

RIVER CITY REVIEW

Association of Legal Administrators

Sacramento Valley Chapter Newsletter

Fall, 2001

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PRESIDENT'S MESSAGE



Cindy J. Harris

I cannot believe it's already the end of summer and I'm writing this for our fall issue. I have been busier than ever at my office these past few months. It seems like there is much too much to accomplish and not enough hours in the day to get to it all. I would like to say "THANK YOU" for the encouragement I have received from other ALA administrators who have given me their words of wisdom.

Region 6 Educational Conference in Long Beach, September 21-22, 2001, is fast approaching. I will be there! If any of our members are planning on attending, please call me and let me know. I would

like to try and meet with you at the conference to personally say hello!

October 13, 2001, is our Community Challenge Weekend (CCW) and Carol Swenson is chairing this event. We have teamed up with the CHP Academy to spruce up approximately 4 of the 16 acres at the Sacramento Children's Home (**KIDOPOLIS**). **KIDOPOLIS** is the Sacramento Children's Home community of organizations and programs working together to conquer child abuse. The CHP cadets will be doing all the physical labor, and we would like our Chapter members to be there to participate in the planned projects and to show our support! There will be 150 cadets and we have only 55 members, so the more of you who can attend that day, the better! Our event starts at 8:00 a.m. and ends at 2:00 p.m. The children who live there will join us around 10:00 a.m. for fun and games, and of course, food. We will be playing softball, basketball and perhaps some soccer depending on what the children prefer. We will also be barbecuing approximately 200 hot dogs to serve the children, cadets, and ourselves. Please contact Carol Swenson at cswenson@lawssd.com to pledge your commitment to support ALA's CCW and this worthy community project!

This week I attended my third annual kick-off breakfast for "**Making Strides Against Breast Cancer**." I will be accepting donations for the American Cancer Society now through Sunday, October 21, 2001 to help increase awareness and raise funds to fight breast cancer. I invite you to contact me at cindyharris@greveclifford.com for more information.

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Those who bring sunshine to the lives of others cannot keep it from themselves.

— JAMES BARRIE

2001/2002
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LETTER FROM YOUR EDITORS

Surviving

By: *Trish Hughes Kreis*

One of the most popular shows on television in recent memory (and coming soon again) is "Survivor." I am still not sure what we have learned from that show. That nice guys really don't finish first (Elizabeth)? That alliances only sort of work (Roger and Elizabeth)? Perhaps that sticking to your principles doesn't always get you "voted off the island" (Kimmie, the vegetarian). Having the best physical stamina wins you a new car (Colby)? Or only that eating rice every day is better than eating a slimy creature just one day.

Managing an office is much like "Survivor." There are alliances, principles, physical challenges (who hasn't gone through an office move?), and all sorts of different personalities to work with. Luckily, there haven't been any slimy creatures involved in managing an office (not for me anyway). So, how does one not only survive but also thrive, as one of the responses to "The Inquiring Administrator" column suggests? That's the tricky part.

Many of you gave suggestions on how to survive being an office administrator and the one theme that came through loud and clear was to keep a sense of humor. Trying to keep a sense of humor, I wrote a tongue in cheek article on surviving as an administrator that was published in the national ALA News last summer and is reprinted in this issue of the River City Review. A sense of humor has saved me many times during extremely stressful times.

Life can be stressful. We all have personal and professional challenges to go through, sometimes seemingly all at once. It is important to remember to keep a sense of humor, rely on our friends and professional colleagues (which the ALA and the local chapter encourages) and do what you know to be right. Eventually, our crises will pass and things will be good again. At least until the next time. With each crisis, our strength will increase, we will grow personally and professionally and we will be able to help the next person who may need the strength and wisdom we gained by our experiences.

This issue is about surviving, thriving and helping others. We hope you enjoy it.

Association of Legal Administrators Mission Statement

The Association of Legal Administrators' mission is to:

- 1) improve the quality of management in legal services organizations;
- 2) promote and enhance the competence and professionalism of legal administrators and all members of the management team; and
- 3) represent professional legal management and managers to the legal community and to the community at large.

The River City Review will be published quarterly the rest of this year to provide information that both benefits and provides education to legal administrators, law firm managers, law firm managing partners, and others interested in law firm management. SVALA does not offer legal, financial or tax counseling through this publication; no statement in this newsletter should be interpreted as such.

Any opinions expressed or product(s) advertised in any article, letter or advertisement published in the River City Review should not be considered to be endorsed by SVALA. Contributing authors are requested and expected to disclose financial and/or professional interests and affiliations which may influence their writing position.

BOARD MINUTES SUMMARIES

June Meeting

Sue Nielsen reported there are 50 paid members. She has prepared a spreadsheet with membership details to assist herself and the Board to better track membership data. A letter of introduction is being prepared to assist Sue in contacting prospective new members. A report of contacts will be forthcoming at the July meeting. Cindy has requested to be notified when new members are attending luncheons so they can be introduced. Joelle Stone reported that the June speaker would address the topic of Assembly Bill 1761 (the "Paralegal bill"). Joelle suggested the possibility of a roundtable meeting in August, and John Woodall expressed interest in leading one. Deana Franklin reported on her search for new firms to send the salary surveys to. There are not many mid-sized firms in the 11-26 employee range; the accounting firm has advised that smaller and non-profit firms tend to throw off survey results. Trish's motion that non-profit firms not be allowed to participate, but allowed to purchase the survey at a reduced rate, was seconded and passed. Deana sent out 125 surveys in 2001 compared with 111 in 2000. Cindy Harris reported on CCW and that the California Highway Patrol wanted to assist with our project. It was discussed and determined that a Membership Appreciation event be postponed until spring. Other miscellaneous topics discussed included Chapter web sites viewed by Cindy while at the Baltimore Educational Conference, Certification of Legal Managers, and the Region 6 Conference in Long Beach this September. A motion to move the July 4 Board Meeting to July 11 was seconded and passed.

July Meeting

Sue provided membership figures of 53 paid renewals to date for this year. The Legal Personnel Directory was a resource for mailing out new member packets. A list of the benefits in becoming a member, included in the new member packet, was distributed for the Board's review. Joelle Stone reported July's luncheon will feature two speakers on the topic of COBRA; the August luncheon will be a roundtable discussion led by John Woodall; and the September meeting will engage a speaker from Altman Weil, Inc.

Carol Hickman sent out copies of our summer issue newsletter to 10 other California chapters to encourage a newsletter exchange. Discussion regarding Sutter Printing's

bill for the summer issue was followed by a decision that Carol Hickman, Trish Hughes Kreis and Cindy Harris would hold a meeting with Sutter's owner, Craig, to clarify this and future newsletter charges. Catherine Miller handed out advertising rate sheets from other Chapters and asked for opinions regarding raising ours. Discussion was tabled until the August meeting. Deana Franklin sent e-mail reminders for membership to return their salary surveys timely. Cindy Harris confirmed we have a signed agreement with Lockwood & Born and that we mailed our \$500 deposit to them. Carol Swenson reported that the CHP Academy cadets in a recent meeting regarding CCW seemed receptive to the idea of teaming up with our chapter for the October event to benefit **KIDOPOLIS**. The Academy will provide 150 cadet volunteers. It was reported by some Board members that if a Membership Appreciation event was held, there were willing sponsors on standby. Discussion of last year's low turnout brought suggestions that the vendors would be welcome, if interested, to support the Managing Partners Dinner in March instead.

A Web Site Committee consisting of John Woodall, Cindy Harris and Catherine Miller has been formed to produce a web site for our chapter. John has investigated hosting services and the feasibility of advertising on the site. He reported that different goals and purposes produce different types of sites. Some discussion took place about what items to include in the site, such as a members only directory, chapter goals, etc.

Some solid Certified Legal Manager information was passed along to Larry Hartmann from Cindy Broughton, including an outline of test items. The Board asked who might be attending the Region 6 Educational Conference. Our Fidelity Bond was renewed, and the premium paid. Reports of ALA's Chapter Leadership Institute in Atlanta from Cindy Broughton and Cindy Harris, whom attended, hailed its value and that the investment of time was worthwhile. It was decided that our Chapter should always send a Board Member to CLI in the future. Other general discussion included the topics of food at Board Meetings; ALA Antitrust Guides (which were distributed); and new Chapter letterhead and envelopes. Catherine Miller resigned her position as Newsletter Co-Chair, but will continue to work on the Web Site Committee.

continued on page 4

It's Not Too Late To Register For The REGION 6 EDUCATIONAL CONFERENCE!



This conference is complete with informative and educational sessions, the latest in industry products and services, and is sure to help you develop new and effective techniques to manage your firm. The Long Beach area promises to be a beautiful setting for the conference.

Those currently registered to attend from Sacramento include: Linda Brughelli of the State of California Attorney General's Office; Cindy J. Harris of Greve

Clifford Wengel & Paras, LLP, Carol K. Hickman of Knox, Lemmon & Anapolsky, LLP, and Thomas J. Pellegrini of Lewis D'Amato Brisbois & Bisgaard. Please consider joining them!

For more information on the **Region 6 Educational Conference** this September 21-22, 2001, please visit ALA's web site at www.alanet.org or call ALA Headquarters at (847) 816-1212.

BOARD MINUTES SUMMARIES *continued from page 3*

August Meeting

The Treasurer's Report was approved as read. Tom Pellegrini reported that the Membership Committee sent new notices to members who had not renewed. A mailing will also be sent to all known offices which do not have members, with packets sent to anyone expressing an interest. The new membership count is now 55. The roundtable meeting idea needed to be postponed until early next year, per Joelle Stone. Trish reported that Carol and Cindy had met with Sutter and received a flat rate quote for production after one proof, and additional changes at \$80 per hour. They recommended keeping Sutter Printing as our newsletter printer. It was

moved, seconded and passed that the Sutter Printing proposal be accepted. Trish briefly discussed increasing the prices we charge our vendors for advertising. Cindy Harris and Carol Swenson reported on CCW October 13, 2001. They met with **KIDOPOLIS** and confirmed that 150 cadets will be helping with our project. A discussion of the various projects needing attention was held, resulting in a motion to accept the Sutterville Road project (**KIDOPOLIS** main campus); which was seconded and passed. John Woodall, our Web Manager, handed out a list of chapters with web sites and reported on his contacts with other Web Managers. He handed out proposed goals for development of our site. A motion

was seconded and passed to provide the Committee with \$500 to commence with web site design. The Board has been requested to bring some suggested images for our site to next month's meeting. Cindy Broughton motioned that our chapter provide a Region 6 Conference Scholarship to a member whose firm will not sponsor their registration to attend the Conference. The motion was seconded and carried.

It's not that I'm so smart it's just that I stay with problems longer.

— ALBERT EINSTEIN

SPEAKER PROFILE

Donald H. Oppenheim

September 2001 Luncheon Speaker



Donald H. Oppenheim

The September luncheon will focus on recession anxiety and planning for a (possible) slowdown. Recession, slowdown, soft landing, depression - not even Alan Greenspan can predict how the current slump will be characterized. Law firms are likely to feel some impact. Those firms that plan for the recession will fare far better than those caught by surprise.

This session will discuss what works and what doesn't for law firms facing their own micro-recession. Discover some hard lessons learned from actual law firm experience after the last two recessions. You will walk away with practice tips you can use to help your firm prepare for a possible future recession.

Our speaker will be Donald H. Oppenheim. Donald H.

Oppenheim is a principal of Altman Weil, Inc. He is a graduate of the University of California at Berkeley, and holds an MBA from the University of Michigan, Ann Arbor.

Mr. Oppenheim was Associate Publisher of the ABA Journal, the flagship magazine of the American Bar Association from 1985-88. He became a consultant with Altman Weil in 1988 and worked with law firms and corporate law departments for five years, heading the firm's California operations. In 1993, Mr. Oppenheim became Executive Director of a San Francisco based litigation firm with approximately 80 attorneys in two offices. In March 1998, Mr. Oppenheim rejoined Altman Weil as a principal, and is charged with running the firm's West Coast practice.

Mr. Oppenheim's consulting practice focuses on law firm profitability, strategic and business planning, governance and administrative structure, practice management, risk management, mergers/acquisitions, partner compensation systems and other topics related to firm operations.

Mr. Oppenheim is an associate member of the American Bar Association. He is a frequent speaker on a variety of topics relating to law firm management, and has written numerous articles on the subject.

Be sure to sign up for the September 19th Luncheon. Contact Joelle Stone at 916/446-2300 or jstone@murphyaustin.com for more information.

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BOARD MEMBER PROFILES



Joelle Stone
*Human Resources and Marketing
Coordinator*

Murphy Austin Adams Schoenfeld
LLP (“MAAS”)

Board Position: *Programs/Education*

Joelle moved from Oregon to Tampa, Florida to attend college and ended up living in Florida for twelve years. While in Florida, Joelle began her legal career as an administrative assistant for a family law firm. She also worked as a legal secretary and paralegal and then for five years as the office manager for a small, high-profile criminal defense firm.

When she decided to migrate back to the West Coast, Joelle scoured the Atlas for the warmest place closest to her family in Oregon. Although she had never been to Sacramento, Joelle moved to the area in 1996 and has made it her home. Upon arriving in Sacramento, Joelle went to work for Diepenbrock, Wulff, Plant & Hannegan, LLP as the firm’s Personnel Assistant and Hiring Coordinator. She then went with MAAS as their Human Resources and Marketing Coordinator when the firm was established in January 1999.

Joelle enjoys the (warm) outdoors, working out, reading, cooking and spending time with her 5-year old nephew. In the winter months, Joelle looks forward to visits to Tampa and San Diego.



Trish Hughes Kreis
Office Administrator

Murphy Austin Adams Schoenfeld
LLP (“MAAS”)

Board Position: *Co-Chair, Newsletter*

Trish Hughes Kreis has been the Administrator for Murphy Austin Adams Schoenfeld LLP since it opened in January 1999. Prior to opening MAAS, Trish was Administrator for Diepenbrock, Wulff, Plant and Hannegan LLP before its closure and prior to that was the Administrator for Marron Reid LLP before its closure.

She’s trying to not take any of the closures personally and is still a little sensitive about the topic.

MAAS was launched as a new firm specially built to focus on the core areas of business and real estate transactions, healthcare, construction, labor and employee benefits, tax and commercial litigation. The firm has twelve partners and eight associates.

Trish has over fifteen years of legal experience, some of which was gained in the trenches as a transactional legal secretary for her current managing partner, Russell Austin. The transition from secretary to administrator was enlightening, frightening, enjoyable, challenging and rewarding all at once.

Trish enjoys spending time with her blended family consisting of her husband, daughter, step-daughter and step-son, five cats, one dog, one frog and a snail. Although she grew up in Nebraska far from the ocean (or maybe because of it), the ocean is her favorite place to vacation.

Eventually, Trish would like to finish the book she is working on and see it published! In the meantime, she will continue to do what she can to grow as an administrator and to balance her work and family life.

Thanks to Our Vendors . . .

Special thanks to our vendors for their professional services and advertising support. We couldn't do it without you!

SPEAKER HIGHLIGHTS

August

Our August Luncheon focused on Ergonomics - Cal-OSHA Regulations and Practical Solutions. Ralph Anderson, Director of Consulting Services for ProActive Ergonomics, gave a terrific presentation on Ergonomics, what employers must do to comply with Cal-OSHA regulations. Of all injuries, including Amputations, Chemical Burns, Fracture and Multiple Injuries, Carpel Tunnel Syndrome results in the most days lost from work and is the most expensive injury. ProActive Ergonomics develops programs, performs compliance review, consultation and design of workspace and individual ergonomic assessment. You may reach Ralph Anderson at 650/814-4353 or ergonomicpro@home.com.

James Dempsey of Human Scale had some great ergonomic products and accessories on hand. Humanscale's mission is to design and manufacture products that encourage computer users to adopt low-risk body postures creating a healthier, more comfortable, and more productive work environment. Humanscale was founded in 1983 and has locations in all major cities with thirteen offices in the US, three in Europe and one in Asia which enables national and international service and support for their clients. You may contact James at 415/778-0145, Ext. 3013 or jdempsey@soft-view.com. Visit their website at www.humanscale.com.

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10 Top Reasons NOT to Volunteer for Community Challenge Weekend (CCW) this October 13, 2001

(In Descending Order ...)

This list of 10 reasons NOT to volunteer is reprinted from ALA National's advertising campaign to encourage Chapter support and participation in CCW, and is strictly tongue-in-cheek. Obviously, we hope you will make a commitment to volunteer for all the right reasons!

10. You already donate much of your time to the needy.

If this is true, that's great. If not, there are many organizations in search of volunteers to help with their cause.

9. You have enough problems of your own.

Everyone has problems, but there are many people in the world who have it worse, and wouldn't it be great if you could help alleviate the pain of others as well?

8. You don't do anything for free.

You might be volunteering your time for free, but the emotional rewards of helping others far outweigh what you could get monetarily.

7. You just don't have the time.

That's understandable. Everyone is busy. However, volunteering doesn't require a lifetime commitment. You can donate a couple of hours, a whole day, a weekend – whatever you can manage.

6. You need to catch up on your sleep on the weekends.

You know getting enough sleep is important, so why not volunteer a little time and help the less fortunate get a better night's sleep as well?

5. You're not a people person and don't like strangers.

That's OK. There are ways to participate where you don't have to interact much with people. You can volunteer by

filing or working in an office, drop off items that were collected during a drive, etc. There are many ways to make a difference.

4. Your Mom is already proud of you.

I'm sure that's true and that's great. Why not give her another reason to be proud of you?

3. You might get dirty.

A little dirt never hurt anyone. Besides, there are a number of ways to help that don't involve physical labor.

2. There might not be food involved.

Having food is definitely important. Just ask those who aren't lucky enough to eat three times a day or even once a day. This volunteering effort is about concentrating on the need for others. The unfortunate will appreciate any help you can provide to make their days brighter.

AND THE NUMBER 1 REASON NOT TO VOLUNTEER FOR ALA'S CCW IS ...?

1. You don't like to smile and feel good.

Well, that's just a shame. Who wouldn't want to smile, be happy, feel good about themselves, and all the while help others feel the same way?

If you're still not convinced, call any Board Member of our local chapter, or contact our 2001 CCW Coordinator, Carol Swenson, at (916) 446-7979 or cswenson@lawssd.com. We guarantee your volunteer efforts this October 13, 2001 will make you smile and feel good!

Community Challenge Weekend



One weekend. One global effort.
Saturday, October 13, 2001 - 8:00am to 2:00pm



Do you remember when you were a youngster and you thought every event in your life was exciting, awesome and fun!? Wasn't it a comfortable, safe feeling knowing that you had a home, family, friends and teachers who cared about your future? Providing this comfortable feeling is what **KIDOPOLIS** – "The Sacramento Children's Home community of organizations and programs working together to conquer child abuse" is all about.

For our CCW project this year our Chapter has teamed up with one hundred and fifty California Highway Patrol

Academy Cadets to volunteer for **KIDOPOLIS** - The Sacramento Children's Home located on Sutterville Road across the street from Curtis Park. Because we have a large pool of talented people with diverse skills and interests (as well as big muscles!) we are challenging our members and the CHP Cadets to accomplish all of the "work" and "play" tasks outlined below. Our joint effort will not only spruce up the children's environment and boost morale, but it will provide an opportunity for them to interact with a group of adults who want to be their friend.

WORK STUFF

- Playground:** paint swings and jungle gym equipment; build a sandbox under the swings to keep little feet out of the mud.
- Classrooms:** paint interior walls; paint handrails; wash windows and clean out gutters on the buildings.
- Bicycle Shed:** replace worn out plywood on two sides; stain exterior.
- Barn Yard:** rake and clean the yard, put down new hay; weed and edge grass at the front of the barn and clean the brick walkway.

PLAY STUFF

Activities: to involve the children we have been asked to spend time helping them stencil their two interior play rooms, paint Halloween decorations on their dorm windows, bake cookies, play outdoor games, decorate T-shirts, and do some face painting.

Picnic: when the projects are complete, we'll fire up the red brick bar-b-que, grill hot dogs, add chips, sodas and cookies, sit back and admire our handiwork!

Entertainment: The CHP will display a motorcycle and patrol car, and present a working canine demonstration. "Chipper" the CHP mascot will make an appearance and give out goodie bags to the children.



In order to have a meaningful project this year, we need **each member's** contribution. We need volunteers on the CCW Committee, we need your firm's monetary support, we need project leaders to help organize the Cadets, and we need donations of building materials, paint and yard tools. Please contact **Carol Swenson 446-7979**, cswenson@lawssd.com ASAP if you can serve on the Committee.

Mail your personal or your firm's contribution, made payable to "ALA" to:

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400 Capitol Mall, 27th Floor
Sacramento, CA 95814

Come join the CHP Academy Cadets and your ALA colleagues to make this joint effort a **HUGE SUCCESS** for **KIDOPOLIS!**

(Due to privacy and confidentiality restrictions, we are not allowed to bring our own children to this event.)

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— FRANCESCO GUICCIARDINI

Twenty ways to love your lawyers (how to survive as a legal administrator)

by Trish Hughes Kreis

I have faced my share of challenges as a Legal Administrator. My track record includes being the Office Manager for a small law firm that dissolved after I had been there for one year.

I took that experience and became the Office Manager for a mid-sized, multi-city law firm. This firm, too, dissolved a few short years after my arrival.

I then became an office manager of the largest and oldest law firm in town. Two months after my arrival, the firm announced its plans for dissolution.

I am trying to not take these experiences personally, but as you might imagine, sometimes it's tough.

Currently, I am the Administrator of a new, mid-sized law firm, but am not holding my breath. Therefore, I better share the experience and knowledge I've gained before I get anymore of it.

So, let's take a tongue-in-cheek look at 20 ways I have found to love the attorneys I work with:

General Rules

1. You must remember that working in a law office is much like being in a dysfunctional family. You think it's normal until you get out!
2. Use the latest technology. Sure, there will be those who still think using a Dictaphone and a typewriter are a great way to do business, but hopefully they will retire soon.
3. If the attorneys ask for something trivial — such as red file folders instead of manila folders — and it isn't too much trouble, get it quickly. It buys more time on the big stuff.
4. Find out each lawyer's avocation early on. It will make them seem more human. Contrary to popular belief, attorneys are human too. Remind yourself of this quality when you are ready to throttle them.
5. Which brings us to the fact of life that try as you might, you cannot keep everyone happy all of the time. If you have 50 people

in your firm and each one has 15 problems per day (and that is a light estimate) you could only spend 45 seconds on each problem during one of your 11-hour days. Good luck.

6. Which brings us to priorities. Legal Administrators must prioritize. This can only be done well with a highly sophisticated bribing system. The people with the best bribes get their way.
7. Maintain good relationships with your employment agencies. Get a clue if they call out of the blue and ask if you are in the market for a litigation secretary. Chances are, you will be in a few days.
8. Some practical advice: If you are not a salesman, mom, nurse, preschool teacher, financial wizard, mediator, counselor and magician, do not attempt to become a Legal Administrator.

Team Sports

9. Have the office participate in a team sport. Wrestling is out (sexual harassment issues make it too risky). Kickboxing is tempting, but probably not a good idea. Try bowling or softball.
 10. Tell the attorneys they are athletically inclined to get them to play. Many have stories of how athletic they once were and most want to prove it. Just play along. Listen intently while you mentally prepare your grocery list.
 11. Remember, the politics don't stop at the office. What if your managing partner wants to pitch? He's a great guy and a brilliant lawyer, but can't throw his way to home plate. Nevertheless, he's your pitcher.
- ## Money, Money, Money
12. Shower the partners with financial reports. Nothing says love better than daily accounts-receivable reports.
 13. Collect, collect, collect. If someone owed you money wouldn't you just love the person who found a way to get it for you? Be that person for the partners. Nothing says love better than increased receivables.
 14. Pay attention to the financial reports. That way, if the firm announces its closure it won't come as such a shock and you'll know how much you can expect as severance pay.

Transitions

15. Recognize that moving is a test. It can make or break you. I know many law office managers who are now employed as full-time gardeners because of a disastrous office move.
16. Let the partners fight among themselves about where their offices will be situated in the new location. Under no circumstances do you want to be involved in this. You know what they say about killing the messenger.
17. My personal mantra: Always carry a tape measure. Knowing how to use it, however, is a different story.
18. Outside of an office move, you may face other transitions. These include (but are not limited to): firm closures, reorganizations, downsizing, mergers, opening offices in other cities, new managing partners and reassignments. A sure sign to start worrying: if you were once the Legal Administrator and you are now the receptionist.
19. Support your attorneys. Be there for them. Let them confide in you, lean on you, rely on you during these difficult transition times. It is another great way to keep you job.
20. But keep your resumé updated just in case.

Anything else?

I was ready to continue describing many more ways to love your lawyer, but it's Sunday morning and my Managing Partner just called me at home. The garbage disposal at work is broken and the dishwasher is running and overflowing the sink.

I suggested he turn the dishwasher off until we get the repair people in on Monday morning. Unfortunately, he wasn't sure how to do this because it was in mid-cycle and he was concerned about the water running out of the dishwasher and flooding the kitchen.

Yes, another day in the life of a Legal Administrator. I would love to continue, but I really need to take care of this. ...

Reprinted with permission from *ALA News*, August/September 2000, published by the Association of Legal Administrators, Vernon Hills, Illinois.

President's Message *continued from page 1*

ALA's **Managing Partners Dinner**, which was such a huge success this year, will take place on **March 20, 2002**. **Mark your calendars and e-mail a reminder to your Managing Partner so he/she has plenty of notice!** Our speaker will be Dr. John R. Powers. Those of you whom attended ALA's 2000 Regional Conference in Las Vegas will probably remember him, as he was the closing speaker for that conference. His presentation was excellent and entertaining!

I will see you all soon at the above events and at our monthly luncheons.



**John Woodall,
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Contact Victor de la Torre or Bret Grosso

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Website Recommendations

Websites

Association of Legal Administrators

www.alanet.org

This is the official website of the ALA and was mentioned in our last issue. However, it is worth mentioning again because it is such a valuable resource. In particular, the Members Only Section of the website is especially helpful. Most recent figures show the ALA has over 5,000 members registered for this section with a goal of registering at least 1,000 more by year end. If you haven't already registered for this section, please consider doing so.

Sacramento Children's Home

www.kidopolis.com

This is the website of the Sacramento Children's Home. Our Community Challenge Weekend will be spent helping this outstanding organization (please see more information about this event in this issue). This website will get you more acquainted with the organization and their mission. Please take a look.

Dr. John R. Powers, Motivational Speaker

www.johnpowers.com

As Cindy mentioned in her President's message, Dr. Powers will be our speaker for the Managing Partner's dinner next March. Please visit his website for a preview of this dynamic speaker.

Human Scale

www.humanscale.com

One of our August speakers, James Dempsey, is from Human Scale. Please visit their website to see products, information about the company and information regarding ergonomics.

Altman Weil, Inc.

www.altmanweil.com

Our September speaker, Donald H. Oppenheim is from Altman Weil. They provide management consulting services exclusively to legal organizations. Their clients include law firms, law departments, governmental legal organizations and legal vendors of all sizes and types throughout North America, the U.K. and abroad.

SACRAMENTO VALLEY CHAPTER ALA MEMBER DATA CHANGE FORM

Member Name: _____

Prior Firm Name: _____

New Firm Name: _____

Title (New Firm): _____

New Address: _____

City, State, ZIP: _____

Telephone Number: _____

Facsimile Number: _____

Effective Date of Change: _____

Other information: _____

Please contact one of our
Membership Co-Chairs:

MS. SUE NIELSEN
Segal & Kirby
770 "L" Street, Suite 1440
Sacramento, CA 95814
(916) 441-0828
FAX (916) 446-6003
E-MAIL: firm@segalandkirby.com

MR. TOM PELLEGRINI
Lewis, D'Amato, Brisbois & Bisgaard
2500 Venture Oaks Way, Suite 200
Sacramento, CA 95833
(916) 646-8229
FAX (916) 564-5444
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5050 Rocklin Rd.
Rocklin, CA. 95677 Suite A6

RIVER CITY REVIEW

Article Submission Deadlines

Don't let time slip away from you! Any articles, advertising or other requests to be included in our quarterly *River City Review* must be provided to one of your Newsletter Co-Chairs no later than:

NOVEMBER 5, 2001
Winter 2001 Newsletter

•

FEBRUARY 25, 2002
Spring 2002 Newsletter

All submissions must be provided via e-mail or on a 3.5" diskette in the following formats: **For Text:** Any version of Microsoft Word. **For Photos or Other Graphical Artwork:** Camera-ready quality originals in black and white. Any questions? Please feel free to contact your Newsletter Co-Chairs:

CAROL K. HICKMAN
916-498-9911
chickman@klalawfirm.com

TRISH HUGHES KREIS
916-446-2300
thkreis@murphyaustin.com

Thank You!

The future belongs to those who believe in the beauty of their dreams.

— ELEANOR ROOSEVELT

VENDOR ADVERTISING POLICY

The *River City Review* accepts advertising from vendors offering products and services to the legal community. Advertising rates per quarterly issue are as follows:

- **Full Page** \$100.00
- **Half Page** \$ 60.00
- **Third/Quarter Page** ... \$ 35.00

Camera-ready artwork for the all advertising must be provided to a Newsletter Co-Chair prior to Newsletter submission deadlines. The Sacramento Valley Chapter of the ALA reserves the right to accept or reject any advertisement submitted at their discretion.

Vendors wishing to advertise in the *River City Review* are asked to contact:

CAROL K. HICKMAN
916-498-9911
chickman@klalawfirm.com

TRISH HUGHES KREIS
916-446-2300
thkreis@murphyaustin.com

Thank You!

A Big Welcome to our New Members

ALLARDYCE, NANCY

Office Administrator

Resources Law Group, LLP
555 Capitol Mall, Suite 1590
Sacramento, CA 95814
(916) 442-4880
nallardyce@resourceslawgroup.com

LINDA DUNNE

Administrator

Boyden, Cooluris, Livingston & Saxe, PC
400 Capitol Mall, Suite 1650
Sacramento, CA 95814
(916) 930-9740
ldunne@bclslaw.com

JENKINS, CONNIE

Accounting Manager

The Diepenbrock Law Firm
400 Capitol Mall, Suite 1800
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(916) 446-4469
cjenkins@diepenbrock.com

SANATKAR, AIMEE

Controller

McDonough, Holland & Allen
555 Capitol Mall, Suite 950
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(916) 444-3900
asanatkar@mhalaw.com

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Sacramento, CA 95815
(916) 567-6404
marilyn.anderson@CNA.com

HAMMERBERG, CAROLYN

Director of Operations

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333 Market Street, Suite 2300
San Francisco, CA 94105
(415) 777-3200
chammerberg@hansonbridgett.com

KATHLEEN "CASEY" LEONES

Administrator

Washburn, Briscoe & McCarthy
55 Francisco Street, Suite 600
San Francisco, CA 94133
(415) 421-3200
casey.leones@wbm.com

WALLACE, SUSAN

Human Resources Manager

Kronick, Moskovitz, Tiedemann & Girard, P.C.
400 Capitol Mall Drive, 27th Floor
Sacramento, CA 95814
(916) 321-4500
swallace@kmtg.com

About Attending Meetings ...

Members are encouraged to regularly attend the informational monthly Membership Luncheons. For information about our upcoming luncheons and speakers, please contact Joelle Stone at (916) 446-2300 or jstone@murphyaustin.com. A Member may also, *at any time*, attend any calendared Board Meeting. Please contact Maureen Henderson at (916) 448-0448 or gfs@gfsacto.com to confirm in advance where Board Meetings are being held.

Thanks from the Editors ...

We wish to take this opportunity to thank Catherine A. Miller for her service as Newsletter Co-Chair during 2000-2001. Unfortunately for us, Catherine resigned her post after our Summer issue to concentrate on her business. We wish her the very best and thank her very much for her contributions and service to the *River City Review!*



Association of Legal Administrators, Sacramento Valley Chapter

Calendar Highlights

September 2001

Wednesday, September 5

Board Meeting
5:30 p.m.
Greve, Clifford, Wengel, & Paras, LLP

Wednesday, September 12

ALA Telephone Seminar
11:00 a.m. – 1:00 p.m., Pacific
Presented by: James Fairchild, Ziegler Ross
Topic: Keys to Improving Receivables

Wednesday, September 19

Membership Luncheon
12:00 Noon – Grapes
Speaker: Donald H. Oppenheim, Altman Weil, Inc.
Topic: Recession Anxiety and Planning for a (possible) Slowdown

Thursday, September 20

Certified Legal Manager (CLM) examination
Long Beach, California

Friday - Saturday, September 21 – 22

Region 6 Educational Conference
Long Beach, California

October 2001

Wednesday, October 3

Board Meeting
5:30 p.m.
Greve, Clifford, Wengel & Paras, LLP

Tuesday, October 9

ALA Telephone Seminar
11:00 a.m. – 1:00 p.m., Pacific
Presented by: Robert Sobelman, Compass Computer Services and Dan Burk, Independent Consultant
Topic: Annual Law Office Technology Update

Saturday, October 13

Community Challenge Weekend
8:00 a.m. – 2:00 p.m.
Sacramento Children's Home (Sutterville Road)

Wednesday, October 17

Membership Luncheon
12:00 Noon – Grapes
Speaker: Deborah Doss, Infostations
Topic: Web Marketing and Security

Wednesday, October 31

Happy Halloween!!

November 2001

Monday, November 5

Deadline to submit articles/materials to newsletter committee for inclusion in Winter Newsletter

Wednesday, November 7

Board Meeting
5:30 p.m.
Greve, Clifford, Wengel & Paras, LLP

Wednesday, November 14 *(note: this is changed from our usual date because of the Thanksgiving Holiday)*

Membership Luncheon
12:00 Noon – Grapes
Speakers: To Be Announced
Topic: Labor Law Update

Thursday, November 22

Happy Thanksgiving!!

MARK YOUR CALENDARS FOR THESE UPCOMING EVENTS:

March 20, 2002 – Managing Partner's Dinner
May 20, 2002 – Certified Legal Manager (CLM) examination

The Inquiring Administrator

By Trish Hughes Kreis

Q. What is your best tip for surviving as an Office Administrator?

Know when to pick your battles and when to just walk away.

CINDY BROUGHTON

Business Administrator

Olson Hagel Waters & Fishburn LLP

Remember the good part of being an administrator to get through the difficult times.

CINDY HARRIS

Office Manager

Greve Clifford Wengel & Paras LLP

Keep your sense of humor and don't take ANYTHING personally!

LYNN COLE

Administrator

Cook, Brown & Prager, LLP

Keep a sense of humor about the job. And, if your kitchen gets too hot (i.e., too much heat, not enough light), get out of the kitchen!

JOHN WOODALL

Business Manager

Johnson, Schachter & Collins P.C.

(note from the editors: John provided a wonderful story of "Two Envelopes" which, unfortunately, was too lengthy to print in this issue. The moral of the story is printed above.)

Just show up. You don't have to be perfect, but you do have to just show up.

CAROL SWENSON

Office Administrator

Somach, Simmons & Dunn

Wear a helmet and keep your head down! All kidding aside, concentrate on improvements: in relationships, in processes, in economics.

TOM PELLEGRINI

Administrator

Lewis, D'Amato, Brisbois & Bisgaard

Be prepared to do anything. Even by being a pooper scooper (once at the firm picnic and once IN the office).

YVONNE MOORE

Controller

Trainor Robertson

(note from the editors: Actual events experienced by Liz Sabel, Human Resource Manager! And, you thought you had it bad. . .)

Vodka. Although vacations seem to help too!

EVE-ELIZABETH RICHTER

Office Manager

Pagliari & Sanders, APC

Attend your son's soccer tournament, get extremely sun-burned (to the point where your lips are swollen and infected). The amount of sympathy is amazing! It's cut down on traffic in and out of my office because everyone knows how painful it is to talk. I have accomplished a lot!

KIM DEVINCENZI

Office Administrator

Pacific Legal Foundation

(note from the editors: Hope you are feeling better, Kim!)

Don't just survive – thrive! Join ALA.

LINDA BRUGHELLI

Director, Division of Legal Support and Technology

Attorney General's Office

California Department of Justice

The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.

— MARTIN LUTHER KING, JR.

For those of you who do not have access to e-mail but would like to participate in answering the question of the quarter, please contact me by phone at (916) 446-2300 and I will make sure you are notified of the question for the next issue.



Community Challenge Weekend

One weekend. One global effort.

Saturday, October 13th * 8:00 a.m. - 2:00 p.m.

KIDOPOLIS, is about kids and families and their futures. The Sacramento Children's Home awaits the arrival of CHP Cadets and ALA Members with great anticipation and expectations of a fun-filled *Saturday in October!* We are asking you to make the decision to take part in this year's CCW. Each member's involvement at any level, or for any part of the day will make a difference in the lives of these kids.

"A wish changes nothing. A decision changes everything."

Besides sore muscles and dusty jeans, we are also guaranteed to take home a "warm fuzzy feeling" of satisfaction, accomplishment and pride of ownership for our volunteer efforts. An added incentive this year is the chance for our Chapter to win a \$100 prize! So, bring along your favorite garden tool, paint brush and spirit of fellowship ... see ya there!



*Newsletter Editor, Deborah Solomon
Sacramento Valley Chapter of
The Association of Legal Administrators
c/o The Diepenbrock Law Firm
400 Capitol Mall, Suite 1800
Sacramento, CA 95814*