



President's Message

Seven of us were fortunate enough to attend the recent annual conference in Boston, and we all agree it was a great experience! The speakers were motivating and inspirational, the sessions were valuable and covered timely topics, and Boston, of course, is a fabulous city to visit.

One of my favorite sessions was the keynote address: "Fun Works! – The Power of Humor in the Workplace" presented by Matt Weinstein. Matt spoke of the benefits and added employee loyalty firms can experience by adding some unexpected and not so serious aspects to our workdays. Matt gave us several inexpensive and simple ideas. One I plan to implement is bringing a bouquet of flowers one morning which I'll give to someone I want to give a special thank you to and tell them it's theirs for one hour. After an hour, they have to pass the bouquet on to someone they want to recognize and give that person the same

message, and so on. You can check out Matt's web site at www.playfair.com.

If you have never attended a national or regional conference, I highly recommend you consider it. Like many of us, I have been with my firm for a long time. Due to that longevity, I fear becoming stagnant in my position. I want to ensure that I'm keeping up to date, that I'm bringing new ideas and information to my firm, and that I'm continuing to add value. ALA helps me do all of that.

The Chapter Board has approved a points-based scholarship for attendance at the 2011 Annual Conference in Orlando, Florida (a copy of the points chart is included in this newsletter on page 20). Every member has the opportunity to be the next winner by simply attending our Chapter events and contributing some of your time. I'm looking forward to watching the scores accumulate!

Lastly, don't forget the combined

Regions 5 and 6 regional conference is at the Hard Rock Hotel in San Diego September 30-October 2. I hope to see many of you there.

~Jenny Haldane, PHR,
President

President
Jennifer Haldane
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POINTS OF INTEREST

- ◆ Conference Recaps
- ◆ Lost Lessons for Conference Commitment
- ◆ Thinking Through the Decision to Hire a Contract Attorney

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My Boston Trip...by Tanya Wood

I would like to thank the Association for their generous scholarship. I have been to one other National ALA Conference and like my previous experience; I was amazed at the caliber of the speakers. Of the ten plus sessions that I attended, there was only one session that was good, but not great. My three favorite sessions of this conference were: A Candid Hour with Managing Partners, Excellence in Management: Creating a Positive Workplace Environment, and Labor and Employment Law Update 2010.

Of the three, my favorite was the Candid Hour with Managing Partners. This is because it confirmed what I have already found out for myself - attorneys want what they want and there is no mapped out plan for their approach and little consistency between different attorneys since each person has their own personality, strengths and weaknesses. With this said they have some specific qualities they are looking for in their Administrator. The essential qualities they were looking for in a leader, which is what

they view their Administrator as, boiled down to being a good communicator and delegator. To further expand, a good leader must also have an interest in everything, be organized, efficient, a problem solver, able to be a sounding board, and indispensable to the firm.

The epiphany and largest lesson for me was realized on my first day back to work after the trip. With all the sessions and learning, I was a little introspective and wondering why I struggled so much coming into my current position and then it came to

me – I am not a big people person, not outwardly soft and squishy or extroverted. This job requires you to be a people person, it is all about relationships with others and bad relationships equate to failure in achieving the firm's and your goals. Each relationship you build must be adjusted for each individual, not a blanket approach for everyone.

Over the years I have unconsciously modified my communication style to make relationships run smooth and assure that I'm recognizing people's personalities and adapting my style to fit the individual. In this case it took me two years in my current position to make it work and after five years, thanks in part to the ALA conference, I now understand why.

~Tanya Wood

Chapter Meeting Minutes

Alaska ALA Chapter Meeting May 18, 2010

The monthly meeting was called to order by President Jenny Haldane at 12:15pm. Seventeen members and one guest speaker attended. The speaker was Chris Stephens from Bond Stephens and Johnson.

Jenny discussed the April Bowl-a-thon's success with ALA raising \$4543.00 for the Boys and Girls Clubs. Mary Hilcoske had the lowest score and Dawn Gray's team raised the most money.

Seven ALA members attended the Boston National Conference.

Tanya Wood thought that Michael Nash was a good speaker. Also attending were Gillian Havrilla, Janet Hite, Sue Tyree, Jenny Haldane, Maureen Hunt, Karen Ponseness, and Mary Hilcoske. The Alaska Chapter was awarded first place for Business Partner Relations.

We have a new vendor/business partner, AA-K Furniture Design.

Chris Stephens from Bond Stephens and Johnson spoke about the market for commercial real estate. The national market vacancies are down 30% since 2008 and the local Anchorage vacancies are down 17%. He noted that it is cheaper to ship a pre-built warehouse to Anchorage than to build one on-site. Tourism

should be a little better from 2009, but retail is down. Class A office properties rent for \$2.75-\$3.00 per square foot. Most tenants are not moving at this time. The proposed gas line will be important to Anchorage if we get the job. Most of the vacancies in town are among three buildings – JL Tower, 188 Northern Lights Blvd., and Centerpoint.

Yvonne Robinson will attend Essential Competencies for Legal Administrators in Denver.



Hagen Insurance contributed gift cards for the drawing at the end of our program and they were won by Gillian and Jodi.

Respectfully submitted,
Kathryn Crocker, Secretary

ALA Educational Conference & Exposition in Boston: Gillian Havrilla

This year, I was awarded a full scholarship to the ALA Educational Conference and Exposition in Boston. I truly appreciated the opportunity to attend this conference which was made possible by the hard work and dedication of the board and membership of our local Alaska ALA Chapter as well as our very generous business partners. Thank you to you all.

This was my second ALA Educational Conference and my first time in Boston. I arrived in Boston just in time for the Governor to declare a state of emergency due to contamination of the main water supply for Boston and the surrounding communities. A "boil water" order was issued because the safety of the water of the water supply could not be guaranteed and

the National Guard was called in to deliver bottled water to some of the 2 million residents who were affected. We were told to use bottled water for brushing our teeth - which is easier said than done. I know a few people who forgot but fortunately never got sick. Needless to say, everyone was pretty grumpy when they found that Starbucks couldn't serve coffee come Monday morning.

As usual, the conference was packed full of educational sessions and activities from dawn until dusk. One of the most interesting and memorable sessions was ***Excellence in Management: Creating a Positive Workplace Environment***, which was presented by Michael Nash. He had a quote, I believe it

was his own, which really struck home: "You can buy my heart, you can buy my hands, but I volunteer my heart and my mind." Michael was an exceptional speaker and if you ever have the opportunity to hear him speak, take it!

Another great session was presented by Bruce S. Wilkinson, CSP, ***Something for Nothing: Dealing with the Entitlement Mentality***, which was of particular interest to me. Not only was Bruce a dynamic and humorous speaker, he could sing and dance as well. Bruce shared his Best Bets List on how to deal with the constantly changing workplace and create positive attitudes with our employees.

The Exhibit Hall was a great opportunity to meet

our business partners and see the latest in services, products and technology. One of the business partners, John Hancock, brought in 2009 Baseball Hall of Famer, Jim Rice, who patiently posed for pictures for a long line of ALA members - including me. We also received autographed baseballs which I know my brother, the sports fanatic, is green with envy about!

The Boston conference was a very worthwhile experience and I returned to my firm feeling rejuvenated and full of new ideas I would like to implement. If you have never had the opportunity attend an ALA Conference, I urge you to do so. Thank you again for the opportunity to attend!

~Gillian Havrilla

Law Firm Financial Management Conference & Exposition in Carefree, Arizona

In February of 2010 I was fortunate enough to attend the Law Firm Financial Management Conference & Exposition in Carefree, Arizona. The conference was three days and I attended the following Sessions: 2010 Tax Legislation Update, which summarized all new tax legislation, the effects in 2010 of the Emergency Economic Stabilization Act and the American Recovery and Reinvestment Act, and President Obama's future tax legislation, including health care; Selecting and Implementing an Accounting

System that is Right for Your Firm, covering key elements to evaluating software features and functions; The Dos and Don'ts of Trust Accounting and Related Asset Risk Management, identified fiduciary responsibilities in managing IOLTA accounts and best practices to keep your firm and you out of hot water; Internal Controls: The Unique Challenges of Small and Medium Sized Firms, learn how to manage additional internal control challenges arising from technology growth and the current economic conditions;

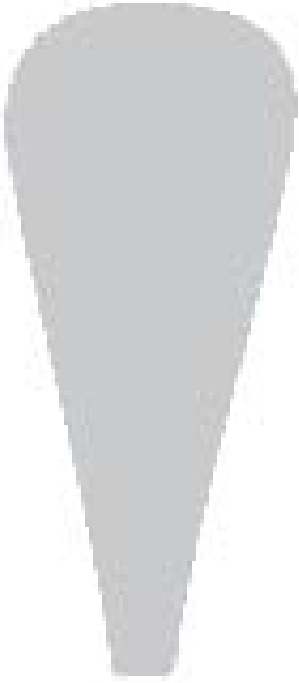
and, Creating Useful Reports to Enhance the Management of Your Business, covering what information to report, reporting for enhancement of management. I have the

session handouts for these sessions as well as the Schedule of Events for the listing of other sessions that were offered at this conference in case anyone is interesting in learning more about attending a



future Financial Management conference.

~Janet Hite



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Lost Lessons for Conference Commitment

By Steven M. Morris, CLM
Region 6 Director

Some of you, like me, were hooked on “Lost” from the pilot episode and kept going back for more through six seasons of flashbacks, flash-forwards and flash-sideways. As I write this article, the series finale has just been broadcast. Even if you are lost on the appeal of “Lost,” I hope you find the following comparisons between the television series and ALA conferences worth your time to explore.

CRASH

“Lost” began with a plane crash on a tropical island. The survivors were strangers who banded together. They grew, supported and learned from each other while navigating their new surroundings. In 1995, I was promoted from a Paralegal position to Office Administrator. Many ALA members have similar stories of “falling” into their first administrator position as if it were out of the sky.

At that time, the new business territory seemed foreign with an entirely new vocabulary to learn. I related to Sun and Jin who as plane crash survivors, only spoke Korean. My first ALA regional conference as a new administrator provided survival tools for my new environment.

COMMUNITY

The strangers on the “Lost” plane were no longer strangers once they formed their island community. Their bonds carried them through hardships. Rewards were accomplished by working together and relying on each other. Hurley, a jovial series character, made sure the group took time to enjoy the moment. In some episodes, he had everyone playing golf together or competing in a ping pong tournament. Our Region 5&6 Conference & Expo will provide numerous networking opportunities. As we eat together, sit next to each other in educational sessions and socialize at various group events, professional relationships will be built and renewed. These connections last long after conference is over. ALA, as an organization, is strengthened as a result of cross chapter relationships that often begin in conference settings.

ISLAND

The beauty of the survivors’ island was irrefutable. Between the nearly perfect year-round weather and ideal site (Hard Rock Hotel - 10 minutes from the airport), San Diego is a paradise of a location for our conference. The educational meeting rooms are conducive for learning and the hotel location is ideal for exploring the historic Gaslamp District.

TWISTS

One reason fans kept coming back for more on “Lost” was to see how the unexpected plot twists played out on the series. This year’s regional conference has two new twists. First, we are starting conference Thursday at 5:00 p.m. with Sarah Reinertsen, our keynote speaker. Sarah is the first female above-knee amputee to complete the Hawaii Ironman Triathlon. You may recognize her from her appearance on the *Amazing Race 10*. As a motivational speaker, part of her message will be to share methods to overcome set-backs and accomplish goals. Immediately following her keynote address, a welcome reception and silent auction will provide networking opportunities and a chance to raise money for children’s charities. To conclude the evening,

a *Couture for a Cause* fashion show celebrating Community Challenge Weekend and Professional Legal Management Week will be enjoyed by conference attendees as well as San Diego legal professionals from partnering organizations.

Another new conference twist is a *5K Fun Run/Walk* hosted by our San Diego chapter. This complimentary event for conference attendees and exhibiting business partners will take place on Friday, October 1 at 5:30 p.m. We expect it to be a great way to see the beauty of San Diego while getting your blood flowing after sitting in educational sessions throughout the day. We think it will be a fantastic way to continue networking while working up an appetite for dinner.

CHOICES

During six seasons of “Lost,” relationship choices varied. First, it was Jack and Kate, then Kate and Sawyer. For a time, we saw Jack and Juliet together. Then Sawyer and Juliet lived together for three years as part of the Dharma Initiative. Of course, the choices we make at conference are of a different variety. Educationally, opportunity exists to choose between four different

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breakout sessions on five separate occasions throughout conference. As sessions are not recorded at regional conferences, it is sometimes difficult to decide which session to attend as multiple topics can be appealing.

For example, on Friday morning, concurrent breakout sessions include: a general counsel panel; project management and process improvement; policies, procedures and ethics of the cyber highway; and forecasting realistic budgets. On Saturday morning, concurrent breakout sessions include: the administrator's role in building a client service culture; 24 ways to get 24 hours back; scalable solutions for attorney development and training; and the administrator's role in diversity. Confirmed conference speakers include John Childers, Marguerite Ham, Bryan Schwartz, Paul Burton and Louise Carnachan. In addition, attendees have the opportunity to hear from both Susan French Koran, ALA's Immediate Past President and Rita Alli, our current ALA President. Overall, more than 20 educational sessions will provide necessary and current information for administrators and function specialists in the legal industry.

OTHERS

On the island, the survivors discovered they were not alone. "Others" inhabited the island as well. Although adversaries at times, during some seasons, the two groups coexisted in harmony and invaluablely assisted each other. ALA has a long history and relationship with our vendors. Like "Lost" the name for the "others" changed over time and most of us now refer to vendors as business partners. The conference Exhibit Hall offers an outstanding venue to develop business relationships face-to-face with company representatives. Our exhibitors have products and services we need to make our firms run more efficiently. The Exhibit Hall is a convenient opportunity to take advantage of the latest legal products under one roof. The financial support of our exhibitors and sponsors allows us to provide educational sessions and networking events at reasonable costs. We owe them a few moments of our time in the Exhibit Hall as thanks.

ANSWERS

"Lost" regulars wanted answers to the many questions that were presented throughout the series. As administrators, we are

expected to know the answers to a wide-range of subject matter issues. ALA's Certified Legal Manager (CLM)SM program provides the opportunity to demonstrate you have mastered the knowledge, skills, and abilities to operate at a high level of expertise in the field of legal management. The CLM examination will be administered on Thursday, September 30 prior to the commencement of the San Diego conference. Application deadline is August 12.

SURVIVAL

Those who survived the plane crash on "Lost" quickly found that survival required resourcefulness and quick adjustments to their new reality. As firm budgets have been trimmed, options to assure conference attendance may need to be explored. Whether we organize car-pools, room share, pay attention to scholarship opportunities and/or invest in our own continuing education regardless of what our firms may provide, a

conference attendance goal can be obtained.

In both the island and the time-travelling story lines, a common anchor existed known as the *constant*. Over 15 years as a legal administrator, my *constant* has been ALA. At first, I was an extra, absorbing from the background. Gradually, I was offered a few speaking lines. ALA conference attendance has been an integral element in my professional development.

The 2010 Regional Conference & Expo will be in San Diego from September 30 – October 2, 2010. Early bird registration is \$325. The single/double room charge per night at the Hard Rock Hotel is \$239. Please make a commitment to speak to your firm about attendance, participate in scholarship opportunities or invest in your own continuing education. I look forward to seeing you in San Diego.



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ALPS: Thinking Through the Decision to Hire a Contract Attorney

Mark Bassingthwaighte, Esq.
May 28, 2010

Firms hire contract attorneys for a variety of reasons, not the least of which is an attempt to control expenses. While reducing expenses is a good thing, the financial savings isn't the only issue in play. Unfortunately, unintended consequences could arise if no thought is ever given to a few other issues. The issues that come to mind most readily for me are conflicts of interest, accountability for work product, disclosure, and insurance coverage in the

event of an eventual allegation of negligence.

Addressing these issues is problematic, however, because the term "contract attorney" means different things to different people. IRS definitions and regulations aside, contract attorneys can run the gamut from fulltime "employees" being held out as members or associates of a firm to temporary part-time attorneys who never step foot within the walls of the firm. For the purposes of this article, I am going to focus on those contract attorneys who are not publically being held out as fully employed by the firm at

which they are working.

Let's look at the coverage concern first. Don't assume that coverage for contract attorneys under your existing policy is a given. While some insurance companies make no distinction between "contract attorneys" and "employed" attorneys, others do. This means that some insurance carriers will automatically add contract attorneys to your policy, once notice has been given and the appropriate amount of premium has been paid, and others will not. Why? One reason is that contract attorneys are often temporary and/or part-time. Do these part-timers have

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their own clients, to include other firms that they work under contract for? It's an unknown risk. In situations like this, the contract attorney may need to purchase his or her own coverage. That said, always confer with your carrier when making a decision to hire a contract attorney (or attorneys) so that the situation can be fully understood, documented, and appropriately underwritten if the carrier is willing.

The decision as to whether to use contract attorneys is not something that should lie exclusively with the firm. Clients may or may not be comfortable with contract attorneys and thus clients should be included in the decision making process. Ethical rules aside, whose matter is it? It's the clients. I would argue that clients

fundamentally deserve to know who will be working on their matters due to confidentiality, competency, and financial concerns at a minimum. Explain to your clients why the use of contract attorneys is necessary, let them know who this individual is and what they bring to the table, detail what the savings will be, and share the steps that will be taken to ensure that confidences will be maintained. In the end, it's all about maintaining the attorney/client relationship.

The accountability piece is an interesting issue. Under agency principles, the firm is going to be liable for what the contract lawyer does within the scope of employment. Sometimes firms will try to do an end run around this concern and treat the contract attorney as an independent contract attorney.

This may be partially effective if the contract attorney is fully independent (think in accordance with the IRS definition) and the client has been made aware of the situation and consented to it. I say partially effective because there will always be the possibility of a negligent hire claim should the independent contract attorney commit malpractice. Given this, appropriate risk management practices are called for whenever utilizing the services of contract attorneys. Adequate supervision and work product review are a given. You might have the contract attorney sign a confidentiality agreement and instruct staff to not discuss firm matters in front of the contract attorney. You would also be well advised to inquire into the

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GCI

GCI is an Alaska-based company providing voice, video and data communication services to residential, commercial and government customers. Founded in 1979, GCI introduced long-distance competition to Alaska and has since grown to be one of the nation's premier integrated telecommunication providers.

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background and experience of a potential contract attorney hire as well as ask about past claims or disciplinary matters prior to making a decision to hire.

Perhaps the most significant issue with contract attorneys is the imputed conflict problem. Here the specifics of the working relationship will matter. There is going to be a real difference in how the conflict problem plays between a contract attorney who never steps foot inside the firm's physical space, has no access to firm files, and only works for your firm; and a contract attorney who works internally, has access to client files, and works at one or two other firms at the same time. To minimize the risk of unintended conflict problems arising, limit the contract attorney's access to client files to the greatest degree possible. Here, isolated space or off site space and no access to the firm's computer network are worth the effort. In contrast, the greater the degree to which a contract attorney becomes associated with a firm the greater the likelihood that all conflicts this attorney carries will be imputed to the firm. Understand that this isn't

about how the contract attorney is paid. It's about length of time in your employ, scope of the relationship with the firm, degree of client contact, access to client files, the clients' understanding of the relationship, etc.

The decision to use contract attorneys can be an appropriate decision that brings real value to the firm and the clients you serve. Just don't rush into this for the expense savings alone. There can be unintended consequences that, in the end, prove more costly than if you had never hired the contract attorney in the first place. Think it through and make an informed decision for you and your clients.

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Anchorage, Alaska 99503

ALA Master Calendar

<i>July 14, 2010</i>	<i>Noon – 1 Jermain Dunnagan & Owens</i>	<i>Alaska ALA Board Meeting</i>
<i>July 20, 2010</i>	<i>Noon – 1:30 p.m. Captain Cook</i>	<i>Alaska ALA Monthly Membership Meeting</i>
<i>July 21, 2010</i>	<i>TBD</i>	<i>Legal Risks to Assessing Candidates by Social Network Sites. Speaker: Shelly Freeman, J.D., HROI</i>
<i>August 11, 2010</i>	<i>Noon – 1 Jermain Dunnagan & Owens</i>	<i>Alaska ALA Board Meeting</i>
<i>August 17, 2010</i>	<i>Noon – 1:30 p.m. Captain Cook</i>	<i>Alaska ALA Monthly Membership Meeting</i>
<i>August 18, 2010</i>	<i>TBD</i>	<i>Law Firm Profitability Enhancement. Speaker: Richard Turnbow</i>
<i>September 8, 2010</i>	<i>Noon – 1 Jermain Dunnagan & Owens</i>	<i>Alaska ALA Board Meeting</i>
<i>September 15, 2010</i>	<i>TBD</i>	<i>Electronic Records Management: How to Manage Your ESI in the 21st Century. Speaker: Dana Moore</i>
<i>September 21, 2010</i>	<i>Noon – 1:30 p.m. Captain Cook</i>	<i>Alaska ALA Monthly Membership Meeting</i>
September 23-25, 2010		ALA Large Firm Administrators Retreat, Barton Creek Resort & Spa, Austin, TX
<i>October 13, 2010</i>	<i>Noon – 1 Jermain Dunnagan & Owens</i>	<i>Alaska ALA Board Meeting</i>
<i>October 19, 2010</i>	<i>Noon – 1:30 p.m. Captain Cook</i>	<i>Alaska ALA Monthly Membership Meeting</i>
<i>May 23-26, 2011</i>		<i>ALA — Annual Educational Conference and Exposition, Orlando World Center Marriott Resort and Convention Center, Orlando, FL</i>
<i>April 23-26, 2012</i>		<i>ALA — Annual Educational Conference and Exposition, Hawaii Convention Center, Hilton Hawaiian Village, Honolulu, HI</i>
<i>April 15-18, 2013</i>		<i>ALA — Annual Educational Conference and Exposition, Gaylord National Resort & Convention Center, National Harbor, MD</i>
<i>May 19-22, 2014</i>		<i>ALA — Annual Educational Conference and Exposition, Metro Toronto Convention Centre, Toronto, Canada</i>

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ALASKA ALA

A Chapter of the Association of Legal Administrators

***Scholarship Program
2011 ALA Annual Conference & Exposition
May 23-26, 2011
Orlando, Florida***

<u>Event</u>	<u>Points</u>	<u>Possible</u>
Attend Monthly Meetings [June-February]	6	42
Attend Webinars [June-February]	4	32
Host a Webinar	6	6
Participate in Salary Survey	10	10
Provide Speaker for a Monthly Chapter Meeting	10	10
Prepare Member Profile for Newsletter	8	8
Provide an Article for Newsletter	10	10
Serve on a Committee	5	5
Participate in Community Challenge Weekend	10	10
Attend Fall Educational Conference	15	15
Attend Holiday Social	6	6
Attended April 2010 VIP Event	15	15
		169

Eligibility/Guidelines:

A member is ineligible if they have received a scholarship within the previous two years.

Scores will be tallied by the President.

Member profiles will be forwarded to the President for inclusion in the scoring.

Following the webinar, the host will forward the attendance sheet to the President for inclusion in the scoring.

A drawing will be held in the event there is a tie among members who qualify.