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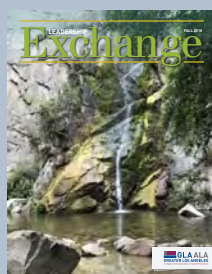
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- Improve the quality of management in legal services organizations;
- Promote and enhance the competence and professionalism of legal administrators and all members of the management team; and
- Represent professional legal management and managers to the legal community and to the community at large.

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SUSTAINABILITY

LAW FIRM SUSTAINABILITY: Creating a Robust Sustainability Program 10 Elements of Highly Effective Programs by Gayatri Joshi.....	8
---	---

INTERNSHIPS

CONSTITUTIONAL RIGHTS FOUNDATION AWARD by Tanya Russell	21
--	----

CHAPTER EVENTS

GLA ALA MANAGING PARTNER MEETING LUNCHEON by Tammy Kerigan.....	16
CHAPTER MEETING RECAP JULY 10, 2018 by Helen Youngblood, PHR.....	18
BUSINESS PARTNER APPRECIATION YACHT CRUISE by Helen Youngblood, PHR.....	26
CHAPTER MEETING RECAP SEPTEMBER 11, 2018 by Helen Youngblood, PHR	34
CHAPTER LEADERSHIP INSTITUTE by Michelle Campbell	36
2018 FOOD FROM THE BAR CAMPAIGN by Terri Oppelt.....	41

THANK YOU BUSINESS PARTNERS

WHERE WOULD WE BE WITHOUT OUR BUSINESS PARTNERS? by DEBRA GRAY & LAURA WHIPPLE.....	15
---	----

IN EVERY ISSUE

President's Message	6
Editor's Note	7
Business Partner Spotlights	22, 24
Section Recaps	28
New Members & Member Updates	30
New Member Spotlight	31
Member Spotlight	32
Past President Spotlight	33
Member Survey Questions	38-40
Board of Directors	42-44, 46-47
Region 6 Officers	47
BP Index	49

COVER STORY

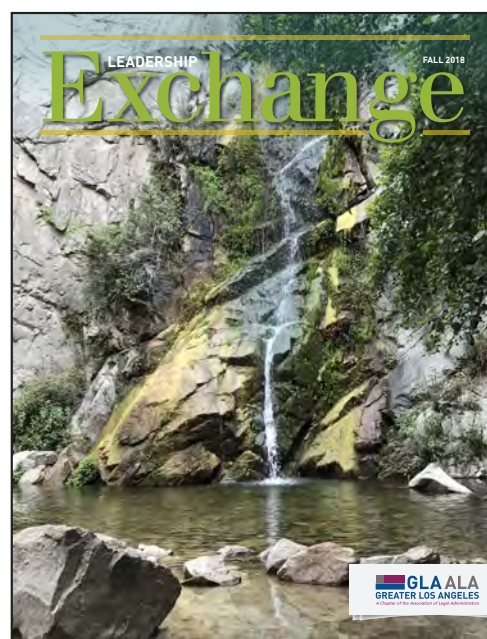


Photo of Sturtevant Falls in Los Angeles





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As we enter autumn of 2018, we reflect on a busy and fulfilling year that has gone by all too quickly. We have had some wonderful GLA ALA and ALA events, with highlights like the ELF Conference, the Annual Conference in National Harbor, the CLI conference in Denver, the BP Appreciation Yacht Cruise in Marina del Rey, and most recently, the 11th Annual Justice Jog event benefitting CASA/LA.

There is always so much going on in our work and in our personal lives that we sometimes lose sight of the importance of taking time off to rest and recharge our batteries. I know that holds true for me. I take the occasional long weekend, which can be nice, but to have a real vacation, I need at least a week off and away from my usual routine.

I went to Australia in early September with my brother and oldest nephew. This was the first true vacation I had taken since I went to Guatemala back in 2015, and this trip was fun! I knew I wanted to take some sort of vacation this year, but have thought the same past years, and then another year goes by and it doesn't happen. I often tell myself I am too busy to break away. The truth is it will always be busy, and there is never a perfect time to take a vacation. Things will always get in the way, and we make excuses, and we can always dismiss it as being too difficult. It then goes on the backburner, and next thing you know, another year has gone by with no vacation.

Taking time off is actually therapeutic and rejuvenating, and we come back more focused and energized! Also, sometimes we go so long without taking time off that we can cap on accrued time and lose it. And while there may be a partial cash-out provision available, vacation time is meant to be taken and enjoyed.

When I heard that the non-stop flight from LAX to Australia would take 14 hours, I was blown away. While I was able to sleep on the plane, I never did get used to the time difference, which is 15 hours ahead. Upon waking up in the morning, it was early afternoon in LA the day prior. I must admit, while I did set up an out-of-office auto-reply on my email and voicemail, I did check email a few times throughout the day, usually first thing in the morning, around lunchtime, and in the evening. To have my face in my

iPhone throughout the day would not have been a vacation!

Highlights of the trip included going to a wildlife refuge park, where there were animals such as koala bears, kangaroos, and dingoes. They also had a sheep shearing demonstration!

My nephew loves to surf, and bought a used surfboard to use and keep throughout his stay there. He caught some great waves in an area called Surfer's Paradise. The ocean water and waves were beautiful. The season was winter while we were there, but to me, it felt more like mild summer weather. The daytime temperature was typically 75 degrees, and it only rained once, which did not dampen our fun!

We also went to Sea World, which was very nice. I have not been to Sea World (San Diego) in probably 20 years, so it was interesting to see how they have changed the attractions to be more nurturing of the sea creatures, and how their environments are more like being out in ocean waters.

We also went to Mount Tamborine, which was about an hour from where we were staying in Southport. We had a fantastic lunch at a brewery, and there were some great hiking trails, with stunning flora and fauna. The people we met throughout our trip were so friendly, welcoming, and genuinely helpful and gracious.

As is usually the case with vacations, it went by very quickly, and next thing I knew, it was time to pack up and head back home. Unfortunately, neither my brother or I were able to sleep much at all on the plane heading back. It was all I could do to stay awake on the Uber ride back home. I immediately took a nap upon arrival. All in all, it was a great trip, and it was easy to get back into the swing of things once home.

I would absolutely go back to Australia, and I highly recommend it. I haven't started thinking about where to travel next year, but I will work something out soon. If you don't plan it, then you can't do it! ■
G'day for now!



Surfer's Paradise, Gold Coast
Towers along beach



Paradise Country Theme Park
Oxenford, Queensland



Paradise Country Theme Park.
Oxenford, Queensland



Surfer's Paradise, Gold Coast



Coolangatta - Rainbow Bay

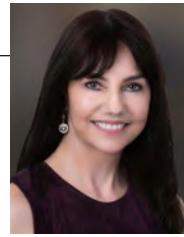


Brother, Steve, and
nephew, Nathan



Paradise Country Theme
Park. Oxenford, Queensland





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“The single biggest problem in communication is the illusion that it has taken place.” – *George Bernard Shaw*

I wonder how many times this has happened to me without my even realizing it. Not necessarily because I failed to state what I wanted to say, but because I believed I successfully communicated simply by speaking when I wasn't even close to getting my message across.

Communication is generally defined as the exchange of information between two or more individuals, but such exchange can be meaningless if not effective. Effective communication consists of not only sending an intended message, but also that the message was received and understood by others.

I've noticed I missed my mark sometimes trying to communicate. I can see it on other peoples' faces – looks of confusion or blank stares. But at least I know the communication was unsuccessful so I can try again. Then, I've stumbled trying to explain myself, or, worse yet, re-explain myself, only to make it worse. Wouldn't it be nice if communication could be flawless -- if we could just say what we mean and have it understood exactly the way it was intended? Or, better yet, if communication was without bias, or prejudice, or hatred. I would love that world. But back to my original rambling.

I would love to clearly express myself in all of my communications without the risk of misinterpretation -- whether I am transmitting data to a boss or colleague, sharing a feeling with a loved one or friend, or telling a funny story (I never get the punch line right!). But unfortunately, this is not always the case.

We are taught that communication serves five major purposes: to inform, to express feelings, to imagine, to influence, and to meet social expectations. In an organization, communication expands into planning, organizing, leading/motivating and controlling. But how often do we achieve these purposes? Do we try to make our messages understandable to others or are we more interested in just being heard? It seems that sometimes the purpose of communication can get lost and

turn into an excuse for someone to talk endlessly about their problems without any proposed solutions in sight or relief for an unsuspecting captive listener.

Good communications skills are key to developing (and keeping) professional relationships and friendships, and to building strong professional and social support networks. Unfortunately, not all people are born with good communication skills. However, like many other skills, they can be learned, often through trial and error and repeated practice. I know this because I've made my share of mistakes. If you've been in a room with me, you know this too!

To make matters more complicated, non-verbal communication is as important as our verbal communication and can convey messages we may or may not intend. Pete Smith, author of *Dare to Matter: Choosing an Unstuck and Unapologetic Life of Significance*, will be speaking at this year's Employment Law Forum 2019 (ELF) on "What's Not Being Said Needs to Be Understood" and how our body language says even more than we ever thought it did. If you haven't been aware of what your body's been saying, you might want to mark your calendars for ELF now. Friday, February 8, 2019 at the Skirball Cultural Center!

So, if we are communicating even when we don't even know we are through our body language, how powerful then does that make the spoken word? How careful do we need to be? I would submit that we can't be careful enough. A lot can be at stake. But, by the same token, we can't control everything. I think the key is mindfulness. In all things. Be aware of others' reactions. Think about likely perceptions and expectations. Clarify as necessary. Perhaps that can help reduce any illusion (or delusion) of communication.

“Mindfulness isn't difficult, we just need to remember to do it.”
– Sharon Salzberg ■



Law Firm Sustainability: Creating a Robust Sustainability Program 10 Elements of Highly Effective Programs

By Gayatri Joshi



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Sustainability has become more important than ever before. From changing weather patterns leading to droughts and floods to soil contamination and air and water pollution, most organizations realize the impact of the world's significant environmental challenges on our ecosystems, economy, security, and quality of life. In growing numbers, companies like Patagonia, Walmart, and Reebok are aligning with sustainability and corporate social responsibility (CSR) regimes and have been developing robust sustainability programs. Law firms are following suit by taking a hard look at reducing their environmental impact and becoming more socially responsible by focusing on operational and cost efficiencies as well as sharing values with employees, clients, and communities.

In this changing landscape, a majority of law firms believe that the outlook of sustainability is good, and that buy-in, benchmarking, best practices, and tracking information will help law firms be effective in implementing their programs, as revealed in the preliminary results of the Law Firm Sustainability Network's (LFSN) CSR & Sustainability State of the Legal Industry survey with Amity Advisory. The key to law firm sustainability is taking a measured approach, and systematically looking at firm functions and departments to learn where the biggest impacts can be made

using measurements and engagement as a guide. From sustainability assessments to paper straws to partnering, each is impactful for environmental stewardship and a law firm's business longevity.

10 ELEMENTS OF HIGHLY EFFECTIVE PROGRAMS

1. Benchmarks and Assessments

Many law firms that have created effective and lasting change, use benchmarks and evaluations for goals, justifications and future program decisions. Law firms have achieved quick wins by measuring consumption and translating it into reduced usage and cost savings. Now, an increasing number of firms are taking the plunge to address their programs more holistically. Beveridge & Diamond completed the LFSN's American Legal Industry Sustainability Standard (ALISS) assessment to conduct a comprehensive review of its sustainability practices, receiving an ALISS Silver Certification in recognition of its efforts, while discovering opportunities to expand its program. ALISS Silver firm Alston & Bird utilizes the assessment as a wish list for new office space, while Cahill, Gordon & Reindel is using ALISS to take stock of its program, formalize its undertakings, and thoughtfully address inquiring new recruits. ALISS Gold firm Nixon Peabody continually reevaluates its overall program to make efficiency improvements and innovate, including the



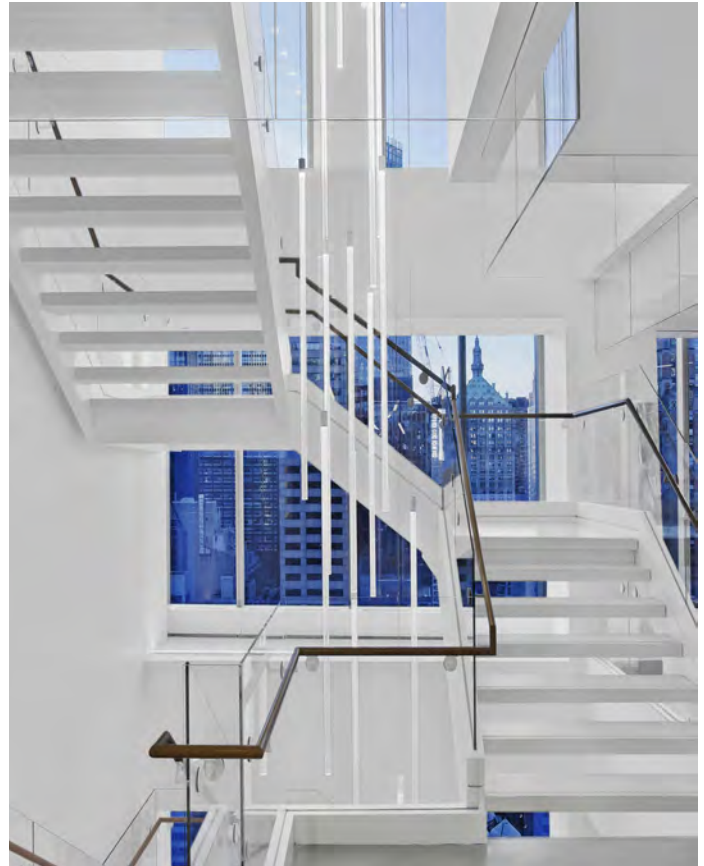
decision to purchase 100% carbon offsets for the annual air miles travelled by all firm personnel. To measure social and environmental performance, Wendel Rosen has used several tools for 15 years to gauge progress, including qualifying for B-Corp Certification, achieving the first awarded ALISS Platinum ranking, and was, notably, the first law firm in the country to earn a third-party certification for its environmental practices via the Bay Area Green Business Program.

2. Governance

Sustainability programs need framework and governance to provide effective direction for implementing initiatives. To this effect, Beveridge & Diamond has formalized its sustainability policy and Fried Frank, inspired by ALISS, is developing a formal sustainability policy to help guide the firm's programs.

Many of the most effective law firm sustainability programs are marked with senior leadership and the titles to coincide. These programs benefit from their leadership's legal skills and/or operational experience to further the program's impact. Alston & Bird possesses a Sustainability Partner, one of Beveridge & Diamond's principals serves as Chair of its Green Team, while Neal, Gerber & Eisenberg's Environmental practice group chair serves as Chair of its Green Committee. At Pillsbury, one of its Directors of Administration serves as its firmwide Director of Sustainability.

Well-structured committees allow for a rigorous approach to assess and launch new initiatives. At Cahill, efforts are coordinated by the firm's Executive Committee and



Nixon Peabody NYC 2017

environmental practice group. Alston & Bird and Beveridge & Diamond both have similar governance structures in which local office committees regularly report to the national committee to discuss progress and potential program enhancements. This structure allows the leveraging of operational and departmental know-how while keeping the momentum moving forward with employees eager to make meaningful contributions.

3. Sustainable Vendors

Choosing vendors with sustainable goods and services reduces a law firm's environmental impact and encourages vendors to continue to employ sustainable practices. Wendel Rosen works with greener printers and Beveridge & Diamond uses WB Mason for greener office supplies. Ward and Smith uses a firmwide coffee vendor that incorporates sustainability in its practices. To minimize packaging waste when catering for a crowd, Ater Wynne looks to vendors to eliminate individually wrapping food items. To further its reach, Nixon Peabody has incorporated sustainability practices in its procurement policy and gives preference to vendors that use sustainable practices.



Nixon Peabody NYC office lobby

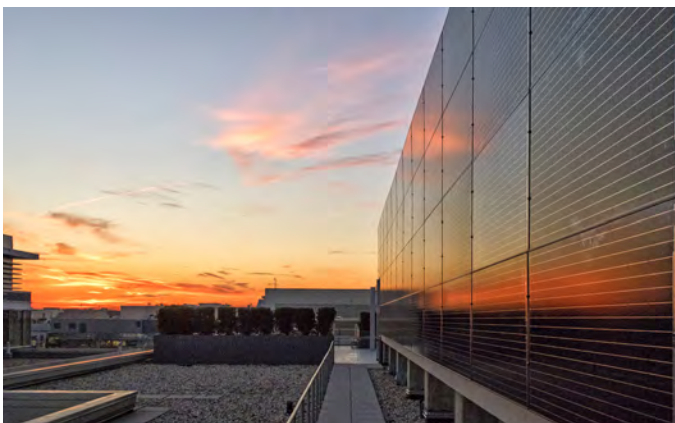




Nixon Peabody LA Staircase

4. Paper & Paperless

Law firms have made considerable strides to reduce paper consumption from advances in technology beyond that of duplex printing. Berman Fink Van Horn and Pillsbury were both able to eliminate some of their internal footprints and offsite storage by following an electronic management/paperless business model to reduce paper consumption and improve employee productivity with e-filing, e-discovery, as well as e-billing. Berman Fink Van Horn has also instituted a paperless process for opening new matters. Ater Wynne also opens all new files in electronic format. When boxes are retrieved from storage, they are not allowed back in and are reviewed for possible destruction and scanning. Neal, Gerber & Eisenberg has instituted a similar strategy, and by reducing files in storage, both firms have saved on energy, space, logistics, and costs. Addressing the sustainability of paper itself, Wendel Rosen purchases 100% post-consumer waste (PCW) recycled paper and Brand Geek uses Green-e certified, 100% PCW recycled paper.



Nixon Peabody DC Solar Panels Sunset

5. Energy

Many law firms first choose to tackle energy initiatives because of the direct impact on energy and cost savings and opportunity for innovation. At Cahill, lights in individual offices were switched to motion sensors and timers and energy intensive computer servers were reduced by 50%. Beveridge & Diamond instituted a “lights-off” policy, which helped contribute to a 10% reduction in electricity usage in its sub-metered New York office. Ward and Smith installed programmable thermostats and received an 8% energy savings. Requiring some investment, Beveridge & Diamond participates in the Green Power Partnership, purchasing Renewable Energy Credits to cover 100% of its nationwide energy usage from renewable sources. Nixon Peabody took a more holistic approach to energy efficiency, by turning to the EDF Climate Corp program where it once hired a fellow to develop an energy management roadmap. In its commitment to reduce energy usage, Fried Frank’s New York Office has joined the NYC Carbon.



Nixon Peabody LA Cafe and seating

Challenge. Kirkland & Ellis took measures to improve its data center’s energy efficiency by installing a monitoring system, upgrading the center’s cooling system controls, and merging existing uninterruptible power supply systems. Energy savings to-date are equivalent to the annual electricity usage of more than 950 homes, the annual emissions of more than 1,428 passenger vehicles, more than 7,400 tons of greenhouse gases and more than 15,700 barrels of oil.

6. Technology

Some of the biggest advances in sustainability for law firms have been made possible by technology. Cahill has virtualized 95% of its servers over the past several years.



Blank Rome implemented server virtualization some 13 years ago and has recently focused on its refresh, focusing on all flash storage and solid-state disk technologies. The firm reduced the number of physical servers from nearly 200 in 2006, to 47 physical servers (supporting 620 virtual machines), reduced the amount of electricity from 2005 by 60% in its largest data center, and significantly extended the life cycle of its computers. Manko, Gold, Katcher & Fox underwent a technology overhaul that included a transition to laptops with touchscreens. The laptops and software deployed enable users to work securely from any location, and the enhanced accessibility and ability to share information, and have reduced printing and paper usage.

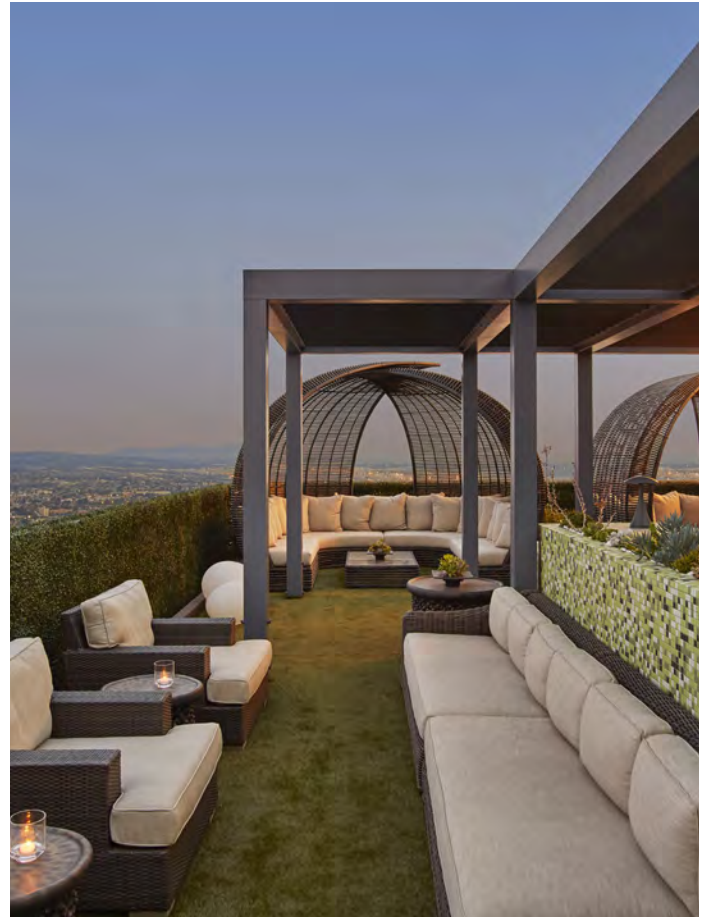
7. Building Design

Building design is undoubtedly one of the most long-lasting, effective, and impactful ways to incorporate sustainability (and wellness) as it gives the opportunity to incorporate innovative design, energy-efficient technology, and sustainable materials. Nixon Peabody made a conscious decision to pursue LEED certification for major construction projects in its spaces. Its LEED Silver Los Angeles office boasts a large rooftop deck, while its LEED Gold New York office uses reclaimed wood from the Hudson River area mills dating back to the Industrial Revolution. The firm's LEED Platinum DC office features a three-story living wall, which is watered using condensate from the HVAC system.



Nixon Peabody DC Lobby Seating

For Hunton Andrews Kurth, whose 11 of its 14 US offices are either Energy Star-rated or are LEED Platinum, Gold,



Nixon Peabody LA Rooftop at Sunset

or Silver, they also utilized “green” practices for merging the firm’s Washington and McLean offices last year. Rooms that had been used to store files were repurposed into office space. Recycled furniture was retrofitted for the new space and updated with sit-stand capability. Old “phone rooms” -- rooms that were used for making private phone calls before the advent of cell phones -- were converted into small collaboration spaces with washable walls for brainstorming and large energy saving monitors where laptop screens can be shared.

When Ater Wynne moved into its LEED Gold building office space 10 years ago, it was a noteworthy relocation with an open deck and garden terrace as well as internal spaces designed to have air and light circulation and built with sustainable materials.

Seyfarth Shaw, with LEED-certified offices in both Century City and Downtown LA, both of which offer electric car charging stations and bike parking, also each boast high



walk, bike, and transit scores. The newly relocated downtown LA office's, Figueroa at Wilshire building, is not only Energy Star-rated, but was also previously named as the Building Owners and Managers Association ("BOMA") Outstanding Building of the Year.

8.Reducing, Recycling, and Donating

Firms that consistently reduce consumption, recycle, and donate, directly reduce their environmental impact, and by doing so, demonstrate the firm's sustainability values to employees and foster greater engagement in firm initiatives and adherence to procedures. In the effort to reduce, Neil, Gerber &

Eisenberg, Hunton Andrews Kurth, and Cahill have eliminated plastic straws. Cahill installed filtered water dispensers in pantries on all floors and all employees were provided with reusable water bottles. Ater Wynne uses filtered water and glassware and installed a soda maker to eliminate plastic bottles.



Hogan Lovells DC Anacostia Watershed Society
Earth Day Cleanup

Beyond standard recycling practices and awareness campaigns, Kirkland & Ellis, to educate employees on how to separate trash into receptacles under their desks, leaves tent card reminders on desks explaining how to recycle and sort. The firm also shreds all paper, which leads to lower contamination levels, better security, and more paper being recycled instead of ending up in the landfill. Similarly, Ward and Smith uses a shred/recycle vendor and the vendor communicates to the firm its environmental savings. So far this year, the firm has saved 128 trees in its Raleigh location. Ater Wynne, to encourage recycling, eliminated individual trash bins to encourage recycling. It recycles in a central location where employees have separate bins to recycle glass, mixed paper, plastic and food, and just two bins for garbage. In Pillsbury's new LEED building, waste is sorted into wet and dry containers. Dry containers have lower levels of contamination and can be sorted and recycled at higher rates. Buckley Sandler, Wendel Rosen, and Pillsbury have initiated composting programs to reduce and recycle. To encourage reuse, Alston & Bird through its Green Corners, has a reuse center for items like pens and books so new items aren't being purchased unnecessarily.

Items that are not needed, still find purpose. Manko, Gold, Katcher & Fox donated older computers that were securely wiped clean of firm data to a local Veteran's organizations and schools in need. Fried Frank's New York Office works with City Harvest to donate excess food to emergency food programs. Ward and Smith's single serve coffee machines extracts pods into a bin and the firm sends them back to the coffee vendor in special pouches. The filter is composted, and the plastic is recycled and turned into school supplies.

9.Employee Engagement and Culture

Participation is critical in successful sustainability programs, but to really flourish it needs to be ingrained in the culture and it needs to be easy. For Alston & Bird, good firm citizenship is defined more in the non-billable hour in how attorneys contribute to the firm. Weil, Gotshal & Manges has instituted a Volunteer Time Off program for all U.S. employees. Sustainability-related volunteer opportunities are encouraged, and firm leadership regularly communicates to employees that "being green" is an important part of giving back to the community. Beveridge & Diamond keeps sustainability top of mind with activities and includes it in the onboarding process of new hires.





Hogan Lovells Mexico organic vegetable garden build

Activities like contests, particularly ones that include donations as part of the prize or end game are also part of showing employees the firm's sustainability values. Beveridge & Diamond holds a yearly photography contest during Earth Month with different themes. Winners have their artwork displayed, creating a sense of pride and community. The firm has also held an auction where employees created something from recycled materials and the funds went to a charity.

Incorporating wellness into sustainability can increase firm participation. Beveridge & Diamond and Buckley Sandler have held successful Step Challenges in their firms integrating both sustainability and wellness. Kirkland & Ellis and Neal Gerber & Eisenberg have offered Bike-to-Work week challenges. Similarly, the Cahill Green and Wellness Initiative was able to offer in cooperation with their on-site garage, free bicycle parking for those choosing to commute to work via pedal power and Buckley Sandler subsidizes bikeshare access in several of its offices.

Newsletters, short films, and Lunch 'N Learns are effective ways to educate and engage employees in sharing the firm's sustainability values. Neal, Gerber & Eisenberg writes the Skeptic's Corner in its Earth Day newsletter and Ward and Smith created an infographic to communicate the firm's efforts in reducing environmental impact. Hunton Andrews Kurth has brought master gardeners to speak, while Kirkland & Ellis held a Lunch 'N Learn with the CEO of Boxed Water Is Better and gave samples to employees. Buckley Sandler and Neil Gerber & Eisenberg screened

the film "Before the Flood." After the film, Buckley Sandler brought in a consultant to describe what it would mean to get on a path to net zero carbon emissions, as a long-term goal for the firm.

Hogan Lovells took an extra step to engage employees in a hands-on way this past April for Earth Month. The firm conducted an awareness campaign to emphasize the role that business, government, and civil society must play in ensuring responsible stewardship of Earth's resources. The campaign identified environmental challenges facing the global community by sharing facts and targets surrounding relevant United Nations Sustainable Development Goals, and suggested ideas for how their workforce could contribute to progress. With a call to action, offices were asked to undertake at least one change or initiative during the month, resulting in numerous clean-up teams who helped to eliminate trash from local waterways and contribute to sustainable development initiatives, as well as new techniques for fostering a green culture.



Hogan Lovells LA Surfrider Foundation beach clean-up

10. Collaborations, Partnerships, & Community Give Back

Firms take the most pride in initiatives that involve collaborations and partnerships to do good using legal skills, relationships, operational experience, and other firm resources. Wendel Rosen's Green Business Practice Group and Brand Geek both participate in 1% for the Planet and donate 1% of their revenues to qualified nonprofits.

Weil encourages nonprofit board service, including serving on environmental nonprofit boards, as modeled by two



LAW FIRM SUSTAINABILITY: CREATING A ROBUST SUSTAINABILITY PROGRAM

of the firm's senior partners who serve on the Board of Trustees of the Central Park Conservancy. To further deepen the relationship, the firm also encourage its employee volunteers to engage with the park, painting benches, and partaking in beautification projects.

In its 13th year, Manko, Gold, Katcher & Fox's Environmental Community Service Award recognizes and awards \$5,000 to two schools with outstanding environmental education programs in partnership with Wawa and 6abc. Not only are they recognizing schools for their important work, this program is also educating the next generation about the importance of environmental stewardship.

Nixon Peabody provides a notable example of community partnership. Formed by two firm partners, nonprofit New Partners Community Solar is supported by the firm's pro bono initiative. The NP Solar program, launched with solar arrays on three D.C.-area rooftops, distributing all of the renewable energy generated to 100 low-income families. Phase 2 of project will produce benefits for another 325 D.C. families and the program's future also includes a push to fund job training to boost area residents as they pursue employment in the energy economy.

CHANGING LANDSCAPE

As sustainability continues to become increasingly more important to clients, employees, and communities, it will become more integrated into law firm business strategy planning, not only employing for cost-cutting measures and operation efficiencies but for talent retention, client relationships and community investment. Law firms with robust sustainability programs have been seeing the value and strategic advantages in the long-term growth of the firm. As this trend continues, firms who embrace and adapt to this changing landscape will increasingly benefit and recognize new opportunities from their social investments in sustainability. ■

"Politeness is the poison of collaboration." - *Edwin Land*



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At the recent CLI conference in Denver, we had an opportunity to be reminded of how strong the bond is between our Business Partners and our Chapter. It truly is a complementary relationship. We came to a greater understanding of how deep the relationship is between Business Partner and member and what the association truly means.

Now, this may not mean that we all need all Business Partners' services at all times. As GLA members, we may not be able to give 100% of our attention to every Business Partner every time we are asked. Or can we? Should we? What kind of accountability do we have to each other? We certainly owe each other the duty of respect. The respect of humanity, civility, and kindness. We live in a polite society so we are bound by these rules of engagement. Simple rules like never interrupting and allowing one to finish one's sentence. Not being too pushy or too assertive.

But what about going the extra step? What about giving someone an extra 5 minutes of your time? What about actually helping someone with a problem or helping them with their day? If you can't use a Business Partner's services,

do you know someone who can? If you know how to get magenta toner out of a member's carpet, will you be their hero and save their carpet even if they aren't your client? Probably (if you're a GLA BP!).

How about just mingling at a networking event and giving someone 5 or 10 minutes of your time? Introducing yourself first and saying "Hi!" We all know how important networking is. Not just because we want someone to do something for us, but, more importantly, because networking is a circle – a relationship. In his book "Never Eat Alone," author Keith Ferrazzi describes the importance of building your business network one relationship at a time. Not just developing your contact list but Developing Your Contact List. But it is truly give and take. With an emphasis on give. I think the best Business Partners know that. And we should too. As members. And as humans.

Some of our Business Partners have been with us since the beginning. Over 25 years! They've been with us through great times, tough times, lots of presidents, lots of Justice Jogs, and lots of ELF's. And, they've supported us through it all. We owe them all so much.



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Ellen A. Pansky, Esq.

As many of my fellow law firm administrators know, one-on-one time with our managing partners is precious and is most often filled with addressing the endless to-do lists on all our plates (and with hopefully checking off many of the tasks on said to-do lists). So, the opportunity to attend the GLA ALA Managing Partner (“MP”) chapter luncheon with my MP, Amanda Luftman, was quite a treat indeed. Not only was it a wonderful opportunity for the two of us to connect outside the office but we were able to network and connect with other firm administrators, managing partners and vendors/business partners of the GLA ALA. As a bonus, we shared a delicious meal and an informative presentation regarding the new rules for professional conduct given by Ellen A. Pansky, Esq.

Ms. Pansky’s presentation was most timely and informative as Amanda and I were just discussing the new California rules for professional conduct and how we were planning to distill and disseminate this information to the attorneys in our firm. Ms. Pansky’s presentation highlighted the most significant changes regarding the revised conflict of interest rules, the rules governing charging and collecting attorney’s fees and the modification to the advertising and solicitation rules and standards. We found this information very helpful and useful in our effort to translate and relay the most pertinent changes in the rules to our attorneys. Ms. Pansky

was engaging and very knowledgeable and we found it to be very valuable for our firm.

The bottom line is that if a GLA ALA member has not attended the MP meeting with their MP, they are truly missing an opportunity to bond with their MP while offering him or her a glimpse into their GLA ALA world and what it has to offer. Not only were Amanda and I able to travel outside our firm bubble and share a common experience, we were able to network with other MPs and administrators while gaining some valuable information to bring back and share with the firm. I highly recommend that every GLA ALA member and their MP attend! ■

“The most effective way to do it is to do it.” – *Amelia Earhart*



Tammy Kerigan
Firm Administrator
Boren, Osher & Luftman, LLP





Jennifer Bradshaw



Jim Van Dusen, Nilo Bolden and Katherine Bratton



Nilo Bolden, Sarah Prince and Anna DeSio (United Agencies)



Viviane Abraham, Mike Powers and Ashli Lopp (WAMS)



Sigrid Proper and Mike Lozano (Nationwide), Jennifer Bradshaw and Debra Gray

"If you smile
when no
one else
is around,
you really
mean it."

- Andy Rooney





Helen Youngblood, Pamela Cone and Gayatri Joshi

The July Chapter Meeting was held at the law offices of Greenberg Traurig, LLP in Century City on July 10, 2018. The luncheon presentation, entitled “The Sustainability Advantage: Why Law Firm Clients Care about Sustainability and How Firms are Answering the Call,” presented by Gayatri Joshi, Vice-President & Executive Director of the Law Firm Sustainability Network and Pamela Cone, Global Social Responsibility Officer of Milliman.

This presentation raised our awareness of sustainability and the importance of embracing corporate social responsibility. We learned why sustainability should be important to law firms and the drivers of a changing landscape revealing increased interest in companies’ Sustainability/CSR Programs. Additionally, we reviewed how law firms can reduce their environmental impact, and discussed where to access shared knowledge and available resources with other law firms on implementing green initiatives.

Milliman’s Story

Pamela Cone, after fifteen years of serving as Milliman’s Chief Marketing Officer, has established and is leading their first Global Social Responsibility Program. Milliman is a privately held financial and actuarial consulting firm with 65 offices around the globe. Over a two year period Pamela has witnessed a growing interest from clients and prospects in their CSR/Sustainability efforts and programs. Initially,

these inquiries were satisfied by indicating that the firm had a CSR Policy, however, clients and prospective clients are now requiring specific program descriptions, actions, and metrics to assess the program’s impact. More is now being required than just Diversity & Inclusion and ProBono activities. With the growing number of CLOC professionals and the increasing involvement of procurement when General Counsels choose outside legal services, it is just a matter of time before law firms begin to experience this pressure as well.

Pamela shared Milliman’s experience of losing a large existing client as a result of insufficient CSR/Sustainability responses in their client’s RFP process. Milliman discovered that the firm had not systematically measured or tracked their CSR efforts or actions taken in their 65 global offices. As a result, Milliman was eliminated from the 2nd level of the RFP process, resulting not only in the loss of a valuable client, but additionally they were not allowed to submit an RFP to that client for another four years! Unfortunately, Milliman was the perfect case study of what not to do. A hard, but valuable lesson was learned.

Pamela emphasized the importance of a CSR/Sustainability policy, communicating the policy to your clients and employees, engaging employee participation, assessing and tracking your program’s current activities, establishing metrics, and evaluating the impact of the actions taken. In conclusion, your CSR proves the way you do business with your clients and further focuses on ways to continually improve.



Mike Powers (WAMS), Melissa Serrano, Kameron Stout and Nancy Xander (First Legal)





Jennifer Bradshaw and Ken Sweet

What is Corporate Social Responsibility & Sustainability?

Corporate Social Responsibility & Sustainability is based on the premise that giving back to the communities in which we live and work is the right and moral thing to do. As a byproduct, CSR is good for business as it creates opportunities and new business channels and products. Additionally, it helps to “mitigate brand and reputational risk as well as the risk of losing business”. Larry Fink, CEO of Blackrock, wrote in his Annual Letter to CEOs: “Your company’s strategy must articulate a path to achieve financial performance. To sustain that performance, however, you must also understand the societal impact of your business and understand how it affects your potential for growth. Companies must ask themselves: What role do we play in the community? How are we managing our impact on the environment? The Corporate Social Responsibility model embraces the notion that the total societal impact cannot be separated from the business.”

- Environmental Issues/Saving the Planet: Green House Gases; Carbon Footprint, Recycling, Sustainability, etc.
- Community Investment & Economic Development: Charitable Giving; Volunteering; Philanthropy; Community Involvement, etc.
- People Programs: Diversity & Inclusion; Mentoring; Gender Equity; etc.
- CSR = (ESR) Environmental, Social and Governance Issues
- Measuring and Tracking impact and results!
What is driving this global trend of increased interest in CSR/Sustainability/purpose?

What is driving this global trend of increased interest in CSR/Sustainability/purpose?

Some key drivers of this global trend are organizations such as ISO 26000 and SDGs, Ceres, GRI, United Nations Global Compact which have created international standards and guidelines for social responsibility with its goal to contribute to global sustainable development. The U.N. Sustainability Development Goals have become ubiquitous, encouraging business and other organizations to practice social responsibility to improve their impacts on their workers, their natural environments and their communities. Goal 17: Partnerships For The Goals is aimed at encouraging the private sector to sign on by forming global partnerships that are all aligned with the UN Sustainable Development Goals.

Sharing Knowledge and Roadmaps with Other Law Firms

Law Firm Sustainability Network develops key performance indicators to measure environmental sustainability within the legal industry. The American Legal Industry Sustainability Standard (ALISS) is an online self-assessment tool that measures law firm’s environmental sustainability. It allows law offices to take stock of their efforts to promote energy efficiency, conservation of energy and resources, recycling and related measures. ALISS is intended to provide guidance, as it allows firms to identify opportunities to enhance their sustainability programs and practices.



Erica Greathouse, Mike Powers and Ashli Lopp (WAMS)



A Select Sample of ALISS Actions to Take -Employee Education and Engagement

- Create written policies around paper or recycling and waste.
- Make written sustainability policies available on the Intranet or Sustainability Portal Page.
- Include Executive Level and Management in governance of sustainability program.
- Communicate your sustainability issues and values with clients, particularly in marketing materials.
- Communicate the importance of sustainability internally by firm management.
- Purchase paper that is certified for its sustainable for production.

In summary, this inspirational in-depth presentation provided invaluable information to our members, shedding light on important CSR/Sustainability trends, meaningful data, resources, and information about sustainability practices. The Milliman story of lessons learned in their CSR

program and growing trends in the client's interest in firms' CSR/Sustainability programs was certainly a real eye opener! The pointers on the importance of tracking the firm's actions, using metrics to assess their impact, and communicating their policies provided some very excellent guidance. The commendable dedication and deep commitment to education on the importance of sustainability were keenly apparent in both of Gayatri's and Pamela's presentations. We certainly want to express our sincere gratitude to our Business Partners whose sponsorship made this successful educational experience possible. ■



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Constitutional Rights Foundation Award



GLA ALA member Tanya Russell and her firm, Katten Muchin Rosenman LLP, have been long supporters of the Constitutional Rights Foundation's annual Expanding Horizons Internship (EHI) program. For the second year, Tanya has been the liaison between GLA ALA to this program and this year 24 GLA ALA member firms hosted interns at their offices for 5 weeks. The EHI program provides first-generation, college-bound high school students in the Los Angeles area with an intensive experience of skill development and personal growth that prepares them for college, career, and civic life. This year Tanya received the "CRF EHI Supervisor of the

Year" award! Tanya not only hosts and provides a really meaningful work experience for an intern each year but her intern experiences with the firm also includes connecting the intern with associates and partners for one-on-one lunches, mentoring and encouragement to go to college to, and for some, consider being an attorney. Tanya is a wonderful example of someone who not only mentors and pushes current interns, but keeps in touch with former interns as they go on their way to help and mentor them through life's ups and downs. **Congrats Tanya!** ■



Tanya Russell and Eli Robey



Tanya Russell and CRF 2012 intern Eli Robey who is a 2017 Cal Berkeley graduate with degrees in rhetoric and psychology. She is currently studying for the LSAT



Katten's 2018 CRF intern Kota Ohashi holding Tanya's award



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WAMS has been dedicated to both innovation and the success of our clients since 1974. From the very beginning, we have always striven to provide unmatched solutions for law firms to help them work more efficiently, and we are proud to have been so successful for more than 40 years. Cris Williams, founder of WAMS, started our company with a focus on selling a time and billing application that he developed entirely on his own. Williams Automated Management Services ran this business for 25 years and stayed successful, but as more companies came out with their own systems, we began to shift our focus to system integration and working on our clients' networks. Cris always worked endlessly night and day to provide the absolute best and most responsive service to those clients; he proudly never missed a deadline that he promised. His tenacious nature and dedication developed the reputation of responsiveness that WAMS is proud to carry on to this day.

I began my career with WAMS in May of 1994 as a Sales Assistant, and I was promoted to the role of General Manager in July of 1997, the same month that I married my beautiful wife Michelle. Prior to joining WAMS I aspired to be a lawyer; I attended Whittier Law School and graduated in the year 2000. My father was a huge influence on the direction of my education and career. He was a well-educated businessman who did very well for our family and worked tirelessly to provide for us so that my mother could be a stay-at-home mom. His integrity was always admirable and had a major impact on the development of my character. Regardless of the situation, he always chose to be ethical and forthright, and he taught me to have that mindset in all that I do. He was always able to look at situations from different perspectives, and yet he chose to be optimistic and make the best out of whatever obstacles came his way. After my first year of law school, I knew that I wanted to

apply what I was learning to the business environment. The education I received was very instrumental in helping me to understand how lawyers work. It has helped me to understand the type of work they are involved with and the pressure of deadlines they need to meet. I have been able to leverage this knowledge to help develop solutions that improve the efficiency of our clients' practices and people. My experience obtaining my J.D. put me in the mindset to understand how technological advances over the years could benefit the way lawyers work, and we have always tailored our solutions to those needs.

It was natural for us to provide IT consulting services to our service bureau clients, which was a start that transformed our business into consulting and servicing systems at law firms. I started working with clients who are still clients of WAMS today, which is extremely rare in today's business climate. We installed our first network in 1986 for a law firm in downtown Los Angeles. WAMS was an early adopter of document management systems, and Cris developed a keen expertise working with those systems. Elite, which is now Thomson Reuters, relied heavily on Cris to support their Unix based systems. Over the course of many years we have developed strong relationships with firms and continue to provide the ongoing support and maintenance of their systems. We also got involved with Eric Crowther early on when he was developing systems for WordPerfect, and he introduced WAMS to many firms that needed IT support. 2012 was a game changer for our business as I began to notice the need for a cloud based system, and we took the early plunge by developing our own hosted solution: WAMS CloudConnect. We spent the better part of 6 months developing and testing our software and brought our first client on in June of 2013. We are currently working on a new Workspace as a Service



(WaaS) cloud solution that we hope to go to market with by the end of this year, and we feel that it will be a pivotal moment for us in this industry.

Strategic partnerships and relationships with key players in the industry are important to us as they enable us to provide the best solutions at the most reasonable prices for our clients.

When we saw the wave of Document Management Systems becoming a vital part of law firm IT solutions, we jumped to become partners of iManage and Net Documents. We also followed the cloud movement early as I recognized very early on that the industry was heading toward convenient, scalable, cloud-based solutions. We have developed quite a bit of business as more and more firms have continued to embrace the cloud. The cloud isn't just about moving computers from on-premises to a provider. It's an opportunity to reimagine what you're trying to accomplish.

WAMS has been a proud business partner of the GLA ALA for many years, even prior to the merger into what is now known as the GLA ALA. We supported the three independent chapters before they merged, and I attended my first regional conference with the ALA in Costa Mesa. Many of the clients we have gained from this organization continue to appreciate the service we provide them, and our business has continued to grow each year through referrals from satisfied clients. I admire many members greatly, including Jim Van Dusen and Luci Hamilton for their endless dedication to the chapter over the years to make it the best it can be. They have always stressed the importance of the business partner relationships and encouraged members to interact with business partners. We have always been supportive of our clients who have maintained board positions and are very humbled by the ongoing relationships and support shown to WAMS over the years.

It is bittersweet being with WAMS as long as I have because many office managers and primary contacts that I have worked with have retired or will retire soon. With this change

there is always a transition and opportunity to develop new connections, but I can't help but miss working with the people I have developed fantastic working relationships with. There is so much to be said for the win-win perspective that WAMS has and the integrity that we always choose to operate with, both of which have been instrumental in maintaining these strong bonds.

Gazing into the future of WAMS, I am optimistic about change and growth as we continue to innovate and enhance our solutions and offerings. We have magnified our technical knowledge and expertise by recruiting very strong, effective team members to our business. Our sales and marketing team has expanded recently and has been very efficient in keeping our company's name visible and taking brand awareness to new heights by educating our clients on the utility of current offerings. Our team is always thinking outside of the box and working to maintain and develop relationships with members. We would not be where we are today without the GLA ALA, and I am thankful for this opportunity to shed some light on who we are and where we are going. ■



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Are you prepared for eFiling in Los Angeles Superior Court? One Legal is here to help.

By current estimations, electronic court filing will be in practice in civil, family, and probate cases in Los Angeles Superior Court (LASC) by the end of the year. Is your firm prepared for this substantial shift in working practices?

Since 1990, when we transformed the “same-day” legal support industry by filing the very first facsimile-transmitted document accepted in a California court, One Legal has striven to be at the forefront of legal support technology. We’re committed to helping our customers in Los Angeles prepare for the new rules and technology that eFiling brings.

While the differences between paper filing and electronic filing are substantial, as with all changes, preparation can help to smooth the transition and ensure minimal disruption. Here’s how you can start the preparation process and ensure a smooth transition at your firm.

How does eFiling work?

To electronically file in Los Angeles (and other courts in California) you first need to choose an electronic filing service provider (EFSP). These are companies, like One Legal, which are certified portals between law firms and filers and the court. You create an account with an EFSP and use their secure portal to send your filings and receive court-stamped documents from the court.

How do I choose an EFSP for my firm?

There are a few EFSPs to choose from, with a variety of features and functions unique to each one. Some are small, new companies with a limited range of experience and services. Others, like One Legal, have three decades of experience and file close to a million documents every year.

Most counties, such as Los Angeles Superior Court, allow filers to choose the EFSP that works best for them. There are five things we recommend looking out for when choosing an EFSP for your firm:

- Is the site clear and easy to use, with comprehensive training? One Legal has been voted California’s best eFiling service by readers of The Recorder every year since 2014 and offers free virtual and onsite training to all customers.
- Are critical eFiling features included? eFiling courts require text searchable PDFs, so look for a service that can convert uploads automatically. One Legal applies OCR to any non-text searchable document. Also check that court-returned documents are easy to find and stored permanently — there’s nothing more frustrating than finding a court- stamped document has vanished after 30 days!
- Does the EFSP offer a comprehensive, statewide service? Most services cover only some courts in California, or make you sign into multiple accounts to file in a different county. To avoid scrambling, choose a service—like One Legal — that covers every court and case type in the state through one application.
- What is their customer support offering? Look for a company that places high-touch customer service at the heart of its offering. Well before, during, and after business hours, One Legal provides support by phone, live chat, and email with response times that average under three minutes.
- Is their billing system designed with accounting departments in mind? Most EFSPs charge a credit card over and over again for every single fee item — even if these charges are related to the same filing. Consider a company, like One Legal, that pays all the costs of filings (service fees, court filing fees, convenience fees, etc.) up front on your



behalf and provides you with a single itemized invoice for each transaction. Check to see if, like One Legal, there are flexible payment options including monthly billing available.

How can I start preparing?

Live training and webinars

One Legal's commitment to the field of litigation support services goes beyond the products we offer and the online training guides we provide. We've also developed training and customer success support to keep legal professionals up-to-date on the latest technology and industry changes.

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- How to prepare for Family Law eFiling in Los Angeles – a live webinar series that focuses on all the details you need to know to successfully file in Los Angeles for Family Law.
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A library of up-to-date training and reference materials

One Legal offers a variety of support materials to help your firm prepare for eFiling. Don't wait for the mandate. Here are just a few of our free tools and guides that will help you and your legal support team now.

For an overview of the what, where, and why of eFiling, our eBook *A Beginner's Guide to eFiling* is one of our most popular resources. It includes a video demonstration that will have you eFiling in minutes.

To help your office and legal support team prepare, we review what you'll need in office technology and offer some best-practices for training your staff on necessary eFiling skills in our guide *How to Prepare your Law Firm for eFiling*.

Once eFiling becomes a standard part of your daily workflow, our checklist *Formatting Documents to eFile in California* will help your team remember important details and guidelines and prevent easy-to-avoid mistakes that lead to filing rejections.

We also provide valuable eFiling tips and tricks, as well as coverage of new court rules and updates, in articles featured regularly on the One Legal blog. Recent entries include *What to Do if the Court Can't Open your Submitted Document*, *eSignature troubleshooting tricks*, and the *Top 10 Myths of eFiling and eService* series. We invite your support team to subscribe to our blog for the latest in technology and court rule news. ■

Contact us

Our team is ready to answer your questions and help you make the transition to eFiling in Los Angeles. We can conduct onsite eFiling trainings for your firm or online demos of our suite of litigation support tools that are tailored to your time and needs. To learn more, contact Michelle Dodd at mdodd@onelegal.com or call us at 800-938-8815.

"Yesterday is history, tomorrow is a mystery, today is God's gift, that's why we call it the present." – Joan Rivers



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Ken Sweet & Terri Oppelt

A beautiful balmy summer evening provided a perfect backdrop for our GLA ALA members and Business Partners as they boarded the elegant RegentSea Yacht in the Marina del Rey Harbor. Each attendee invited their favorite BP to the Business Partner Yacht Cruise event to let them know we greatly appreciate their continued support and are very excited to participate with them in our evening's festivities. Not surprisingly, this is one of GLA ALA's best events of the year, providing a unique opportunity to mingle with our colleagues and BPs in a very festive and relaxed setting.

The RegentSea Yacht travelled inside the tranquil Marina del Rey Harbor with stunning views of the Santa Monica Bay to the west and the backdrop of the city to the east. We serenely navigated the adjacent channels lined with endless golden sun-awash boat slips with docked yachts and sail boats of all shapes and sizes. Almost magically, we were transported by the unique beauty of this setting into another world seemingly far away from the hectic pace of the office and the congested Los Angeles freeways. Plentiful smiles, laughter, and animated exchanges of stories abounded, creating an ambience of genuine camaraderie conducive for celebrating our valued BPs and connecting with our colleagues.

An abundance of delicious hors d'oeuvres were passed by

the attentive and professional FantaSea staff, followed by a delightful cheese and crudite spread along with a lovely dinner buffet. Our attendees certainly took advantage of the Photo Booth provided by Fun 4 Events, offering plenty of opportunities to take fun photos to further remember this unforgettable event.

Ken Sweet, our GLA ALA President, graciously opened the BP Awards Presentation ceremony. The evening closed with a lively presentation of distinctive handsome glass awards presented to each of our Business Partners. Each BP award acceptance drew boisterous cheers and enthusiastic applause from our appreciative Chapter members. Kameelah, Business Partner Chair, rendered a warm and heart felt expression of our Chapter's gratitude to our valued BPs for their continued support, noting that our Business Partners are viewed as long term relationships that will continue to develop over time. Kameelah, indicated that she endeavors to understand the marketing goals of each Business Partner to assist them in realizing their goals. Kameelah thanked and acknowledged Vivian Abraham, Event Chair, for all of her industrious work in organizing this highly successful event.

Nilo Bolden, Justice Jog Chair, gave a fun and inviting overview presentation of our 11th Annual Justice Jog event.



She enumerated the various ways in which members and firms can participate in this year's September Justice Jog, encouraging everyone to sign up. Nilo, with unmistakable enthusiasm, jokingly suggested that one could sign up now, noting that her iPad was readily available and handy for this purpose!

Our memorable BP Appreciation Yacht Cruise concluded as the yacht almost silently pulled into the FantaSea Yacht's dock precisely at 9 p.m. Our members and BPs all disembarked with fond memories of this remarkable event that will not soon be forgotten. Our Business Partner Appreciation event will truly be remembered for the wonderful camaraderie shared with our colleagues and Business Partners as well as the opportunity to express our sincere appreciation and gratitude to our valuable Business Partners. Indeed, together we did eat, drink and spread lots of cheer! ■



Helen Youngblood, PHR
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Chris Donaldson (Career Images), Shelley Wissot, Thomas Howard (One Legal), Kameelah Hakeem and Seth Horowitz (Horowitz Agency)



Nilo Bolden and Debbie Kleinman (The Phone Lady)



Debra Gray, Derek Barto (Armanino LLP) and Laura Whipple



Chris Donaldson (Career Images) and Lisa Ford



Jennifer Hill (JHill's Staffing), Don Hoefnagel (First Legal) and Jennifer Bradshaw



Luci Hamilton, Ahmad Holmes (Staples) and Kameelah Hakeem



Ashli Lopp (WAMS) and Kevin Mikami (WAMS)



Jim Van Dusen, Viviane Abraham and Daryl Derrico



Kameron Stout and Antonio Abdalla



BUSINESS PARTNER APPRECIATION YACHT CRUISE – AUGUST 14, 2018



Kameelah Hakeem, Jim Van Dusen, Viviane Abraham and Lori Akina



Michelle Campbell and Thomas Howard (One Legal)



Shelley Wissot and Kameron Stout



Kevin Mikami (WAMS), Ron Avenida, Luci Hamilton and Ashli Lopp (WAMS)



Raquel Pelayo, Brooke Tyrrell (Adams & Martin), and Janet Shaw



Salli Wright and Vera Liebenthal



Renae Shepherd (IST), Erica Greathouse, Melina Treantos, Laura Whipple and Nelle Stang (The Agency)



Patty Green-Holland (Nationwide), William Krovetz and David Teuber (Afinety)



Norma Ayala, Tanzy Scott and Debra Gray



Ron Avenida, Kameron Stout and Ken Sweet





Kelley Milks (AHERN Insurance) and Lucia Donat)



Melina Treantos and Rodney Hawkins (HG Litigation Services)



Shelley Wissot, Isabel Warner and Terri Oppelt



Marsha Cohen (Pride of L.A.) and Deanna Pepe)



Ken Sweet and Don Hoefnagel (First Legal)



Norma Ayala, Kenya Scott (Pepsi Co.) Don Hoefnagel (First Legal), Isabel Warner and Tanzy Scott

Photo Booth Fun



NEW MEMBERS & MEMBER UPDATES

Report of new members and changes to membership (from 6/15/2018 to 9/15/18)

NEW MEMBERS

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"Be bold. If you're going to make an error, make a doozy, and don't be afraid to hit the ball." - Billie Jean King



GLA ALA WELCOMES...

LAURA DIANA GARDNER

CONSTANGY, BROOKS, SMITH & PROPHETE, LLP



Is there a career or profession, other than your own, that you have always wanted to try?

Yes, I believe that teaching or nursing would have suited me well. Although, I do get to exercise my interest and compassion for people as an administrator. I am sometimes referred to as the Mom-ager.

Share something about yourself that most people would not know:

I sing in a classic rock band!



Describe your management style and why it works for you:

My door is open always to everyone. While there are times when a meeting needs to be scheduled, most issues that arise can be solved with a quick face-to-face conversation. Open-door policy is key. An even temper and good sense of humor don't hurt either.

In my spare time I like to:

Run, sing and camp.

"You only ever grow as a human being if you're outside your comfort zone." - Percy Cerutti, Famous Athletic Coach



GLAALA Member

ROSEANNE DI MARCO-BURNHAM

OFFICE ADMINISTRATOR
KEHR, SCHIFF & CRANE, LLP



**Is there a career or profession, other than your own,
that you have always wanted to try?**

I've been interested in hospitality, but never pursued the career and have always wanted to have my own Bed and Breakfast/small motel-hotel. Maybe in retirement years!!

Share something about yourself that most people would not know:

I am the President of one of the World Clown Association's (WCA) Clown Alleys, "Southern Cali Clown Alley." I started out as a regular volunteer at Torrance Memorial Hospital in the emergency room. When I heard mention that a class was going to be taught back in 2010 I jump at the chance to learn. The class was Clown School. After learning the trade of clowning and being trained as a caring clown I started my clown volunteering at the Hospital. I stopped volunteering at the Hospital in 2015 when my job went back to full-time and started up a new Clown Alley in the South Bay. Our goal as an alley is to participate as caring clowns by volunteering in charity events, with nursing home events and the like. Our Facebook page: <https://www.facebook.com/southerncaliclownalley>

Activities (other than work) I'm involved in:

I am an avid car enthusiast and belong to several classic car clubs. My classic car of choice is a 1970 Mustang Boss 302-screaming yellow (my husband and I restored the 1970 back in 2003). This was the car of my dreams in high school. My husband and I also have a 2014 Hertz-Penske Mustang GT and are restoring a 1955 Chevy Cameo (Pick-up). I love NASCAR and racing, love to dance, bowl, belong to a couple of quilt guilds (Lake Havasu and South Bay), love to read every chance I get, will be starting to paddle my new outrigger and get more involved in powerlifting, and President of Southern Cali Clown Alley.

"A successful man is one who can lay a foundation with the bricks others have thrown at him." - David Brinkley



Thank You For Your Service...

BRIAN ROBBINS, CLM

EXECUTIVE DIRECTOR, BIRD MARELLA

(45 ATTORNEY ALL LITIGATION FIRM IN CENTURY CITY)

SENIOR FINANCIAL AND EXECUTIVE
LAW FIRM MANAGEMENT FOR OVER 25 YEARS



What other careers have you had in the past?

For 10 years I worked at Price Waterhouse (before they were PWC). One of the interesting jobs I had was working in the entertainment group. I recall auditing the cash receipts at Disney World in Orlando where they actually weighed the stacks of cash as a way of counting it. I was also fortunate to work with both the Television and Motion Picture Academies and supervised the counting of the Oscar ballots. And had some law firm clients which was my entre into legal management.

Other career

There are times I dream of being a novelist. I love to read and find creative turns of phrase awe-inspiring.

Advice to those new to the field

Be prepared. Think ahead. Add value. Don't just react well, anticipate and provide options and suggestions. Be the expert in those areas where the lawyers are not.

Spare time

I watch a lot of my daughter's soccer games (AYSO & club – there's always a game!). I also love reading and podcasts (history, current events, critical reasoning, fiction).

"There is something liberating about not pretending. Dare to embarrass yourself. Risk." – Drew Barrymore





Norma Hollis

recommendations, procedures, findings. How will you communicate? In a formal presentation, meeting, training, facilitation, or a one-on-one discussion?

In order for your audience to easily follow and understand your message, organize your presentation in a simple, short, and logical sequence. Figure out the salient points of your message and present each idea in a sequence, each building on the previous idea. Your introduction should focus on the big picture or overview, followed by supporting ideas for your premise, and summarize with a meaningful conclusion. Below is a simple sequence for the content of your message.

- **Think** - Problem, Strategy, Plan, Overview, Purpose, Research, Hypothesis, Goal.
- **Communicate** - Why, Reasons, Findings, Benefits, Possibilities, Third Party Endorsements.
- **Do** - Call to Action, Recommendations, Next Steps, Here's How We Fix It.

Our September Chapter Meeting was held at the law offices of Greenberg, Traurig, LLP in Century City on July 11th. The luncheon presentation entitled: "Effective Presentation Skills, featured Norma T. Hollis, an internationally acclaimed speaker, author, and entrepreneur on "Authenticity" as applied to self-awareness, leadership, and communication. Norma helps audiences discover their "authentic" voices in order to enhance their personal and professional relationships. She is a Board Certified Coach, who certifies coaches and speakers to deliver her "authenticity" process.

In this highly interactive and engaging presentation, Norma reviewed the various components of effective presentation skills whether communicating ideas in a formal presentation, in a meeting, or during a discussion with a colleague. To communicate with clarity, credibility, and impact, you need to understand your purpose in speaking and your message as well as knowing your audience. Additionally, Norma gave us tips and tricks on how to prepare for our presentations, guidance for self-management and boosting your self-confidence, and how to better understand your audience.

Effective presentation skills require good organization and preparation, self-confidence, and a solid knowledge of your subject matter. You should understand your purpose in speaking, i.e., educate, train, persuade, gain support, or promote an idea. Determine what needs to be communicated in your message, i.e., solutions,



Norma Hollis and Tiffany McQueen



Knowing your audience and understanding their communication styles is important to assess in order to most effectively communicate your ideas to a specific group or an individual. To understand these communication styles, we completed a style identification exercise which gives you a general picture of the each communication style: Controllers, Analytical, Motivators, and Supportive.

On our handout chart, a grid was broken into four quadrants which illustrated a continuum gridline ranging from Formal to Informal and from Dominant to Easygoing. Using this assessment tool, you can generally identify the communication styles by plotting on the grid chart where you place yourself and your audience members. With a general understanding of your audience's communication styles, you can adapt your presentation accordingly.

Below are the four communication styles reflecting general guidance on how best to communicate with each group.

Formal / Dominant - Controllers - make decisions easily and rapidly, get bored if the pace is too slow. Give them the bottom line, results, objectives, and how to get the job done.

Formal / Easygoing - Analytical - Will ask a lot of questions, need a lot of facts and information, weigh all the possibilities.

Informal / Dominant - Motivators - idea people, not given to detailed analysis. Tell them about the possibilities and benefits.

Informal / Easygoing - Supportive - helpful people. Tell them how they can help and be of service.

Below are several key tips and tricks to raise your level of self-confidence and comfort before and during your presentation.

- Be yourself, know yourself, and be authentic.
- Be more concerned about your audience, focused on your message and your purpose in delivering your message than on yourself.
- Remove your attachment to the outcome and do the best you can. Do not concern yourself about whether you will be liked or not.

- Take three deep breaths to calm down before your presentation.
- Stand tall and speak with authority. Act like you are confident.
- Use good eye contact with each individual in your audience. Feel the energy of the group.
- Have a solid command of your subject matter. Do whatever it takes to know your "stuff".
- **PRACTICE, PRACTICE, PRACTICE!**

Norma concluded her presentation by inviting volunteers from the audience to participate in a brief coaching session with her. Norma skillfully engaged the willing participants in an exercise to identify the purpose of their scheduled meeting in their firm, what their message would be, and to whom they would be delivering their presentation. Additionally, members in the audience offered their constructive and practical suggestions on how to approach the challenges they faced in their meetings. The two coaching sessions were highly interactive and yielded some keen insights and expert guidance on how to better understand their audiences, to communicate with them more effectively, and to prepare for their respective meetings.

In conclusion, we gained a lot of invaluable information on how to structure a well-organized presentation, how to deliver the message with impact and clarity, and how to analyze the communication style of your audience. Additionally, the tips on raising your confidence and comfort level were most illuminating. By having a greater concern for your audience and the importance of your message rather than focusing on yourself stood out as being a key to reducing one's fear of public speaking. Without the continued support of our valued Business Partners, this educational opportunity would not be possible. Once again, we certainly want to extend our sincere gratitude and appreciation to all of our Business Partners! ■



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Chapter Leadership Institute (“CLI”) is a gathering of ALA chapter board members from around the country. It is a structured time to focus on personal leadership and communication skills, as well as collaborate with others by sharing ideas to improve the local chapters of ALA. I had never attended before, as I am relatively new to the field and to the board of GLA ALA. The experience opened my eyes to see the support that national provides, how interconnected our chapter’s teams and committees are, and how the people involved make our chapter “greater”.



Debra Gray, Ken Sweet, Jennifer Bradshaw, Laura Whipple and Michelle Campbell

National Resources

Have you ever wondered what your national membership dues pay for? I did. Admittedly, I was not aware of ~80% of the membership benefits ALA offers. So, the most effective takeaway I can share is a summary table listing the benefits and how to access them (see table). ALA nationally and GLA ALA locally are here to serve you as a member. If there is something you need, ask!

Interconnectivity

Prior to CLI, I had a vague idea about how the various teams worked together. Now I understand how deeply intertwined they are. Business Partners enable chapters to pay for education and networking opportunities. The educational programming and networking develops the talent of our members and entices others to participate. As new members join and engage with the chapter, current and new business partners are motivated to support us, and a positive loop continues upward.



Casa Bonita in Denver

Because this foundation is already well established, our chapter has the freedom to support our community through fundraising events like the Justice Jog and to provide HR training annually through the Employment Law Forum. However, not all CLI chapters benefit from the robust support our Business Partners offer and the programs they make possible, and we are fortunate to have their ongoing patronage. CLI reminded me not to take the chapter and its programming and Business Partners for granted.



Michelle Campbell, Ken Sweet, Jennifer Bradshaw, Terri Oppelt, Laura Whipple and Jennifer Gray

Greater Los Angeles

A regional representative once made a punny joke inquiring what makes the Los Angeles chapter “Greater”. We’re the only chapter with that adjective in our name. And, while it technically denotes the region surrounding the city of L.A., my opinion is we are great because of our people.



National Resource/Benefit	Where to find the resource/benefit
Online Communities (discussion forum)	http://community.alanet.org/
Recorded conference sessions	https://www.alanet.org/education/online-learning/conference-recordings
Legal Management magazine	https://www.alanet.org/education/publications/legal-management-magazine-current-issue
Podcasts	https://www.alanet.org/education/online-learning/podcasts
White papers	https://www.alanet.org/education/research/whitepapers
Certification in Legal Management	https://www.alanet.org/education/certification
Job Bank	https://my.alanet.org/careers/current.asp
Membership Directory	https://www.alanet.org/membership/member-directory
Job Description Toolkit	https://www.alanet.org/career-center/job-description-toolkit
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Past-presidents and other chapter volunteers over the decades have laid a solid foundation for our chapter, and our current leadership continues that legacy. At CLI, I was fortunate enough to have the opportunity to see Ken, Debra, Jennifer, Laura, and Terri in action. Their passion is boundless. I witnessed first-hand their dedication to, vision for, and efforts on behalf of our chapter. And our chapter's greatness extends beyond the board; each and every member is valuable and adds to the wealth of knowledge and experience we share. Just this morning I reached out to an administrator, and while we have not met in-person, she was there for me with an insightful answer. This sense of camaraderie and helpful spirit is part of what makes our chapter great.

Final Thought

GLA ALA's board is a safe (and fun!) environment to practice leadership skills and network with experienced administrators. Please consider joining me at the next meeting -- there will be wine! Board meetings are open to every member. There is always room to participate in an area and capacity that works for you. You will get an opportunity to glimpse behind the scenes, as I did, and see how the Los Angeles chapter of ALA is indeed "greater". ■



Michelle Campbell

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Main Ballroom at CLI



Q: *What does your firm use for legal forms and are you happy with the program?*

CEB ESSENTIAL FORMS:

We switched to CEB Essential Forms. It's a good program. Unfortunately, doesn't have any Federal forms so we have to pull those from the courts' websites (which isn't too hard).

We've been using it for years and we like it, although haven't used legal solutions so I can't compare it.

The reasons I prefer CEB are:

1. They are quick, helpful, and responsive to problems and questions. Their staff is small and repeated calls will likely be answered by the same person. I can send an email and get a response quickly.
2. The program is simple to get started on without much training.

We use CEB's Essential Forms. It's tab based and our users had some issues with that at first, but I think they've got the hang of it now. It doesn't seem quite as user friendly as Legal Solutions, but I've heard that there will be or is a cloud version that's better. The tech support is great.

We use Essential Forms. There aren't many options and it's not perfect but it's working for us.

FORMS WORKFLOW:

We use <https://www.formsworkflow.com/>

We use Forms Workflow by American Legal Net. Have used since I think 2008. They have individual forms to purchase off website, or use a toolbar that is integrated with Word.

Our firm uses Forms Workflow. No complaints and integrates with MS Word.

We moved from Legal Solutions to FormsWorkflow probably 8 or 9 years ago. Honestly, I have never had to worry about having access to or how current a legal form is.

We use Forms Workflow and really like it. It integrates with Word and is really slick.

We replaced Legal Solutions with Forms Workflow. Overall, everyone is very happy with the application.

THOMSON REUTER FORM BUILDER:

Feedback from staff has been positive, and the Judicial Council Forms are great.

It is a fairly user friendly program and the secretaries love it. I sat through the presentation and I was impressed.

US COURT FORMS:

US court forms. I don't get any complaints.

Salli Wright, Meyer Olson Lowy & Meyers LLP • sw@molfamlaw.com • (310) 277-9747

"Life opens up opportunities to you, and you either take them or you stay afraid of taking them." - Jim Carry



Q: *What Payroll and Timecard BP's does your firm use?*

We use ADP along with their timecard program EZ labor manager. Both are very easy to use and accurate.

We use Ultipro and it works well for us.

We switched to InfiniSource (from ADP) and although it's a lot of work to do make a change, InfiniSource were efficient, responsive and the transition went very smoothly. We use the web version of TimeForce so everyone logs in at their own computer or on their phone (we limit the IP addresses for checking in and out to the office IPs). We have been with them now since January 1, 2013 and I am totally happy with their service. Everyone I have worked with have been very pleasant and easy to deal with and I do not have one complaint. If you have any questions, please don't hesitate to call. Our account rep's info is below. Thank you.

Michael Migdol - InfiniSource

480.710.6818 (direct) • 480.907.2157 (fax)

mmigdol@infinisource.com

We use Paychex for payroll and PTO record keeping. I am happy with the service they provide.

We do not used their timecard features because we have a system timeclock in the office that still works.

We use ADP for payroll and our CHRO has been implementing use of the ADP timeclocks for our employees (they "sign" in and out with finger imprint). ADP has been fine for payroll. I understand that the person at ADP working on set-up and implementation has been less than satisfactory, and some of our staff are unhappy about having to "electronically" sign in...

We are very happy with AlphaStaff- it's a professional employer organization. We moved from ADP TotalSource

(another PEO) a couple of years ago. You might want to consider them as well as Ahern for group medical benefits. They partner together and you get full HR coverage as well as competitive options for group benefits.

I liked iSolved very much. I just put it in last year. While we don't have as many employees as you, it was so flexible and the time card system (we used a finger biometric which I probably wouldn't recommend since a lot of people have issues with placing the finger properly). It was easy and fast to run the payroll and their help people are really great. We switched from ADP Run and saved money as well. Their HR system is included and that allowed us to start putting everything into the employee portals and getting rid of the paper files. The security system is easy to manage to allow managers to approve things, employees to see only what you want, etc.

We use Paychex at both of my offices and for the most part have been pleased. However, I should that we have a particularly excellent representative there – Andre Sellars. I'm not sure how good other reps are.

We just switched from Paychex to Payroll Centric .. they're a smaller company, our managing partner met them through Provisers. They seems to have good functionality and can link an HR system and time and attendance which would have been very expensive through Paychex since we're a smaller firm but we haven't gone live yet so I can't fully comment on it yet. Feel free to check back in a month. In the meantime, here is their contact:

Meegan Johnson - Vice President Sales

310-462-4257

Elizabeth Wagner • Kegel Tobin & Truce AP • ewagner@kttlaw.us • (213) 380-3880

"If you want a guarantee, buy a toaster." - Clint Eastwood



Q: *What Software does your firm use for billing, time entry, reporting, GL, AR, AP, Records, Conflicts, workflow, CRM etc.*

Program	# of Firms	Contact Info
Juris	2	
Coyote	4	Carol Owen: carol.owen@coyoteanalytics.com
Software Technologies	3	Norman Calderon, (310) 584-7800, norman@greentree-solutions.com
Nelson Quillan's Lawtime	2	Bruce A. Quillin , 213.622.1600 Ext 202 or Darlys L. Nelson, darlys@nel-
ProLaw	2	
PCLaw	1	

Gina Martin, Hahn & Hahn LLP • gmartin@hahnlawyers.com • (626) 796-9123

Q: *Live Scan Vendors - Information is available on the State Bar Website:
<https://oag.ca.gov/fingerprints/locations?county=Los Angeles>*

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\$25 per person+ \$49 government fees

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Mauricio Ramos



The 2018 Food From the Bar Campaign held in the month of May has a lot of GLA ALA member firms participating in a friendly competition to raise money, food, and awareness for the Food Bank and the challenges that kids have with food in the summer months. This year the campaign brought in \$500,000 to provide more than 2 million meals to the 1 in 4 children in our community that are food insecure.

The list of 55 GLA ALA member firms participating was amazing and the list of award winners is almost all made up of GLA ALA member firms and business partners. We are proud as a chapter to be able to help the Food Bank and this campaign now for many years, to give back and help those in the greatest need in our community. Link to the winners: <https://www.lafoodbank.org/foodfromthebar/>. ■



Lisa Clark with Swiss Post receiving her Volunteer Award from campaign chair Terri Oppelt



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“Initiative is doing the right thing without being told.” - Victor Hugo



GLA ALA member firms and Business Partners who participated in the Food For The Bar campaign gather for a photo at the awards event.





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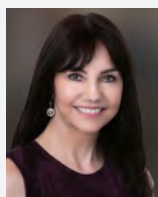
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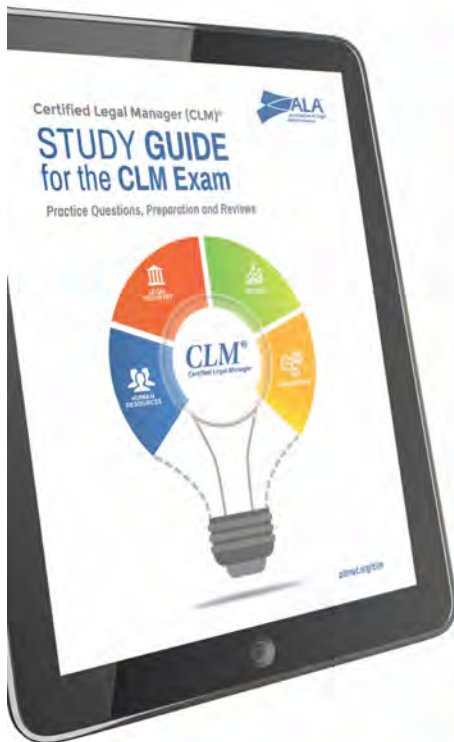
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ICS	20
LawDocs	21
Ricoh-USA	21
WAMS Inc.	23
One Legal	45
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IST	49

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