ms. Umanskiy Ortiz is a member of e-Learning Guild and National Language Service Corps where she helps the National Guard during emergency situations. She and her husband are the proud owners of a Corgi puppy.

SANDY OPACICH - QuEST (Quality Electronic System Tracking)

Sandy Opacich, Clerk of Court. Ms. Opacich joined the Court in November, 2013, and served as its Human Resources Director until her appointment as Clerk of Court. Ms. Opacich received her degree in Business Administration from John Carroll University and her Master Degree in Business Administration from Case Western Reserve University. Prior to her service with the Court, Ms. Opacich served in a variety of human resources positions in Cleveland, including Human Resources Director at Medical Mutual and Vice President of Human Resources at McDonald Investments. Ms. Opacich serves as a board member of the Federal Bar Association, Northern District of Ohio Chapter.

JULIE OWENS – How Rude. Etiquette and Manners for the Workplace

Julie Owens is a Case Manager Generalist with the Eastern District of Michigan. She has worked for various judges on the Bench during her twenty year career with the Court. For over ten years, Julie has trained new case managers as well as acting as a mentor to her colleagues. This is Julie's third year as a FCCA conference presenter. She has also presented at conferences for NCBC, USDC Montana as well as for her Court. Julie "practices what she preaches" by using the skills she teaches about often, due to the various committees and organizations she is involved with. She is a member on the Court's Diversity and Holiday Party committees and the Critical Incident Stress Management Team. She is a lifetime member of both the Federal Court Clerks Association and National Conference of Bankruptcy Clerks. Julie is also a member of Federally Employed Women, Toastmasters, the Junior League of Detroit and volunteers for Winning Futures as a mentor for high school students. Her other achievements include four nominations for the U.S. District Court Chief's Award, recipient of the 2014 and 2017 Chief's Award, 2016 Winning Future Mentor of the Year. She also has certifications as a ProLiteracy Tutor and Life Skills and Career Readiness Mentor.

MICHAEL PALUS – Visioning and Strategic Planning

Mike Palus became the Jury Supervisor for the U.S. District Court for the Western District of Pennsylvania on January 1, 2018. In this capacity, he oversees the entire district's jury system for both petit and grand juries, and is responsible for the system's efficient operation. Prior to taking this position, he was employed by the Court in a variety of roles, most notably as the Courtroom Deputy Clerk to the late Chief Judge Gary L. Lancaster from October 1988 to April 2013.

He is currently a member of both the Court's Case Management/Alternate Dispute Resolution (ADR) and the Community Outreach Committees. As a member of the latter, he has been instrumental in the development of the Court's varied outreach initiatives, which include the "Open Doors to Federal Courts" program, that brings middle- and high-school students into the Courthouse for a day of instruction on the inner workings of federal court, as well as the Court's rotating Art Display program, which invites local artists and groups into the District's Federal Courthouse in Pittsburgh to display their talent for a period of time in a secure setting to a diverse and ever-changing audience.

As a member of the Federal Court Clerks Association (FCCA), he is a member of both the Education and Legislative Affairs Committees and serves as our organization's academic liaison to Michigan State University, where he received a certificate in Judicial Administration. He is a past Chair of both the FCCA's Education Committee and the Deputy Clerks' Council and served two terms as the Third Circuit's representative on the FCCA's Board of Directors.

STACY PETERS - QuEST (Quality Electronic System Tracking)

Stacy Peters, Operations Manager has been with the Clerk's Office for the U.S. District Court for the Northern District of Ohio for 35 years. Stacy has been the Operations Manager since August of 2017. She is also the Deputy in Charge of the Akron office and has been in that role since October of 2008. Prior to that, Stacy was the Akron Clerk's Office supervisor and Jury Clerk.

CINDY PHILLIPS – Getting the Most from the Training Division Web

Cindy Phillips has been with the AO's Training Division in San Antonio, Texas since 2002. She has work experience in computer applications and training, webpage development and design, and online teaching. She has been involved with the design and development of new eLearning products to support and enhance court staff training. Currently, Cindy is leading financial training efforts for the training division.

CONNIE PORZUCEK – Unify: Alpha and Beta Test Site

Connie Porzucek is the Deputy Chief of the DTS Systems Deployment and Support Office (SDSO). SDSO is responsible for the Unify Program.

HONORABLE LUIS FELIPE RESTREPO – Supervision to Aid Reentry (STAR) Program

Luis Felipe Restrepo was born in Medellin, Colombia, was raised in Northern Virginia, and took the oath of United States citizenship on September 7, 1993. He graduated from the University of Pennsylvania and Tulane Law School and worked as a Defender in Philadelphia in both the local and federal courts before entering private practice in 1993. He was a partner in the firm of Krasner & Restrepo until June of 2006, when he was sworn in as a United States Magistrate Judge for the Eastern District of Pennsylvania. He has been an adjunct professor at Temple University James E. Beasley Law School since 1993 and an adjunct professor at the University of Pennsylvania Law School from 1997 to 2009, where he was appointed the Irving R. Segal Lecturer in advocacy. His varied publications have appeared in *The Legal Intelligencer*, *The National Law Journal*, and the ABA's *Criminal Justice* magazine. President Barack Obama nominated Judge Restrepo to be a United States District Court Judge in November of 2012. He was confirmed by the United States Senate on June 17, 2013 and received his commission on June 19, 2013. In November of 2014 President Obama nominated Judge Restrepo to the United States Court of Appeals for the Third Circuit, he was confirmed by the Senate on January 11, 2016 and received his commission on January 13, 2016. On March 1, 2018 President Trump nominated Judge Restrepo to serve as a Commissioner on the United States Sentencing Commission.

In 1995 Judge Restrepo received the New American/New Freedom Committee Award from the Balch Institute in Philadelphia "in appreciation for outstanding service to the greater Philadelphia community and the nation." In 2000, he was awarded the Cesare Beccaria Award by the Criminal Law Section of the Philadelphia Bar Association and the Justinian Society for his commitment to criminal justice issues and teaching services. In 2004, he received the Gideon Award presented by Temple Law School for demonstrating a commitment to ensuring that competent counsel are afforded to the indigent. In 2010 he was awarded "La Justicia" award by the Hispanic Bar Association of Pennsylvania and the Justice William J. Brennan, Jr. Distinguished Jurist Award by the Philadelphia Bar Association in recognition for his

efforts with the Eastern District of Pennsylvania's federal prisoner Re-Entry Program. In 2014 he was elected into the American Law Institute and presented with the "Campeones de la Justicia" award by the Latino Law Students Association of Rutgers Law School.

Judge Restrepo is a past President of the Hispanic Bar Association of Pennsylvania. He has served on numerous boards including the Make a Wish Foundation for Philadelphia and Susquehanna Valley, the Board of Governors of the Philadelphia Bar Association, the Philadelphia Bar Association's Commission on Judicial Selection and Retention, the Board of Directors of the Defender Association of Philadelphia where he served as a Federal Trustee and Secretary of the Board and the Russell Byers Charter School.

MELISSA RHOADS -Succession Planning and Employee Development

Melissa Rhoads, Esq. currently holds the position of Deputy-in-Charge in the Trenton division of the U.S. District Court for the District of NJ, under the direction of William T. Walsh, Clerk of Court. In addition to serving as a trainer for the FJC's Code of Conduct program, Melissa currently participates in the AO's District Best Practices Working Group helping courts to improve their operational practices through innovative recommendations and technologically based solutions. She holds a Bachelor's degree in Accounting from La Salle University and a Juris Doctorate degree from the University of Miami School of Law. During her free time, Melissa enjoys spending time traveling with her husband and two children (a daughter, age 16 and a son, age 14) and shopping by herself.

JOY A. RICHARDSON – Emotional Intelligence; Resolving Conflict

Joy A. Richardson is the assistant division director for Management and Professional Development Education at the Federal Judicial Center. Ms. Richardson leads a group that is responsible for developing and delivering leadership and management education for supervisors and managers and professional development education for nonsupervisory staff. She has written a number of programs and publications for the Center on topics, such as performance management, succession planning, quality improvement, and mentoring. Ms. Richardson has over twenty years of experience in the education and training field. She is certified trainer for the Myers Briggs Type Indicator (MBTI) and the Everything DiSC assessment. Before joining the Center, she was a program director for continuing education programs. Along with her master's degree in administration, supervision, and curriculum, Ms. Richardson holds a juris doctorate. She is licensed to practice in Maryland.

SANDRA RIDEAUX-MILLER – Setting Up a Home Office for Telework Purposes

Sandra Rideaux-Miller Training Specialist Stepping outside of one's comfort zone is just one of the many reasons employees resist change in the workplace. In response, Sandra understands that in these rapidly changing times, having a 'change management skill' is needed more than ever. As a training specialist, she combines her passion for learning and assisting others into her training sessions. She accomplishes this goal by maintaining an open and friendly learning environment to reduce the stress sometimes associated with acquiring a new skill. As one of several agents of change, Sandra understands that training is a vital element of an organization's implementation of its initiatives. Sandra imparts the benefits of training by having a thorough knowledge of the subject matter in anticipation of the question "Why can't things stay the same?" Sandra's answer is simple - relevance. It is no easy feat living in the digital era, professionally or personally. Technology has and continues to play an increasingly integral part in the way work in the court is accomplished. As an experienced training facilitator, she transitions employees into the subject matter by understanding the learning and job-related needs and demands of the trainees. She is adaptable in that she tailors her training to the pace and skill level of the participants in a considerate and collaborative manner. As the training specialist with the U.S. Probation Office in the Eastern District of Michigan, Sandra has developed and implemented training on numerous technology programs used by

probation staff, as well as new employee orientation. Additionally, she is a facilitator of Makin' It Work, a cognitive behavior and soft skills program designed to assist returning citizens with transitioning from corrections to work and as an Offender Employment Specialist, Building Bridges facilitator. She has consulted and/or provided training to other court units on various topics. She played an integral role in establishing the district's critical incident stress management (CISM) team, SPIRIT. As a co-chair for the last 18 years, she has provided leadership and training for the team. She has been an American Heart Association Heartsaver First Aid/CPR instructor and a career development instructor for a local court reporting school. Sandra's motto when it comes to automation training is "Let automation work for you, not you work for automation. Technology should assist us in carrying out the duties related to our job, not detract or make the job more cumbersome."

PAULA ROGERS – Training Future Courtroom Deputies

Paula Rogers has been the training specialist for the U.S. District Court since 2004. She is one of the Microsoft Ambassadors and adjunct faculty for the AO-DTS, SDSO Training Division and the Federal Judicial Center. She is an expert at simplifying the complex and transforming human potential into tangible results. Rogers is a graduate of the Federal Court Leadership Program, and has been a faculty coach for the New Supervisors' Development program. Prior to coming to the court, Rogers was the owner of Chrysalis Performance, Inc., a training and organizational development consulting firm. Rogers has served as Director of Human Development for The Intec Group, Inc., Training Manager for Sprint PCS, and Instructional Design Manager for CBIS, Inc. She holds a MA in Instructional and Training Technology and a graduate certificate in Organizational Development.

ALAIN J. SENATUS - Succession Planning and Employee Development

Alain J. Senatus is the Training Specialist for the United States District Court-District of New Jersey. In that role, he is responsible for developing and implementing district-wide training programs. Alain has been with the Court for 10 years. Alain brings years of IT experience to the table. He has worked as an IT Support Specialist, supporting many users for a large, regional hospital. As a Network Administrator for the District Court and for financial services firms prior to that, Alain was responsible for the health and maintenance of a diverse network infrastructure.

LAURA SIMON – LinkedIn for Recruiting and More

Laura Simon has over 30 years of experience with the federal judiciary, government, and private industry. Ms. Simon provides program management support for the Administrative Office of the United States Courts' law clerk recruitment program (OSCAR), the Court/AO Exchange Programs, and other recruitment and court initiatives such as LinkedIn and talent acquisition strategies. With LinkedIn, her team established the federal judiciary's "United States Courts" LinkedIn site to inform the public of the federal courts work and promote the federal judiciary as an employer of choice. In launching the federal judiciary on LinkedIn, she and her team work with the federal courts in getting started on LinkedIn. Her experience includes program communications, web-based strategies, public relations, strategic planning, project management, software development, public speaking, training, social media, and recruitment.

HEIDI SULTZBAUGH - QuEST (Quality Electronic System Tracking)

Heidi Sultzbaugh began her career with the Northern District of Ohio in 2005. She was an Operations Specialist for ten years. Since November of 2015, she has held the position of Data Quality Analyst (DQA). In addition to her role as DQA, Heidi has been involved in the management of our district's case assignment decks for the past seven years – five as the Case Assignment Deck Master and two as the current Case Assignment Deck Administrator.

LISA TIDWELL – Ethics and Leadership in Public Administration

Lisa Tidwell is the Courtroom Services Supervisor and Training Committee Chairperson for the U.S. District Court for the Southern District of Illinois. She's held various positions during her thirteen years with the court including Jury Generalist, Intake Clerk, and Case Administrator. Lisa is a member of the FJC Advisory Committee for Management and Professional Development Education. She has participated in programs such as the District Court CM/ECF Working Group, New Supervisor's Development Training, Train the Trainer, Foundations of Management, and is a 2012 graduate of the Federal Court Leadership Program. The courses she has taught for the Federal Judicial Center include: Workshop for New Court Trainers, MEET on Common Ground, Dealing with Difficult Situations, and Personality Temperament Instrument (PTI) Real Colors. Lisa completed both her Bachelor of Arts degree and Master of Public Administration degree at the University of Illinois at Springfield.

KATE TOTH - MSU: Visioning and Strategic Planning

Kate Toth has worked nearly ten years in the Federal Courts. She began her career with the U.S. Bankruptcy Court for the District of Columbia as a Case Administrator. She then joined the U.S. District Court for the Eastern District of Virginia as a Courtroom Deputy in March 2010. Beginning in 2013, Kate became Executive Assistant to the Chief Judge of the Federal Circuit. While at the Federal Circuit, she served as Acting Chief Deputy of the Clerk's Office, from September 2013 through December 2013. She also served as Judicial Assistant to Circuit Judge Kimberly A. Moore. Kate currently serves as Courtroom Deputy to Chief U.S. Magistrate Judge Susan E. Schwab in the U.S. District Court for the Middle District of Pennsylvania. Kate earned her Bachelor of Arts Degree in American Studies with a minor in History at Pennsylvania State University, her Paralegal Certificate at George Mason University, and her Masters of Science degree in Criminal Justice with specialization in Judicial Administration at Michigan State University.

KATHI TORRES - NextGen is Ready, Are You?

Kathi Torres is a Courtroom Deputy to Magistrate Judge William I. Garfinkel in the District of Connecticut. She has been with the judiciary for nine years and has held various positions during that time which have given her a well-rounded understanding of our procedures and computer systems. She holds a Bachelors of Arts in Forensic Psychology from the City University of New York at John Jay College of Criminal Justice, is a graduate of the Federal Court Leadership Program, and has most recently, completed her 1L year of law school. Kathi is the mother of two wonderfully smart and spunky girls. When she manages to get a free moment she enjoys spending time with her friends and family, practicing yoga, and working on whatever her latest project is. Currently, she is working on writing a children's book, inspired by her daughters, in an effort to promote Puerto Rican culture and diversity in children's literature.

KELLY VAN DYKE – ADR Case Management

Kelly Van Dyke is the CM/ECF Administrator for the Western District of Michigan. She has been with the District Court for 32 years, starting as a docket clerk, and advancing through numerous positions. Kelly led court operations through the major transitions from paper docketing to ICMS, and again as an early adopter (Alpha court) of CM/ECF. Since 2004, Kelly has focused on CM/ECF, innovations, and court-wide projects, and is always seeking efficiencies for court processes. Kelly is married and has four sons, a daughter in law and granddaughter who keep her busy. When she's not attending to them or glued to a computer, she enjoys gardening, boating, landscape and interior design.

GARY WENTE – Professional Video and the Courts. Tell Your Story

CEO, CourtMedia, LLC - Chicago, Illinois. Former Circuit Executive, United States Courts for the First Circuit, Boston, MA. Deputy Circuit Executive, Tenth Circuit, Denver Colorado. Operations Manager and Attorney,

U.S. Court of Appeals for the Seventh Circuit, Chicago. Executive Producer, Empire Productions, Inc., Chicago.

JO-ANN WILLIAMS – Who’s Got Game?

Jo-Ann Williams is the Supervisor for the Administrative Assistants at the U.S. Court of Appeals, Third Circuit, Legal Division. Jo-Ann understands the importance of Career and Professional Development training. In 2011, Jo-Ann created her own career development plan. She then acquired the skills necessary to move to the next level in her career and was promoted to a supervisor position at the Court after being an administrative assistant for many years. She continues to develop her career within the Court by participating in The New Supervisor’s Development Program, The Management Development Program, Workshop for New Court Trainers and attending FCCA Conferences. Jo-Ann also participates in career and professional development events outside the Court and mentors adult students making career transitions. In 2013, after sharing her dreams, career goals and the many challenges she faced pursuing her career, Jo-Ann received a “Women in Leadership” Award from Peirce College, her alma mater. She truly believes that if you allow yourself to dream, take time to invest in yourself, set goals and take action, each individual has it within himself or herself to have the career they have always wanted. Only those who risk going too far can possibly find out how far one can go . . . (T.S. Eliot) Education: Bachelor of Science in Paralegal Studies, Peirce College. Professional Associations: FCCA Member of the Education Committee; Peirce College Alumni Association – Former Board Member and Former Chair of Career Development Services; Philadelphia Association of Paralegals – Former Board Member and Former Editor of The Philadelphia Forum.

ROBERT WOLKEY – Introduction to Sharepoint; Building a Sharpoint Workflow

Automation Specialist for Eastern District of Washington for 20 years. Includes trainer of MS Office, Acrobat, SharePoint, etc. for employees and CM/ECF for attorneys.