

ALA Region 2



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2010-2011 Region 2 Management Team

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Charlotte Chapter



Mark your calendars to be in the Queen City November 3 – 5, 2011. The Charlotte Chapter is thrilled that our city has been chosen to host next year's Region 2 Conference & Expo. You may have met some of our members in Orlando. They were the ones throwing beads around your necks. Just to provide a quick history lesson, Charlotte is named for Queen Charlotte Sophia, wife of King George III, ruler of Great Britain from 1760 to 1820. Mecklenburg County, in which the City of Charlotte is located, is named for Mecklenburg-Strelitz, a

duchy in Germany where Charlotte was born in 1744. Because of her, the City of Charlotte today is known as "The Queen City." Hence, the crown beads some of you now have.

Our beautiful city has so much to offer so we hope you will budget accordingly and visit us next fall. Fall – what an optimal time to visit North Carolina. The crisp morning air, the start of the fall colors and our Panthers in full swing. Ok, maybe I just went too far with mentioning the Panthers. Let's move on. We have the NASCAR Hall of Fame, Lowe's Motor Speedway, Bobcats Basketball,

Charlotte Checkers Hockey, Whitewater Center and the Blumenthal Performing Arts, which include several theaters and museums, and many other attractions. If you want to extend your stay, we welcome you to explore North Carolina's mountains and beaches located just a few hours from Charlotte.

Time and time again I hear visitors mention to me how nice the folks in Charlotte are. "Everyone in Charlotte is just so nice!" Well the ALA Charlotte Chapter members are ready to extend that southern hospitality to all of you. See you next fall!

Mobile Chapter



At the June meeting, we discussed our community challenge. With the recent oil spill in the gulf, our hearts and minds went immediately to that. The South Mobile County area which includes Bayou LaBatre, is home to many fisherman, shrimpers, and a number of lower income workers who have come from all over the world. Our local news has been full of families losing their livelihoods and generations-old businesses as a result of the oil spill as well as the hurricanes before it.

The synergy and excitement at this meeting led the formation of a Community Challenge Committee. We have had some good projects in the past, but quickly realized this one was going to be the biggest ever for our small chapter. Christine Cumbie agreed to be the Committee Chair. It was decided that we would work on a project with a multifaceted approach, and the goal was to serve those members of the community who had "slipped through the cracks" of other available relief. Because we only had 24 active members in our chapter, we decided to partner with

others who could contribute greatly to this effort, and also benefit themselves from ALA's involvement. We planned a day long event with information tables to make potential beneficiaries aware of the various help available.

Our event was held on October 8, 2010 at the Bayou La Batre Community Center. We organized a day of caring in health, legal, dental and community efforts. 100% of our local ALA members participated in the project. Because we knew we were a small chapter and could not accomplish this all by ourselves, we saw ourselves as just "one piece of the puzzle," and by bringing in all the assistance we could find, those pieces all fit together to offer a truly meaningful Community Challenge of significant impact! We of the Mobile Chapter are proud of this accomplishment and our ability to do something so positive in this community.

Community partners included the Mobile Bar Association's Volunteer Lawyer Program, Providence Hospital, Ozanam Charitable Pharmacy (with a num-

ber of Auburn University pharmacy students on site), Disaster Recovery Effort, Boat People SOS, AllKids, Business Support System, United Way 211, Alta Pointe Mental Health, Mobile County Public Schools, HIPPIY, Mostellar Medical Clinic and the Area Agency on Aging. Among the high points:

We collected and distributed over 600 coats and blankets.

We raised over \$9000 to provide jackets to children in South Mobile County. (750 children.)

We supplied dental supplies to over 400 families.

Health screenings were conducted for all attendees.

Over 250 boxes of food were distributed.

The term "Community Challenge" took on a whole new meaning! As plans progressed, all of us were very moved by the continual and mounting blessings and contributions of so many. From beginning to end, Christine was committed to the vision and worked

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Jacksonville Chapter

On September 28th, the Jacksonville Chapter held its Business Partner breakfast. The ALA Board, members and business partners meet annually to discuss how to improve communication between the Chapter and the partners. Based on these annuals breakfasts, many of the changes suggested by the vendors have occurred. We do listen to what our business partners have to say. It is very important to us and we try to accommodate their needs.

Community Challenge was held on October 16th at the Hubbard House. The Jacksonville Chapter continues to support Hubbard House, a shelter which assists women and children who are seeking protection from domestic violence. The business partners are encouraged to attend and assist in this project with the members. It is a wonderful opportunity to give back to the community.

At our monthly meeting on October 12th, Thomas Spahn, Esquire, spoke to our group on Ethics, Confidentiality and Privilege. It was an interesting topic and one we all need to continue to stay in tune with as with work in the

legal field.

On October 21, Lori Bolen, Len Doty, Margaret Palmer, Erin Juzapavicus, Obie Donaldson, Mary-Beth Wimmer and Jean Pimental gave presentations at Florida Coastal Law School to over 100 students. The topics provided were professional-



ism, billing and timekeeping, accounting and financial aspects of the law firm, getting your foot in the door and technology. The Law School has asked our Chapter to come back again next year for a similar type presentation.

Our Managing Partner luncheon was held on November 9th. The guest speaker Dustin A. Cole, Attorney Master Class "A Troublesome Look at the Future of the Profession:

The Rocky Road Ahead". Mr. Cole spoke to our group on the need for law firms to change with the times. If the law firms do not change, they will find that they will have difficulty with their profitability. The consumer/client is changing due to the economy and is requesting that

the attorney/law firm make changes as well. Our speaker suggested ways that the attorneys can accommodate the client. Another suggestion he made was to communicate with the client. It was mentioned by one of the attendees that he emailed the client and the client sent him a text. They both wondered why the other one hadn't responded. Mr. Cole stressed the importance of

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ALA CALENDAR OF EVENTS

JANUARY 2011

14 - 15 Board of Directors Meeting

FEBRUARY 2011

4 - 5 Regional Team Orientation

MAY 2011

22 - 25 Annual Conference

Central Florida Chapter

On October 16, 2010, fifteen CFCALA members and friends participated in Cystic Fibrosis Foundation's "Climb for Life" at Marriott World Center, site of ALA's 2011 Annual Conference. The Chapter raised over \$1600 to benefit CFF. On November 4th, the Chapter, in partnership with SunTrust Bank, hosted its Managing Partner Breakfast at the Grand Bohemian Hotel in downtown Orlando. Dr. Richard Lapchick's CLE ap-

proved presentation used interesting sports analogies to promote inclusion and diversity. ALA President-Elect, **Karen Griggs, CLM**, was an inspiration as she spoke about the value of ALA membership. CFCALA celebrated the holidays at a special luncheon on December 15th. Members celebrating milestones were recognized. Pictured is President, **Kim Novak (L)**, presenting a 25 year certificate to member, **Marie Townsend**. Business partners Document Technologies, Inc. and Highwoods Properties

sponsored the event and regular luncheon fees will be donated to The Harbor House PAWS program. Harbor House offers shelter and support to victims of domestic violence and abuse. The PAWS program will build a kennel to allow victims to be able to leave their tragic situations without leaving their beloved family pets behind. Several member firms also scheduled casual days with proceeds going to CFCALA's PAWS project..



Knoxville Chapter

In October the Knoxville Chapter continued its tradition of providing administrative support to the John T. O'Connor Senior Citizens Center during its Flu Shot Friday event. Members assisted seniors in registering for the event and completing insurance forms. This

event is one Members have always enjoyed because of the opportunity to interact with seniors

and to use administrative skills to assist the Center in an area where volunteers are always needed.





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From personal satisfaction to increased professional mobility to savings on liability insurance, becoming a Certified Legal Manager (CLM) SM is your path to

Congratulations to Region 2's newest CLMs!

Margaret L. Palmer, CLM, Fowler White Boggs, PA, Jacksonville, FL

Elizabeth P. Jenkins, CLM, Locke Lord Bissell & Liddell, LLP, Atlanta, GA

Janalee R. Rainwater, CLM, Jackson Lewis LLP, Atlanta, GA

Trissann M. Brakefield, CLM, Lamberth Cifelli Stokes & Stout, PA, Atlanta, GA

Brian P. Gilman, CLM, Smith Debnam Narron Drake Saintsing & Myers, LLP, Raleigh, NC

Triad Chapter

TRIAD ALA MEMBERS WORK FOR HABITAT FOR HUMANITY

On Friday, October 8, members of the Triad Chapter of the Association of Legal Administrators (ALA) gathered to work on a Habitat for Humanity home being built in the Kernersville area. The group was lead by Mike Spain, husband of ALA member Laura Spain. Mike showed great patience with this group of novice builders.

the chapter with the opportunity to make a positive impact in the local community. The group wishes the Lineberry Family many years of happiness in their new home and they're grateful to have been able to play a small part in this very worth cause.



Everyone learned a lot about measuring, cutting and installing vinyl siding, as well as how to hammer a nail without hitting their fingers. As noted by one of the photos below, all fingers were intact at the end of the workday

The weather was beautiful and all were grateful for the opportunity to work outside. Lunch was provided by Domino's Pizza of Kernersville with the support of Operating Partner Shayne Lory. Thanks, Shane and Domino's!

Most importantly, the day of service provided





Capital Chapter

Capital Chapter supports Salvation Army Angel Tree and N St Village “Gifts for Moms” Programs

Helen B Woideck, CLM
VP Community Services

The Capital Chapter Association of Legal Administrators, its firms and business partners participated once again in adopting ‘Angels’ and supporting the local “Gifts for Moms”

programs this holiday season providing toys and gifts for the needy throughout the Washington, DC region.

Last year, our Chapter adopted 2370 ‘Angels’ from the Salvation Army Angel Tree program. This year the Chapter members adopted over 2700 angels. 99 firms and business partners participated in the program this year, an increase from last year. Firms also participated in the N Street Village “Gifts for Moms” program”. A number of firms also made monetary contributions with excess funds that were collected.

As always, it pulls

everyone’s heart strings to see brand new bikes rolling up, and lots of clear large bags filled with wonderful new toys and clothes for the children piled high to be loaded into the vans. It is awesome to know the Chapter helps so many children in need in our very own community.

The Salvation Army has helped approximately 6800 children for 2010, ALA Capital Chapter member firms and business partners — adopted over 39% of them.

Capital Chapter holds Fall Forum

21st Century Law Firm: *Leading at the Speed of Trust*

Trust is “the one thing that changes everything,” according to Stephen M.R. Covey. As the guest speaker at the Capital Chapter’s recent Fall Forum, **21st Century Law Firm: Leading at the Speed of Trust**, LeRoy Maughan of FranklinCovey, captivated his audience during the three hour presentation by invoking Stephen M.R. Covey’s latest book, *The Speed of Trust: The One Thing that Changes Everything*. Exploring various

relatable scenarios, Mr. Maughan applied and demonstrated the basic components of “trust” to personal and business situations. As those of us who were in attendance can attest, he fully drew in his audience and “broke the ice” with fun exercises only to later lure us in more with practical and educational applications.

From the outset, it was obvious that Mr. Maughan’s expertise would fully engage, entertain and educate the attendees by seeking out new and unconventional approaches to relation-

ship building and problem solving. Through the use of the identifier cards, we learned how to effectively engage all parties to ensure a trusting resolution. By using accessible applications - both abstract and concrete - like the action cards and countless demonstrations, Mr. Maughan provided us with a new approach to building and maintaining relationships.

The program was a well-designed mixture of information, interaction and practical application, making it an enjoyable and dynamic experience.

MARYLAND CHAPTER

In October, the Maryland Chapter continued their yearlong CCW projects with a virtual food drive that collected \$2,182 dollars to buy wholesale food products as well as food box packing at the Maryland Food Bank and the collection of 105 pairs of mittens for Paul's Place. Also in October, Diane Dongarra of Gallagher Evelius & Jones LLP received the Region 2 Volunteer of the Year award while attending the Region 2 Conference! Congratulations Diane and thank you for your many years of service!



In November, the chapter celebrated its 26th year of managing partner events. This luncheon of 68 attendees enjoyed

the presentation, "The Power of How in Law Office Management" presented by Jon Memmott of the Arbinger Institute. Also in November, the chapter hosted a booth at the Maryland State Bar Association Solo and Small Firm Conference and disbursed ALA literature to the attendees as well as drew names for prizes. Chapter President, Eric Hightower, CLM SPHR of Ingerman & Horwitz, LLP and Bar Liaison, Renee Lane-Kunz of Shapiro Sher Guinot & Sandler spoke at this conference, presenting the topic of "Best Law Firm Management Practice Tips."



In December, the chapter had its annual charitable giving breakfast. Toys were collected for Paul's Place and a donation check was presented to both Paul's place and the Maryland Food Bank. Next up will be the 3rd annual Business Partner Exhibition Hall in January, which will boast a country fair theme with prizes for business sponsors with the most creative booth as well as real country fair food. February will see a visit from International ALA President, Rita Ali, at the chapter's annual business meeting.

Mobile Chapter—

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tirelessly to see it come to fruition. She convinced us

all there was nothing we could not do. She is a true leader, and deserves much credit for the success of this challenge!

Postscript...since that time, Ozanam Charitable Pharmacy was awarded a Project Rebound, Community Support Services grant in the amount of \$29,000 for six months. The Director gave credit to their visibility through participation in our Community Challenge for this award. The blessings continue!

Jacksonville Chapter—

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determining the method of communication with the client from the start—outline with your client how you will communicate whether via letter, fax, email or text. By having the communication outlined, this will eliminate stress and reduce problems for the attorney and the client. Our clients can reach us at any given time since they have our cell phone numbers. Another suggestion from Mr. Cole was to only answer your emails at certain times of the day and not each time an email comes across your desk. He also suggests that you not be connected 24/7 with an electronic device such as an I-phone or blackberry. The speaker stressed that we have

become too connected and no longer have down time.



Some members of the Mobile Chapter