

June / July 2017
Vol. 2017, No. 3

HUMAN RESOURCES



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Career Fair 2017

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The ABC's of
Human Resources

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2017 - 2018 ALAMN OFFICERS & DIRECTORS

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ALAMN has adopted ALA's Mission Statement

To 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.

2017 - 2018 ALAMN COMMITTEES & SIGs

ALAMN COMMITTEES serve as liaisons between membership and the respective director, representing the ALAMN Board of Directors.

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ALAMN SPECIAL INTEREST GROUPS (SIGs) are educational forums specific to functional specialty. Special Interest Group (SIG) meeting attendees need not be ALAMN members.

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ALAMN CALENDAR OF EVENTS

JUNE 2017

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

JUNE

- 1 **ALAMN Webinar: Best Practices in Using Billing and Invoicing as a Business and Client Development Tool**
2:00 pm
Location: Zimmerman Reed
- 9 **Board Meeting**
8:30 am – 10:30 am
Location: Barnes and Thornburg
- 13 **General Meeting**
11:30 am – 1:00 pm
Location: Fredrikson & Byron
- 20 **Facilities SIG Meeting**
12:00 pm – 1:00 pm
Location: Fredrikson & Byron
- 20 **Membership Development Committee Meeting**
4:00 pm – 5:00 pm
Location: Madigan, Dahl & Harlan
- 21 **ALAMN Webinar: Communications for the Brave, the Meek and Everyone in Between**
2:00 pm
Location: Zimmerman Reed

***PLEASE NOTE:**
SPECIAL INTEREST GROUP (SIG) attendees need not be ALAMN members

JULY 2017

SU	MO	TU	WE	TH	FR	SA
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

JULY

- 14 **Board Meeting**
8:30 am – 10:30 am
Location: Barnes and Thornburg
- 18 **Membership Development Committee Meeting**
4:00 pm – 5:00 pm
Location: Madigan, Dahl & Harlan
- 19 **Community Service Committee Meeting**
11:30 am – 1:00 pm
Location: Zimmerman Reed
- 19 **ALAMN Webinar: Better Self Management Through Type**
2:00 pm
Location: Zimmerman Reed
- 20-22 **ALA Chapter Leadership Institute**
8:00 am – 5:00 pm
Location: Hyatt Regency Minneapolis
- 26 **Communication Committee Meeting**
12:00 pm – 1:00 pm
Location: Manty & Associates
- 21 **Simpson Shelter Meal Service**
5:00 pm – 8:00 pm
Location: Simpson Shelter
- 28 **Communication Committee Meeting**
12:00 pm – 1:00 pm
Location: Manty & Associates
- 6 **ALAMN Webinar: A Profession on Notice: The Ethical and Liability Case for Why Law Firms Must Get Serious About Substance Abuse**
2:00 pm
Location: Zimmerman Reed
- 11 **HR Committee Meeting**
11:30 am – 1:00 pm
Location: Briggs & Morgan
- 11 **Summer Social**
4:00 pm – 7:00 pm
Location: Shindig Event Space
- 13 **Finance SIG Meeting**
12:00 pm – 1:00 pm
Location: TBD

FROM THE PRESIDENT OF ALAMN

By Sarah Evenson, ALAMN President

“Outstanding people have one thing in common: an absolute sense of mission.”

- Zig Ziglar

ALAMN's mission is a single statement summarizing why we exist. But more than just stating why we exist, our mission statement also helps to outline the bigger purpose of the regular activities and routine things our members do every day. It also explains why ALAMN does what it does and what we want to be remembered for. Finally, it provides guidance to keep us heading in the right direction as we experience change.

To see how well we were engaging our committee/SIG chairs in the mission of ALAMN, the board did a short survey last year of the leaders of our organization. We realized quickly many people felt they knew what ALAMN's mission was, but could not exactly articulate it. Most thought it was about networking and connecting people. Others felt it was professionalism and education. While all those are a part of ALAMN's mission statement, they better describe the results or the things we do because of our mission statement. Do you know what ALAMN's mission statement is?

ALA and ALAMN share a common mission, which is:

- **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.

Additionally, this year the board has developed a theme that we believe helps to support and build upon our existing mission statement. **Building Lasting Relationships** is the theme and the foundation by which the board will be making decisions and taking action.

However, as each of you knows in your own firms, it is not enough just to have a mission statement. It is also not enough just to communicate what your mission statement is. You have to live your mission statement and let it be your “North Star” in making decisions and addressing change. We hope you see more of our mission and theme woven into all of our activities, conferences, education, socials, and events this next year. We want to help people grow existing relationships beyond mere acquaintances. Even more, we want to help lay the foundation for all members to start building new relationships with each other, our business partners, other associations, and the legal community in general.

It is our excellent members who make ALAMN an exceptional organization. Your excellence is our excellence! Find a way to share your excellence with others and help us accomplish our mission. Help us to **Build Lasting Relationships** and **IMPROVE – PROMOTE – REPRESENT ALAMN!**

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ALAMN MEMBER ANNOUNCEMENTS

A Message from the Business Partner and Conference Committee (BPCC):

Thank you to the members who attended the 2017 ALAMN Annual Education Conference and Expo. As we begin planning for 2018, our goal is always to put forth relevant education, inspiring speakers and excellent networking opportunities.

We sincerely thank the attendees who completed the survey on the 2017 Conference. If you know of any great speakers or have any education ideas, we would love to hear from you.

Also, please mark your calendars for next year's conference to be held on Thursday, March 1, 2018 at The Depot in Minneapolis.

Tracey Grill and Patti Ploehn
BPCC Co-Chairs

PLEASE WELCOME OUR NEWEST ALAMN MEMBERS

Debora Piche

HR Admin Assistant
Arthur Chapman Kettering Smetak & Pikala, PA

Elaine Tinker

HR Administrator
Hamre Schumann Mueller & Larson

Marhya L. Fasching

Senior Manager
Gray Plant Mooty

Jeanetta Barnes

Office Administrator
Malkerson Gunn Martin LLP

And the next ALAMN Shining Star is... **Nick Manty**

The Board is pleased to announce the selection of Nick Manty as a Shining Star for the Minnesota Chapter! Nick is the Operations Administrator at Manty & Associates, P.A. and has been a member of ALA and ALAMN since July 2014. Nick is the chair of the Communications Committee. He stepped into the role of chair before April 1 this year to help with the website conversion. Nick had only recently joined the Communications Committee before agreeing to take on as chair. He has completely mastered the new website in a short period of time and has been teaching others to navigate and use it. He is full of new and fresh ideas and will continue to lead the committee successfully.



COMMUNITY SERVICES COMMITTEE - MARCH OF DIMES – WALK FOR BABIES

Thank you to the following ALAMN members who volunteered to assist with the March of Dimes Walk for Babies that was held on Saturday, April 29 at the Mall of America. The volunteers helped with the registration of over 12,000 walkers. Currently the walk has raised over \$360,000!!!! A special thank you to Pam Gerads for coordinating the event!

THANK YOU!

ALAMN Members/Guests

Wendy Cornelius	Metropolitan Airports Commission
Pam Gerads	Merchant Gould
Kathy Hubbard	Madigan, Dahl & Harlan, P.A.
Jessica Johnson	Zimmerman Reed
Norma Thayer	Zimmerman Reed



COMMUNITY SERVICES COMMITTEE – COOKIE CART

On Wednesday, May 10th, 2017, ALAMN members and business partners had a great time working alongside the teen employees at the Cookie Cart bakery, located at 1119 W. Broadway Ave. in Minneapolis. This was our third time supporting the Cookie Cart with our gift of volunteer hours.

Cookie Cart was started in 1988 by Sister Jean as a safe, secure and engaging space for North Minneapolis' youth. She saw the need to engage the neighborhood's young people in educational and empowering activities.

The Cookie Cart provides teens 15 to 18 years old with lasting and meaningful work, life, and leaderships skills through experience and training in this urban nonprofit bakery.

The bakery is a classroom that teaches essential employment skills: managing their work schedules, taking direction from supervisors, efficient task completion and other problem-solving skills.

There are other classroom learning opportunities for the teens as part of the program, including customer service training, employer expectations, resume and cover letter writing, and financial literacy training.

Thank you to our volunteers who helped in the bakery by scooping dough and assembling boxes for several hours alongside the teen employees, while helping them practice their interpersonal skills:

- Janet Tschida from Innovative Office Solutions
- Jessica Ahern from Robert Half Legal
- Claudett McCune from Coordinated Business Systems, Ltd.
- Kara Thannert from Whizkids Tech
- David Elert from Echelon Fine Print
- Jack Duffy from Arthur J. Gallagher & Co.
- Tracy Smith from Smith, Gendler, Shiell, Sheff, Ford & Maher
- Wendy Cornelius from Metropolitan Airports Commission
- Norma Thayer from Zimmerman Reed, LLP

Thank you!

Be sure to see the photos on page 12!

COMMUNITY SERVICE MEETING MINUTES

May 17, 2017 11:30-1:00

Zimmerman Reed
1100 IDS Center, 80 South 8th Street

Attendees: Mark Brauch, Wendy Cornelius, Darlene Downs, Pam Gerads, Laurie Greenberg, Cheryl Nelson, Tracy Smith, Pat Stender, Norma Thayer

Group discussion included:

- » Recap of recent events, including the April March of Dimes Walkathon and the May Cookie Cart event
- » Upcoming events, including June Simpson BBQ, September Dress for Success, and October Ronald McDonald House meal

- » Following up Holiday Blessing Bags opportunity
- » Began listing 2018 events such as House of Charity Lunch, Pet Walkathon, Artability, Sandwich Man, February Simpson Meal and two walkathons
- » Next meeting is July 19, 2017 from 11:30-1:00 at Zimmerman Reed, 1100 IDS Center



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COMMUNITY SERVICES COMMITTEE – COOKIE CART PHOTOS



ANN RAINHART NAMED A 2017 TOP WOMEN IN BUSINESS

Congratulations to Briggs and Morgan's executive director, Ann Rainhart, who was recently named to the *Minneapolis/St. Paul Business Journal's* annual list of [Top Women in Business](#). The list of industry-leading executives and entrepreneurs recognizes women in the Twin Cities business community for their professional achievements, leadership, and contributions to the broader Twin Cities community.

Ann is a member of the firm's Management Committee and works with leadership on strategy and law firm operations. She partners with attorneys to effectively

manage the business of law. She leads a collaborative and innovative operations team, and helps the firm excel in the changing legal landscape. She currently serves as chair of the Large Law Firm Committee for ALAMN.

Ann and her fellow honorees will be recognized at a reception on May 25, 2017 and featured in the May 26, 2017 issue of the Minneapolis/St. Paul Business Journal.



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CAREER FAIR 2017

The ALAMN Diversity & Inclusion committee held its third career fair on Friday, April 14, 2017 at the law firm of Fredrikson & Byron P.A. With assistance of other ALAMN members, law firm employees, and legal organizations, the career fair is an effort to promote law firm professions to inner-city high school students with the hope of increasing our recruiting pipelines. Students from Edison and Wellstone High Schools participated this year. They were able to speak to representatives in nearly all professions that are included at law firms. The students asked great questions, received a wealth of information, and said they had a lot of fun, too. They also seemed to enjoy all of the prize drawings and the "swag bags." The committee is grateful to all of the many volunteers and sponsors and hopes to do this again next year. If you would like to check out a Diversity & Inclusion committee meeting, please contact Jessica Diede at 612-349-8592 or Curt Okerson at 612-492-7552.



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HR COMMITTEE RECAP

Roberta Mathisen, Director of Administration at Arthur Chapman, hosted the HR Committee on May 2, 2017 from 11:30 am to 1:00 pm. The topic was the City of Minneapolis Sick and Safe Time Ordinance, which becomes effective July 1, 2017. Ashleigh Leitch, a labor and employment attorney with Best & Flanagan, presented the elements of the ordinance along with enforcement measures and best practices. Brian Walsh, Compliance Supervisor in the Labor Standards and Enforcement Division with the City of Minneapolis-Department of Civil Rights, joined her in answering attendee questions upon completion of the presentation.

Here are two helpful handouts produced by the City of Minneapolis and provided by Ms. Leitch as part of her presentation.

NOTICE TO EMPLOYEES (PDF)

EMPLOYER CHECKLIST (PDF)

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THE ABC'S OF HUMAN RESOURCES

By Laurie Greenberg

When having a conversation with an HR practitioner have you ever wondered what language they were speaking? If so, you're not alone. If you find yourself confused and frustrated trying to keep up with the ever changing HR lingo, don't blame the messenger. In the HR world, acronyms and abbreviations are common, if not necessary. While the non-HR person may consider our cryptic conversations exclusionary, that is certainly not the intent. HR acronyms are commonly used to abbreviate various practices, regulations, and government agencies – of which there are many. Even the title to describe the Human Resources business function is an acronym. HR does not stand for "hit and run" or "home run," although either could apply on any given day.

Of course, HR professionals are not the only ones guilty of using acronyms and abbreviations. Social media has redefined traditional, written language to a new form of communication. Electronic communication has contributed to the need for abbreviations due to shorter character requirements. And the reality is that it is just quicker and more convenient. HR acronyms require a learning curve and some level of familiarity of the field. So, in an effort to enlighten the non-HR reader, here are some commonly used HR acronyms and abbreviations and their meanings:

AAP – Affirmative Action Plan

A written plan aimed at increasing the employment opportunities of protected groups of employees, including minorities, women, and persons with disabilities.

ASO – Administrative Service Outsourcing

A contractual agreement between an employer and an external third-party provider whereby the employer transfers responsibility and management of certain HR, benefits, training, or payroll tasks and services to the external provider.

BBi – Behavioral Based Interview

This method of interviewing seeks to understand the behavior qualities and character traits of a candidate in order to predict how successful a person will be in a particular position.

COBRA – Consolidated Omnibus Budget Reconciliation Act

COBRA is a federal law that allows employees to keep their group health plan coverage for a limited time after their employment ends or after they lose coverage. This is also referred to as "continuation coverage."

CBA – Cost Benefit Analysis

This process measures the costs associated with a specific program, project, or benefit. The cost is then compared to the total benefit or value derived.

DOL – Department of Labor

The DOL administers federal labor laws to guarantee workers' rights to fair, safe, and healthy working conditions and include minimum wage and overtime pay, unemployment insurance, and protection against employment discrimination.

EAP – Employee Assistance Plan

This employer-sponsored benefit assists employees who are dealing with personal issues such as marital problems, substance abuse, and financial or legal issues.

ERISA – Employee Retirement Income & Security Act of 1974

This federal law governs pension and welfare employee benefit plans and sets minimum standards to provide protection for individuals in these plans.

EEOC – Equal Employment Opportunity Commission

This government agency is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age, disability, or genetic information.

FTE – Full-Time Equivalent

The term "full-time equivalent" refers to the full-time equivalent of a company's part-time employees. It is often used to calculate the size of a company based on hours worked by all employees.

[continued on page 17]

THE ABC'S OF HUMAN RESOURCES - CONTINUED

continued from page 16

FLSA – Fair Labor Standards Act

The FLSA establishes minimum wage, overtime pay, recordkeeping, and youth employment standards.

HDHP – High Deductible Health Plan

A health insurance plan with lower premiums and higher deductibles than a traditional health plan. Being covered by an HDHP is also a requirement for having a health savings account.

HIPAA – Health Insurance Portability and Accountability Act

This federal law protects health insurance coverage for workers and establishes the first national standards in the United States to protect patients' personal health information ("PHI").

I-9 Form

This federal form is required on all employees to verify their U.S. citizenship or eligibility for employment in accordance with the Immigration and Naturalization Act of 1986.

GINA – Genetic Information Nondiscrimination Act

Enacted in 2008, GINA is an Act of Congress designed to prohibit the use of genetic information in health insurance and employment decisions.

KSAs – Knowledge, Skills, and Abilities

Defines the requirements needed to successfully perform a particular job and is often used in recruiting to compare candidates when making a final decision.

OD - Organizational Development

A planned organization-wide effort to improve and increase the organization's effectiveness, productivity, return on investment, and overall employee job satisfaction.

OSHA – Occupational Safety and Health Administration

An agency of the U.S. Department of Labor whose goal is to promote health and reduce accidents, injury, and death in the workplace.

SPD – Summary Plan Description

This legally required document explains the fundamental features of an ERISA-covered benefit plan and summarizes eligibility requirements, contribution formulas, vesting schedules, benefit calculations, and distribution options.

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Tell us something memorable about a summer job you had when you were younger.

Sarah Evenson, President:

When I was in high school many of my friends had summer jobs detasseling corn. Because I was allergic to corn pollen and grew up in South St. Paul, I got a job in the accounting department of a meat packing plant in the stockyards. While I had many memorable experiences at this job, on my first day I went to get an invoice out of the air-tube system and the plant supervisor sent me a pig's foot instead of the invoice I was expecting. I screamed, he laughed. I quickly became a vegetarian after getting this job, and it took me about 5 years to be able to eat meat again.

Abby Rooney, President-Elect:

I worked as a telemarketer one summer. It gave me a bit more of an appreciation for the people who are actually making those calls.

Sarah Didrikson, Past President:

When I was 15 I worked as a food vendor for the Sioux Falls Canneries Baseball team. I was the only food vendor who walked up and down the stands often heard yelling "red rope, peanuts, cracker jacks." I worked every game and had customers who religiously bought food from me. I often came home with \$60+ a game from my sales, which at 15 was a lot of money.

Kelly Thaemert, Administrative Director:

When I was around 14 years old I wanted to go to Denver, CO to visit with my aunt and uncle. Somehow I had to come up with the money to purchase my roundtrip airfare. I was lucky enough to be able to mow my brother's lawn, as well as my grandparents' lawn, for a whole whopping \$8 per mowing. It took me forever to earn enough money to go to Denver, but I finally made it!

Laurie Greenberg, Communications Director:

My most memorable summer job was working at a family-owned pharmacy in my neighborhood as a cashier. It was my first real "consistently paying" job. My favorite part was working behind the pharmacy counting pills and filling "paper" prescriptions (yes, there was life before computers) and of course trying to bust kids with notes attempting to buy cigarettes for their parents (yeah, right). Although it wasn't exciting or glamorous I learned a variety of skills that still serve me well today and have stayed connected with many of the great people I worked with.

Philip Rush, Finance Director:

I worked on the grounds crew for a local hospital several summers while attending college. One of the summers we were trimming trees and bushes around the grounds, and as we composted all the trimmings, we had to take them into the untended portion of the grounds to dispose of them. Well, unbeknownst to me, there was an extremely large patch of poison ivy where we were dumping. Needless to say, I ended up with poison ivy all over. So much so that I ended up getting a shot to help fight it. That was an itchy couple of weeks.

Adam Barvels, Education Director:

One memorable summer I spent several weeks walking beans for family friends who were growing organic beans. There are a lot of debate whether organic is truly better for you – which is an entirely different article. The process for "walking beans" is extremely different when it comes to organic beans. Traditional bean-walking involves riding a "bean-bar" pulled by a tractor. Organic beans need all plants and weeds other than the beans to be pulled from the ground by hand. One rainy year led to one of the longest workdays I can remember. We could scarcely make out the beans from the grass. We made it about 40 yards in 8 hours. Luckily for me, the farmer decided that the \$5/hour cost of labor exceeded what he would earn from the beans themselves, so we didn't return to finish the job the remainder of the summer!

Jessica Gerhardson, Membership Director:

My best/first summer job was working at Walt Disney World in my hometown of Orlando, FL when I was 16 years old. I worked in the Entertainment Department performing parades and shows at all 4 parks. It was SO hot outside every day, but meeting guests and helping make memories made it all worth it. It was such a fun and memorable job. Free admission to Disney didn't hurt, either!

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