

DAILY LIFE OF A CASE ADMINISTRATOR

Review of the Following:

- New Cases
- Appeals
- Pleadings
- Claims
- Proposed Orders

Latonia Isom,
Case Administrator

[Presenter: Latonia Isom, Case Administrator]

Let me tell you a little bit about our Court:

We have four case administrators and one Court Operations Specialist who also performs case management functions. In addition, she provides assistance and answers case related questions for all the case administrators.

All case administrators are responsible for reviewing and performing quality control of the following:

- New cases
- Adversary proceedings
- Miscellaneous cases
- Appeals
- Pleadings and claims that are filed in CM/ECF to ensure they are in compliance with the *Federal Rules of Civil and Bankruptcy Procedures* and our courts Local Rules and practices.

Case Administrators are responsible for the progression and quality control of cases through the bankruptcy system from opening to closing of the case.

Daily Work Flow Process:

- Review emails, faxes, voicemail messages and then act upon
- Review proposed orders and submit to chambers
- Front desk duties including answering phones, assisting customers at the front counters, cashiering, handling copy work requests, retrieving cases from archives, etc.
- Docket signed orders from Chambers
- Perform quality control of all pleadings filed in CM/ECF
- Follow up on cases that have deadlines set
- Review various reports to ensure cases are processed timely
- Write and update procedures
- Docket paper pleadings received from pro se debtors and through the mail
- Provide assistance as needed to chambers and the clerk's office
- Other duties as assigned

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Case administrators are responsible for the timely progression and quality control of cases from the opening of the case to the closing of the case.

Their daily work flow processes include the duties listed on the slide, such as:

- Review emails, faxes, voicemail messages; and then act upon them accordingly
- Review proposed orders and submit to chambers
- Assist customers at the front desk by answering their questions [without giving them legal advice], and receive, scan, and file paper pleadings in accordance with established procedures
- Paper pleadings that are received in the mail are also filed, scanned, and then processed
- Answer phones
- Docket signed orders from chambers
- And other duties as assigned

We also participate in special events like our annual Constitution Day program, assist with WebEx classes like this one, write articles for the *Bankruptcy Advisor* newsletters, test CM/ECF changes, and assist in other areas as needed.

“Fast is fine, but accuracy is everything”

~Wyatt Earp

Case Administrators are responsible for ensuring that all documents filed are in compliance with the Bankruptcy Code, Rules, and Local Rules.

- Submission Error Notifications or Corrective Entry Notifications
- Orders Directing Immediate Compliance
- Orders to File Paper In Proper Form
- Order to Show Cause
- Orders Striking Document
- Orders Denying (as directed by chambers)
- Proposed Orders are returned if they fail to comply with the basic review as outlined at on the FLNB Website under Proposed Order Guidelines.

Failure to act upon a notification of error can result in the delay of the case and/or possible dismissal of that case.

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This quote by Wyatt Earp is one of my favorites: “Fast is fine, but accuracy is everything.”

This is so true when it comes to pleadings filed within our court because case administrators must review all pleadings filed in CM/ECF for accuracy and are required to document errors using:

Submission Error Notifications, Corrective Entries, Order Directing Immediate Compliance, or other types of orders.

It is very important to correct the action when Submission Error Notifications and/or other Error Management Tools are sent to the filer.

****Failure to act can cause a delay or possible dismissal****

Another area where case administrators ensure accuracy is to provide a cursory review of proposed orders in accordance to the Proposed Order Guidelines found on our website before forwarding to Chambers for legal review.

Where can I find the name of the managing case administrator?

U.S. Bankruptcy Court
Northern District of Florida (Gainesville)
Bankruptcy Petition #:

Assigned to: Judge Karen K. Specie
Chapter 13
Voluntary

Case Manager: **Latonia Isom**
Date filed: 08/07/2017
341 meeting: 11/01/2017
Deadline for filing claims: 12/06/2017

Lisa - Court Operations Specialist
Ann, Carolyn, Libby, and Latonia - Case Administrators

Case Administrators always strive to follow the mission of our court:
“ To administer justice fairly while providing excellent assistance to those we serve.”

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Have you ever asked the question *Who is the case administrator assigned to cover this case?*

The managing case administrator of a case can always be found in the top right side of the docket. [See example on the slide where the arrow is pointing]

Lisa, Ann, Carolyn, Libby, and I are always willing to assist you with your questions or if you need to know what docket event to use – PLEASE CALL- 850-521-5001.

In conclusion, case administrators handle a great responsibility and always strive to follow our courts MISSION STATEMENT:

“ To administer justice fairly while providing excellent assistance to those we serve.”

QUESTIONS

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If you think of questions later... please call me
at 850-521-5012 or send an email to
Latonia_Isom@flnb.uscourts.gov