



# THE MARSHALL CHRONICLES

## Marilyn O. Marshall: Up Close and Personal

Who is Ms. Marshall? Do you know Ms. Marshall yet? Or, are you bold enough to say you think you know who Ms. Marshall is?

We all had our perceptions. Some were just flat out wrong. Some were made true. And then, there are those yet to be determined. But regardless, the question still remains: Who is Ms. Marshall? Well today is your lucky day, stop the guessing and the indiscreet office huddles, Ms. Marshall tells it all, or at least some.

Born on June 11th to Ozell Marshall and Leatrice Hogan, Marilyn Ozell Marshall made her world debut. Alexandria, Louisiana became her home, shared with three other siblings. She was the third of four girls. The girls included Linda, Wanda, Marilyn, and Eddriene. Today unfortunately, Eddriene is her only surviving sibling. Yet the family has grown with the addition of six beautiful and handsome nieces and nephews — London, Verricha, Sherroid, Monique, Timothy, and Quanza — whom she loves dearly.

Like anyone else, a lot of the person we see in Ms. Marshall today was developed in her early years with her parents. Not afraid to admit she is a daddy's girl, Ms. Marshall says she gets a lot of her traits from her father. Specifically, she says it's the quiet and observant nature of her father that she has along with his strong work ethic. And yet, she says her mother has had a great impact as well by being very frank with her. Ms. Marshall says her mother is very out spoken and a direct person.



Ms. Marshall takes a moment from her busy schedule for a photo op.

Ms. Marshall attended Northeast Louisiana University for her bachelor's degree in Business Administration. Directly following graduation, she entered Southern University School of Law for a three-year program. Upon completion, Ms. Marshall became employed as a staff attorney for Legal Services in Waco, Texas. Then she went on to become the Vice President at Paul Quinn College in Dallas, Texas. Of all of her positions, it was this particular administrative position that truly fostered the type of management and leadership skills we see in her today. It was here where Ms. Marshall gained a wealth of financial and leadership experiences. During her eleven years with the college, she enjoyed and learned from the interaction with the student body as well as auditing and maintaining the financial structure of the school. From the legal stand point; it was her position as Vice President/General Counsel for the Information Technology & Credit (ITC) firm in Houston, Texas that benefited her most. There she was also exposed to the bankruptcy arena as well as problem and resolution management.

But even though her times at ITC were wonderful, Ms. Marshall still had her eyes set on higher sites. Those goals brought her to enter the U.S. Trustee's candidate search. Of the process, Ms. Marshall reflected on the one thing that in these five months has remained at the forefront: her 30-60-90 day strategic plan. Though used as part of the selection process, Ms. Marshall has maintained this plan with an honest and diligent strategy to see it accomplished.

Up Close and Personal (cont. from page 1)

It has been the guideline and stepping stone for her assessment of the office. And so far, she says she has not strayed from it.

As trustee she hopes to accomplish the following:

- ☞ Providing accurate and timely financial reports to the U.S. Trustee Office
- ☞ Encouraging legal staff to identify serial filers and pursue avoidance actions in appropriate cases
- ☞ Improving office communications
- ☞ Providing stability to office
- ☞ Improving employee morale
- ☞ Promoting perceptions of fairness
- ☞ Improving efficiency and effectiveness

When asked where she sees herself in five years Ms. Marshall responded, "Being one of the best trustees in the country." She said that she is here to stay. So in terms of the 30-60-90 day plan objectives – that is just the beginning. In order to get this office to where it needs to be in the next five years (because she said we will be right at the top with her), assessments and reassessments will be a must.

Interesting enough, she says she would like to pattern her trusteeship after the Willie Bank's trusteeship in Alexandria, Louisiana. She feels that he is currently one of the best in the country. And even though he is not her officially assigned mentor, he has become one to her.

Consequently, she says all of her successes so far with this office she shares with him.

As far as further inspirations, Ms. Marshall said that she gets her inspiration from within. This is something she truly believes. Of course, her parents had a huge impact by instilling the values and morals that she holds dear today – a strong work ethic, being your best at all times, and never forgetting from where you came. But in terms of looking outward for some essence of strength, it's never happened for her. She draws from within and is grateful for this ability. Every morning she awakens with a prayer and a thought of thanksgiving in her mind, first thing.

The things most important to Ms. Marshall are her family, job, and future. She loves her family deeply. And she is always in contemplation of her future. But especially, right now, her job has taken the number one priority in her life. She wants to be the best that she can be and that means full commitment. So while she says she loves to partake in leisurely reading, her evening reading mostly involves the Trustee handbook for right now.

Outside of office matters, Ms. Marshall can be found out enjoying Chicago's museums. And of course, its famous Michigan Avenue. She absolutely loves Michigan Avenue and shopping in general. But what really overwhelmed her about this city was how one street could contain such a wide variety of her favorite stores and restaurants. She also enjoys home decorating. And once she is settled into her position, she has some other objectives too. She has family here that she has never met. She is still looking for a church home. And, as she did in Houston, she wishes to join some civic organizations. In Texas, she was involved with the Girls Scouts of America, as well as served on the Board of Directors for the Family Abuse Center.

Well do you feel like you know Ms. Marshall a little bit better? How would you describe her? Still not quite sure, well see if this helps.

Ms. Marshall would describe herself, if asked, in one word as either energetic or enthusiastic. Her sister Linda would have said she was a true Gemini, the two sides and all. Her roommate Jennifer at Northeast would have said that she was hard working and slept a lot. Vernon Thomas, from Southern, would have said she was hard working and totally committed to all things in her life. At Paul Quinn, Dorothy Glenn would have said she's not the easiest to work for but she is the most fair. And her boss at ITC, would say she always gave 100% and you just can't help but admire her.

And, she hopes that we all may one day be able to say... she had a fair and positive impact on this office.

Amanu Nwaomah

<b>The Marshall Chronicles</b>	
<b>The Editorial Staff:</b>	
Amanu Nwaomah, Cheryl Jones, Shanika Thomas, Santricia Teat, Karen Barron, Nicole Robertson, Joanne Coshonis, Robin Dirksen and Dave Latz	
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Did you Know...

**Health Insurance**

Blue Cross Blue Shield of Illinois has updated their formulary drug listing for 2002. This is a preferred listing of drugs selected by a panel of physicians and pharmacists. If you need information about whether a drug prescribed by your physician is supported by the panel, you should log on to the Blue Cross Blue Shield of Illinois web site at [www.bcb-sil.com/pharmacy/](http://www.bcb-sil.com/pharmacy/).

Your prescription co-payment, provided your pharmacy is in network, will be based on the brand type: \$5 for generic, \$10 for formulary, or \$25 for non-formulary.

If you have any questions regarding your prescription drug benefits, call Blue Cross's prescription drug department at (800) 423-1973.

Coming Soon...



# HR

**Work Schedules**

Non-exempt full and part time employees now have an opportunity to elect an arrival time on the quarter hour between 8:00 AM and 9:00 AM. This change will allow employees to choose an arrival time of 8:00, 8:15, 8:30, 8:45, or 9:00 AM. Employees who are interested in this option must revise their

work schedule, ensuring that their hours for the workweek total to 37.5.

Interested employees should obtain a blank copy of the Schedule Request form from the human resources administrator and submit a revised work schedule to their manager for approval no later than Friday, February 1. The manager will make a copy for his/her file and present the original to the human resources administrator for record-keeping purposes.

New schedules will become effective on Monday, February 11, 2002, which is the start of a new pay period.

Robin Dirksen

**Quick Tips**

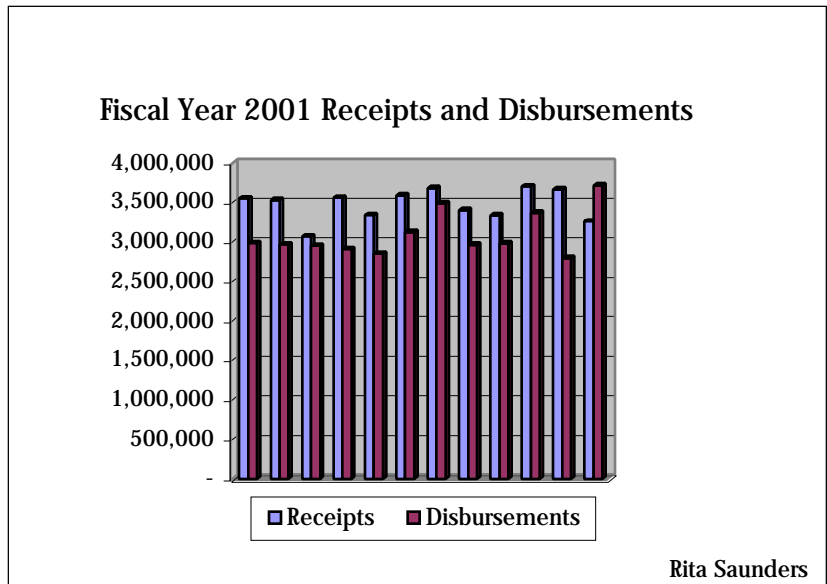
**Money Tips**

Next time you go grocery shopping, do it alone. Taking along a spouse or kids can lead to more impulse shopping. You will also find that it takes less time. And if you are using coupons or doing comparison-shopping of prices, you will be able to concentrate better without all the distractions.

**Home Tips**

Take a moment to do a home safety check. Go through all of your cabinets and closets and make sure that there are no hazardous substances that are accessible by children. Most products today are required to be labeled. If you see the words "Poisonous," "Danger," "Warning," or "Caution," be sure to place these out of the reach of children.

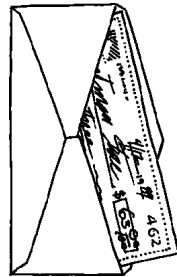
	Receipts	Disbursements
October	\$3,550,734	\$2,983,688
November	3,530,645	2,967,363
December	3,074,193	2,951,333
January	3,559,048	2,911,826
February	3,339,344	2,845,187
March	3,586,148	3,127,623
April	3,686,357	3,488,216
May	3,400,106	2,965,425
June	3,335,530	2,979,252
July	3,705,111	3,367,636
August	3,666,380	2,794,810
September	3,258,875	3,718,151
<b>Total</b>	<b>\$41,692,471</b>	<b>\$37,100,509</b>



## Chapter 13 Financial Managers to Meet Here in January

On January 28th the financial managers of the various Chapter 13 Trusteeships in our region (Region 11) will converge here in our office to discuss various financial issues and duties that affect the Chapter 13 Trustee. It is our hope that by getting together we can come up with some innovative solutions to the challenges we all face. The attendees are:

- ☆ Carol Fox, Glenn Stearns' office, Lisle, Illinois
- ☆ Carol Plourde, Lydia Meyer's office, Rockford, Illinois
- ☆ Cherie Kuczynski, Thomas King's office, Oshkosh, Wisconsin
- ☆ Kim Kehl, Tom Vaughn's office, Chicago, Illinois
- ☆ Mark Harring, William Chatterton's office, Madison Wisconsin
- ☆ Mary Josten, Louis Jones' office, Milwaukee, Wisconsin



And of course, Rita Saunders and I will be there too. Please make everyone feel welcome!

Nicole Robertson

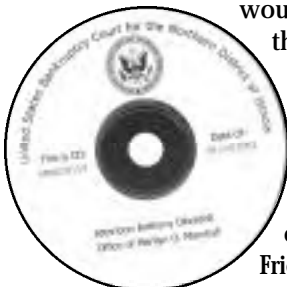
## Case Status Updates

After a petition is filed how does the case status get updated to reflect the §341 meeting date?

The bankruptcy court sends our office a CD everyday that contains §341 and confirmation dates for new petitions that were filed with a plan. This CD also contains the debtors' discharge date, trustee final report and claim information. Prior to this CD, information was sent to our office by e-mail but alas a wonderful programmer named Sandra created a program that allows the CD to be imported at our convenience.

Occasionally you will see a duplicate docket entry for the §341 or confirmation date. This occurred because the court sends a notice every time there is a change to the plan and would duplicate the information on the CD. A filter was recently added to the import program, which will keep this from happening. The CDs are usually imported once a week, so a case filed on Monday will not have the status or docket entries updated until Friday of that week.

Rosalind Lanier



## Disbursement Week

Why do we log off CaseNET : 5:00 pm on Monday and Tuesday of disbursement week?



As you know, we disburse monthly to creditors on the third Friday of every month.

On Monday, the first day of disbursement week, we run the job called "Monthly Creditor Interest and Allocation." This job selects cases that are confirmed and have "OK to allocate" set to "YES". It moves money from the allocation and fee reserve "buckets" in the case to the allocation and fee reserve "buckets" in the claims.

On Tuesday, the second day of disbursement week, we start the job called "Monthly Creditor Disbursements." This job is made up of 10 steps. The first three steps (selection, review and create work records) run on Tuesday night. This job selects claims that have money in allocation reserves that are set "OK to disburse" and creates disbursement items. These disbursement items are work records that the Financial Department reviews over the course of disbursement week. The items will go out as EFTs (Electronic Funds Transfers) on Wednesday or as items on a check printed on Friday.

The reason we need you to log out of CaseNET at 5:00 pm on both those days is so that data can be backed up before these jobs run. The movement of money is a critical job and we insure that our data is safe by backing it up first.

Sandra Pillar

## January & February Birthdays, Service Anniversaries and Other Notable Dates

- Happy 12th Anniversary to **Karen Barron** on January 2nd!
- Happy Birthday to **Eileen Kilkelly** on January 5th!
- Happy 15th Anniversary to **Rosalind Lanier** on January 5th!
- Happy 1st Anniversary to **Juliana Jones** on January 16th!
- Happy Birthday to **Darlene Odom** on January 21st!
- Dr. Martin Luther King Jr. Holiday** on January 21st.
- Model Plan Training** on January 25th.
- Happy Birthday to **Tanto Hidyongrat** on February 3rd!
- Happy 2nd Anniversary to **Estela Garcia** on February 3rd!
- Happy Birthday to **Santricia Teat** on February 5th!
- Happy Birthday to **Graciela Cardona** on February 8th!
- President's Day Holiday** on February 18th.
- Happy 10th Anniversary to **Patti Brower** on February 25th!
- Happy Birthday to **Jay Tribou** on February 27th!

## New Year's Resolutions: How to Make Them Work For You

Right now, if you pay attention, you can still see people trying to be resolute about their resolutions. There are a couple people staring miserably out the windows of their offices, wistfully watching the happy holdout smokers. There are the gloved and hatted joggers, their faces red in the blistering wind, running with a determined stride. And there are, of course, the lines at the gym.

The sad thing about resolutions, though, is they rarely last beyond January. Every year we seem determined to make ourselves over into someone new – someone who's smarter, networks with more people, and has fabulous abs and weighs less.

Have you thought of your resolutions yet? Need some ideas? Here are some of the most popular resolutions amongst our office:

- Lose Weight
- Improve Financial Situation
- Get to Work On Time
- Improve Spiritual Life
- Get More Organized
- Stay Healthy: Mentally & Physically
- Stop Smoking
- Spend More Time With Family
- Find a Balance Between Home and Work



So what do you have to remember when making your resolutions? Remember, there is no one more important in our own lives than ourselves. Too often we get caught up in a cycle of whining, blaming others for our misery, for not taking care of us, when we are not taking care of ourselves. We let ourselves get sick and burned out, even though we know how to make ourselves happy and how to keep ourselves healthy. We treat obligations to others as more pressing than the regular, important promises we make to ourselves.

So yes, this year lose weight. Practice the piano regularly. Stop smoking. But don't do it because of some resolution that, once broken, supposedly needed to wait until the next turn of the calendar to be tried again.

When we break a promise to a friend (when outside circumstances or forgetfulness make us unable to do what we said we'd do), we redouble our efforts to make it up. We make a similar promise and fulfill it or we make a bigger promise and do our best to get it done. We should do that for ourselves, too.

The point is to do what you can, rather than what you wish you could.

Amanu Nwaomah

## Additional Debt?

Phone services gets a lot of questions from debtors regarding incurring additional debt. Reviewing credit applications carefully is important, and there are a lot of criteria that must be reviewed before a decision can be made. In order to help phone reps, we'd like to list the basic criteria that Shanika looks for: The case must be confirmed for at least six months, the debtor must be current or on payroll, and their purchase must be reasonable. For example, they can't ask to purchase a 2002 Ford Expedition for a monthly payment of \$700+.

Elva Valdivia-Lynch

## Model Plan Training

The legal department has been busy welcoming the model plan into existence. Over the past few months we have met with the other trusteeships covering the Chicago area to discuss model plan implementation. We are working with the other trusteeships to develop rules of interpretation to better standardize plan administration for the area. The trustees and their staffs plan to keep meeting to refine this effort. The introduction of the model plan has presented the trusteeship with many new and unforeseen challenges.

To date we have had approximately 2300 cases filed using the model plan since it became mandatory in August 2001. With the change to the model plan, we have noticed that the number of amendments in both plans and schedules has also increased significantly. This new influx of documents has presented us with a challenge but we have strived to develop procedures to keep document processing in check.

We will have an internal staff training session on January 25, 2002. Jay and I will lead the training process. Our first session will cover an overview of the model plan, the reasons behind it and some of the basic mechanics in filling it out and interpreting the various sections. Following sessions will be more detailed and will focus on how the model plan affects your work. We will break down the affects of the plan from the inception of the case through the close of the case. Our goal is to set standards and rules to be followed in specific instances. Be sure to keep specific problems to be discussed in the open forum and discussion section of our sessions. Model plan processing has taken hold and we are excited to see it develop further.



Anthony Olivadoti

## The Year 2001 in Review

The year commenced with a sense of uncertainty. Our leader, Elaine Jensen, was faced with a dreaded adversary. She courageously met her opponent and bravely fought to prevail, but her battle, although fierce, was lost and the unthinkable resulted. Elaine lost her fight against cancer on March 12th.

The acute insight and understanding of the United States Trustee, Ira Bodenstein, offered us immediate comfort. He arrived and compassionately consoled us with his calming demeanor. With great understanding and heartfelt concern he assured us that the office would have an interim leader who would support and lead us through this difficult time. With grace and ease, Dean Harvalis supported us, gave us direction and encouraged us with his admirable leadership during the interim period.



Anticipation was great. Finally, in July, our dynamic leader was appointed. A better fit could not be found. The office was most certainly ready for a little shaking up. Marilyn O. Marshall brings with her, not only the experience and all of the equipment necessary to be a good leader, but a fiery personality; a true concern and interest in each individual's

job satisfaction; a need to develop each member of her staff to achieve gratification and reach their potential; and a desire to achieve excellence in the performance of the office as a whole. Her goals are high, but her enthusiasm and overwhelming direction and support make them attainable.

To kick off the new era, the entire office participated in the Ugly Duck Cruise. One of the hottest days of the summer did not stop our staff from creating more steam than our ship could burn with some wild line dancing and of course the hoola hoop contest (no mention of winners here).



Some of the staff pose for us as they begin to board the "Duck"

Work has been fun too. Our model staff worked through a few versions of the always-in-process model plan.

SEPTEMBER 11, 2001 – Visions of terror will remain with each of us forever. Incredible losses and devastating sadness overtook us and all of our lives changed. The significance of what the world experienced that day and the way it continues to impact us can never really be understood. And we pray.

The Holidays!!!! Shop 'til we drop!!!! Ms. Marshall and her staff did what was necessary to help our weakened economy. Gurnee Mills had something for everyone and prices that no one could refuse.



Everyone was primed and ready for a day at the mall!

The year 2001 ended in an uplifting mood, as the office was transformed with the warmth of the holidays. Some remarkable staff members created a Holiday atmosphere to be envied by professional party planners. Trustee Vaughn's office joined us in celebrating the accomplishments of the year. Each office shared food, laughter, good times and prizes. Lots of happy faces, warm feelings and great expectations for the coming year.



Cheryl shows off her door prize proving Sandra didn't win them all.

Joanne Coshonis

## About Mistakes

All men make mistakes, but married men find out about them sooner.  
– Red Skelton

There is nothing wrong with making mistakes. Just don't respond with encores.  
– Unknown

If you can't make a mistake, you can't make anything.  
– Marva Collins

## A Landmark Celebration for Rosalind !

Recognized for a Service Milestone of 15 years, Rosalind Lanier started with the Trustee's office on January 15, 1987. Currently, she holds the position of Case Analyst Claims Manager. With her relaxed personality, great smile and wonderful sense of humor, Rosalind has been a mentor and teacher to many.

She has worn many hats in this office. And whatever job knowledge she has acquired through the years, she liberally passed and passes on without an impression of annoyance or irritation to others. Thank you, Roz!

Manager's Perspective: Anthony Olivadoti

"Rosalind is the first and loudest to tell you when something isn't working." (Smile)

Co-worker's Perspective: Elva Valdivia-Lynch

"She has used all of her best qualities in helping to keep the office going through all the changes she's experienced - four trustees, programming changes, new staff, and staff shortages."

Friend & Co-worker's Perspective: Karen Barron

"Rosalind is a kind and soft spoken person with a big heart. She's a great asset and resource to the Chapter 13 office. She's been a great friend in my life. I wish you the best Rosalind Lanier!!!"

Rosalind has been married for fourteen years to Eric and they have two beautiful children, Cedric and Simone. She truly believes that the highlight of her life is her husband and kids. Her favorite color is blue, favorite food is cheese-

cake, and her favorite restaurant is Red Lobster. Her personal goals for this year include learning how to play the guitar, roller skate, and possibly learning how to swim.

The most distinctive characteristic one could use to describe her would be her nonchalant attitude. Here's just one example of one of those telling moments:

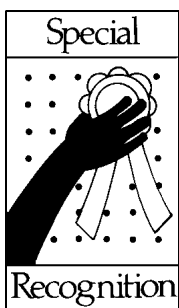


Congratulations Rosalind on providing 15 great years of service!

It was a beautiful sunny day and Roz decided to go out for lunch. She had gotten a submarine sandwich and on the way back accidentally dropped it. People unknowingly walked by and kicked the sandwich to and fro down the sidewalk. However being the person that she is - not wanting to waste food, Rosalind chased the sandwich down the street. She proudly brought this sandwich back to work and ate it for lunch. But most importantly, thinking that nothing was wrong with the whole scenario, she freely repeated the story to anyone who would listen.

She has also been described as a person who likes to get the job done and to get that job done well. Rosalind lives up to that expectation every time. And it is with that commitment, that we feel honored to recognize her for her dedicated labor. Thank you, again.

with contributions from Karen Barron and Juliana Jones



## Employee Recognition Committee Update

The office will be able to vote for the January and February Employee of the Month. Employee of the Month nomination forms will be given to employees by February 1st and all nominations will be due back to Lavone by February 7th. The Employee Recognition Committee

will share more information with the staff on the criteria required for being nominated for award recognition and what type of reward the employee(s) can receive at a later date. Our committee enrollment will be closing out on January 31st. This will be your last chance to join.

Juliana Jones

## Famous January Birthdays

If you were born in January, you're in good company!

Morris Chestnut  
 Elvis Aron Presley  
 Bob Eubanks  
 Jackie Robinson  
 Ernie Banks  
 Alexander Hamilton  
 Minnie Driver  
 George Benson  
 Justin Timberlake  
 Naomi Judd  
 John Carpenter  
 Kim Coles  
 Debbie Allen  
 Mary J. Blige

Sade  
 Ron Harper  
 Jody Watley  
 Joe Frazier  
 Roy Jones Jr.  
 Howard Stern  
 Kate Moss  
 Kirstie Alley  
 Lisa Lisa  
 Robert Duvall  
 Regina King  
 Diane Keaton  
 Dr. Martin Luther King Jr.  
 Wolfgang Amadeus Mozart

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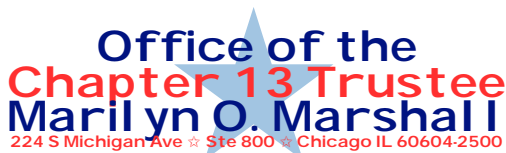
If you would like to contact us or submit ideas or articles for the newsletter you can do so by:

- ✓ e-mailing us at newsletter@chi13.com
- ✓ dropping your submission or idea in the anonymous newsletter folder located in the mail room, or
- ✓ leaving them with Amanu

Please remember when making a submission to the newsletter, it must be:

- ✓ type-written and
- ✓ submitted by the 3rd Wednesday of the month via e-mail, a Word document or an ASCII file and
- ✓ submitted to the appropriate committee member (see the article inside)

We also ask that anyone who goes to a seminar please be prepared to furnish the committee with a detailed article on its subject. In addition, each edition of the Chronicle will be available on our website, <http://www.chi13.com>.



Memories 2001: The Best and Worst

**“The Worst”**

Elaine Jensen’s passing  
The attacks of Sept. 11th

**“The Best”**

The office summer social  
Ms. Marshall’s arrival  
Our bonus checks  
The boat cruise  
The Christmas party

Well, I guess it’s a good thing that we have more good memories than bad. Oh, there was one more thing that was mentioned a couple of times. It was some people’s worst. However, there was one individual who said it could go for their best. Why? Because, they got a ride to work that day. What could that memory be?

*The rain storms that caused floods around the city and left the entire office soaked from head to toe one fall morning.*

Office Notables

Best Smile

★Cheryl ★Robin

Best Dressed

★Shanika ★Cheryl  
★Ms. Marshall

Office Comedian

★Sandy ★Shanika

Most Talkative

★Shanika ★Amanu

Most Spirited

★Amanu ★Lavonne

Most Organized

★Jay ★Sandra

Most Serious

★Robin ★Sandra  
★Darlene

Most Dedicated

★Robin ★Patti ★Amanu

Most Tactful

★Robin ★Roz

Most Generous

★Rita

Pack Rat

★Tonya ★Patti ★Dave

Food Collector

★Allison ★Tanto

Best Personality

★Carlos ★Patti

Notable Laugh

★Nicole ★Angie

Quietest

★Estella