# Verdict



October / November 2023 Vol. 2023, No. 5

FINANCE

**DON'T MISS:** 

**Pg. 8** 

**President's Column** 

Pg. 10

**Budgeting for IT** 

**Pg. 12** 

Making the Most of Treasury Management

## TABLE OF CONTENTS

#### **EVENTS**

- 7 Calendar of Events
- 9 33rd Annual ALA**MN** Conference
- 11 August General Education Meeting
- 11 November General Education Meeting DEIA

#### **MEMBERS**

- 3 2023 2024 ALA**MN** Officers & Directors
- 6 ALA**MN** Organizational Table
- 14 Shining Star
- 19 Get to Know Your ALA**MN** Board

#### **TEAMS**

- 5 ALA**MN** Teams & SIGs
- 15 DEIA Career Fair
- 16 Improve Your Profit Margin with DEIA
- 17 Business Partner Relations & Conference Team
- 18 Community Service Team

#### **COLUMNS**

- 8 President's Column
- 10 Budgeting for IT
- 12 Making the Most of Treasury Management

#### **MORE INSIDE**

- 4 2023 ALA**MN** Business Partner Sponsors
- 15 Know Your Legal Jargon
- 18 Business Partner Spotlight
- 20 Advertisers in This Issue

#### **Editor**

Gretchen Luessenheide 763.783.5102 gluessenheide@bgs.com

#### **Advertising**

Kim Koep Jaffe Management 952.564.3076 kkoep@jaffemanagement.com

### Letters to the Editor

Letters to the Editor of *the Verdict* are welcome and can be e-mailed to Gretchen Luessenheide at <u>gluessenheide@bgs.com</u>. In your letter, please include your name, firm name, mailing address, daytime phone number, and e-mail address. Letters that do not contain full contact information cannot be published. Letters typically run 150 words or less and may be edited. Your letter may be on any topic. You will be contacted before your letter is published. Thank you.

## 2023 - 2024 ALAMN OFFICERS & DIRECTORS

#### **OFFICERS**



PRESIDENT
Deb O'Connor, CLM
Jellum Law, P.A.
651.332.8315
deb.oconnor@jellumlaw.com





ADMINISTRATIVE DIRECTOR
Bernadette Theis
Jardine, Logan & O'Brien P.L.L.P.
651.290.6557
btheis@jlolaw.com



PAST PRESIDENT
Chong Lee
Fish & Richardson P.C.
612.204.4633
clee@fr.com



COMMUNICATIONS DIRECTOR
Samantha Tschida
Ogletree, Deakins, Nash, Smoak &
Stewart, P.C.
612.336.6855
samantha.tschida@ogletree.com



PRESIDENT-ELECT
Vanessa Kahn
Monroe Moxness Berg
952.885.1294
vkahn@mmblawfirm.com



EDUCATION DIRECTOR
Pat Stender
Cousineau Malone
952.525.6996
pstender@cousineaulaw.com





FINANCE DIRECTOR
Suzette Allaire
Maslon LLP
612.672.8287
suzette.allaire@maslon.com



MEMBERSHIP DIRECTOR
Kim Motzko
Fredrikson & Byron P.A.
612.492.7651
kmotzko@fredlaw.com

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#### ALAMN Has Adopted ALA's Mission Statement

ALA is the premier professional association connecting leaders and managers within the legal industry. We provide extensive professional development, collaborative peer communities, strategic operational solutions, and business partner connections empowering our members to lead the business of law.

## ALAMN TEAMS & SIGS

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

**BUSINESS PARTNER RELATIONS & CONFERENCE** 

Catherine Gorr 612.879.1817 cgorr@

mulliganbjornnes.com

Kelly Thaemert 952.746.2170 kthaemert@hjlawfirm.com

**COMMUNICATIONS** 

Melissa Johnson 612.752.1069 johnsonma@

ballardspahr.com

**COMMUNITY SERVICE** 

Pat Stender 952 525 6996 pstender@

cousineaulaw.com

**COMPENSATION & BENEFITS SURVEY** 

Igreenberg@taftlaw.com Laurie Greenberg 612.977.8608

Laurie Pearcy 612.376.1621 <u>lpearcy@bassford.com</u>

**DIVERSITY, EQUITY, INCLUSION & ACCESS** 

Kathy Hubbard 612.604.2592 hubbard@mdh-law.com **GENERAL EDUCATION MEETINGS** 

lisa.hellem@ Lisa Hellem 651.332.8326

Pete Tass 612.359.7652 ptass@fwhtlaw.com

**HUMAN RESOURCES** 

Gayle Hildahl hildahlg@ballardspahr.com 612.752.1052

LARGE FIRM CHIEF OFFICERS

Abby Rooney 952.201.3729 arooney@

foleymansfield.com

jellumlaw.com

MEMBERSHIP DEVELOPMENT

Joey Monson 763.253.0166 imonson@

brownandcarlson.com

**SMALL & MEDIUM FIRM** 

jeffrey.downes@ Jeff Downes 612.244.2755

raswlaw.com

612.332.1000 tsmith@ Tracy Smith

smithgendler.com

**ALAMN SPECIAL INTEREST GROUPS (SIGs)** are educational forums specific to functional specialty.

**BRANCH MANAGER** 

Jessica Johnson jessicajohnson@ 612.607.7138

foxrothschild.com

Samantha Tschida 612.336.6855 samantha.tschida@

ogletree.com

kim.motzko@

**EMERGING LEADERS** 

Kim Motzko

nick.manty@btlaw.com Nick Manty 612.367.8770

**FACILITIES MANAGEMENT** 

avisonyoung.com

**FINANCIAL MANAGEMENT** 

Rebecca Doyle rebecca.doyle@ 612.672.8258

612.351.4148

maslon.com

**GREATER MN** 

Ann Entenmann 320.656.3538 aentenmann

@rinkenoonan.com

**INTELLECTUAL PROPERTY** 

Val Studer 612.573.2008 vstuder@dbclaw.com

Lisa Gentry 612.598.8802 gentry@ptslaw.com

If you are interested in serving as a co-chair for a Team or SIG, please contact Deb O'Connor (deb.oconnor@jellumlaw.com,

651.332.8315).



ALA's Career Center is a place to find a variety of articles and resources to help you develop your skills and enhance your career. Check out the featured article from Robert Half, "2022 Forecast: In Demand Practice Areas and Jobs," found HERE.



# ALAMN ORGANIZATIONAL TABLE

		BOA	ARD OF DIRECT	ORS		
President: Deb O'Connor						
President Elect	Past President	Communications Director	Membership Director	Education Director	Administrative Director	Finance Director
Vanessa Kahn	Chong Lee	Samantha Tschida	Kim Motzko	Pat Stender	Bernie Theis	Suzette Allaire
,			SERVICE TEAMS			
	ship is required to pai	rticipate; Regular AL <i>i</i>	A <b>MN</b> Membership is	required to Chair; Sei	rvice Teams work ser	ves entire chapter)
Business Partner Relations & Conference	Diversity, Equity, Inclusion & Access	Communications	Membership Development	General Education Meetings		Compensation & Benefits Survey
Catherine Gorr Kelly Thaemert	Kathy Hubbard	Melissa Johnson	Joey Monson	Lisa Hellum Pete Tass		Laurie Greenberg Laurie Pearcy
	Community Service					
	Pat Stender					
Reau				is required to particip	oate; n of chapter membei	rshin)
nega		inp is required to cir	Large Firm Chief Officers	Small and Medium Firm	Human Resources	51
			Abby Rooney	Jeff Downes Tracy Smith	Gayle Hildahl	
	SPECIAL	INTEREST GROU	U <b>PS</b> (ALA <b>MN</b> Memb	pership is required to	participate)	
		Branch Manager			Facilities Management	Financial Management
		Jessica Johnson Samantha Tschida			Kim Mozko	Rebecca Doyle
Greater MN (formerly St. Cloud)					Intellectual Property (IP)	
Ann Entenmann					Val Studer Lisa Gentry	
	ADMINISTRA	TIVE VOLUNTEE	RS (Regular or Asso	ociate ALA <b>MN</b> Memb	ership is required)	
Also serves as:	Also serves as:	Newsletter Editor	Emerging Leaders Group	CLM Education Coordinator	Staff & Member Placement Coordinator (HR)	
LPACC Liaison	Past President Liaison	Gretchen Luessenheide	Nick Manty	Tracy Overson	Tracy Smith	
	Nominating Committee (chair)	Social Media				
		Jessica Johnson Jaffe Management				

## ALAMN CALENDAR OF EVENTS

#### **OCTOBER**

SU	МО	TU	WE	TH	FR	SA
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

- **10 HR Meeting** 12:00 pm 1:00 pm
- **18 Facilities Meeting** 12:00 pm 1:00 pm
- **24** Finance Meeting 12:00 pm 1:00 pm
- 24 Community Service Sojourner Meal 4:00 pm - 6:30 pm
- 26 ALAMN Fall Social 4:30 pm – 7:00 pm Minneapolis Cider Company
- 31 **IP Meeting** 12:00 pm 1:00 pm

#### **NOVEMBER**

SU	МО	TU	WE	TH	FR	SA
29	30	31	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	2

- 7 General Meeting/DEIA 11:30 am – 1:30 pm City Center Skyway Level Conference Room
- **Small/Medium Firm Meeting** 11:30 am 1:00 pm

#### \*PLEASE NOTE:

ALA**MN** membership is required to attend Team and SIG meetings.



ALA was founded in 1971 to provide support to professionals involved in the management of law firms, corporate legal departments, and government legal agencies. Learn more about ALA HERE.

## PRESIDENT'S COLUMN

#### By Deb O'Connor, ALAMN President



One morning this week the temperature when I awoke was 48 degrees, a rude reminder we are entering the fall season. Driving along the road, traces of red in the sumac are present and peeking through, which

signals the beginning of our beautiful fall colors. I actually enjoy fall, with its crisp mornings and evenings, except for the inescapable fact that winter always follows, and the memory of last winter's record-breaking snowfall is still fresh in my mind.

Fall for ALAMN signals the start of many events from now until the end of the year. Our biggest event, the annual conference, is a time we can gather with other members and business partners for education and camaraderie. And this year's conference provided an abundance of quality speakers and sessions, networking opportunities, and a chance to gain information and top trends from our business partners. Some highlights of the conference for our 100 member attendees and 60 business partner attendees were:

- Quality Breakout Speakers and Sessions. This
  year we added additional breakout educational
  sessions to give attendees more choice. We
  offered sessions covering everything from top
  tech trends, Excel and Outlook tips and tricks,
  mastering difficult conversations, recruiting and
  retaining, cyber risk compliance, increasing selfconfidence, and tips to deal with busy days.
- The keynote speakers were outstanding. Dr. Rick Rigsby and Elizabeth Ries presented keynote addresses that were highly entertaining, as well as insightful. Dr. Rigsby presented leadership trends for the 21st Century, while Elizabeth Ries focused on goal getting versus goal setting.
- The opportunity to visit with, and learn from, our chapter business partners. They are always willing to provide the latest information relevant to our field.

- And my favorite thing regarding the conference is that I get to network with people that I don't see for the remainder of the year. And this year's attendance provided opportunity to do so.
- If you missed out, plan on attending next year. You won't be sorry!

Mark your calendars for our next Fall event. Join us for the 2023 ALA**MN** Business Partner and Member Fall Social. The Social will be held on Thursday, October 26 starting at 4:00 p.m. at the Minneapolis Cider Company. Watch your inbox for registration details. I look forward to seeing you there!

In November, plan on attending our DEIA event. Dr. Artika Tyner, a lawyer, educator, author, and speaker whose passion is wanting to bring great change by promoting literacy and leadership will be our speaker. Dr. Tyner is committed to creating a world of inclusive leaders to meet the needs of today and work towards a better future where racial and economic justice reign supreme.

And our final networking event for the year, our members-only holiday event arranged by our Membership Development Team will be in December. Watch our website for details.

If you missed the ALA**MN** Salary Survey presentation, or you didn't get a chance to participate, the survey is still available for purchase. Contact Laurie Pearcy at <a href="mailto:lpearcy@bassford.com">lpearcy@bassford.com</a> for more information.

Everyone have a wonderful fall! And I hope to see you at any one of the great events we have scheduled this season for our members.

## ALAMN 33RD ANNUAL EDUCATION CONFERENCE

Wow what a day it was! Almost 100 members and 37 of our business partners gathered at The Hilton Hotel in downtown Minneapolis on September 13 for education, networking, community service, and fun.

Dr. Rick Rigsby started the day off with a bang with his energetic keynote on how to be a 21st century leader. Everyone was challenged to pay attention to his words and "look up" while he spoke. As a bonus, our valued business partner, Gregg Easton of Loffler, was chosen from the audience to be an active participant, and he was outstanding!

The planning team heard from our business partners that they all wanted to exhibit in the same room, and The Hilton delivered. The room was buzzing with members and business partners having meaningful conversations. Many of our business partners commented on the strong member turnout for the conference. It was great to see so many connections being made.

Our lunch keynote speaker, Elizabeth Ries, was highly relatable, funny, and gave all of us practical tips for goal setting. Who knew she was such a big fan of cake at lunch?

Our focus on education continued with morning and afternoon breakout sessions on four different tracks – Human Resources, Information Technology, Self-Improvement, and General. All sessions were fantastic and offered something for every attendee.

Note that most of the sessions qualify for CLM and SHRM credits. A flyer with information was available at the conference. If you did not get one, contact Pat Stender or Tracy Overson.

Business partners and members joined together for a hands-on community service project, signing over 500 birthday, get well, thinking of you, and general greeting cards to be distributed to nursing homes, hospitals, and other facilities. We wrapped up the day with a fun happy hour with prizes, conversation, and good food & drinks.

A big THANK YOU to the Business Partner Relations Conference Team!

Deb O'Connor Terri Stewart

Kelly Thaemert Laura Broomell

Catherine Gorr Laurie Pearcy

Vanessa Kahn Jordan Grote

(Jaffe Management)













## **BUDGETING FOR IT**

By Kraft Kennedy

# Spot-on IT Budgeting: Seven Tips for Mid-Sized Firms

When it comes to preparing your budget for Information Technology (IT), it's tempting to just take last year's budget, increase it a little, and call it a day. We are sharing a more organized, accurate approach that doesn't require hours of research and will position your firm to achieve more in the year ahead.

#### **Taking Stock: Assessing Business and IT Needs**

The first step to successful budgeting is understanding your firm's IT infrastructure and business needs. Speak to your department heads and practice groups and learn what's getting in the way of productivity and how the current technology works for them. Separately, work with the individual that manages your IT to document what is outdated, off warranty, or end-of-life.

Assess the technology needs of your business related to:

- Infrastructure & Information Management: Software, hardware, storage, DR solutions, document management, and security
- Operations & Business Development: CRM systems, client compliance requirements, internal projects (i.e., mergers on the horizon, office moves, and expansion)

IT resources must help translate business needs into concrete solutions with associated costs. These typically have initial hardware/software costs, engineering costs for implementation, and on-going costs. Think in terms of monthly software license fees, annual warranties, and quarterly audits. Once you've identified the IT costs, it's time to start building your budget.

#### **Crunch the Numbers: Build Your Budget**

Assessing your IT needs is important, but too many firms stop there. It's essential to turn business requirements into tangible numbers so you can allocate the necessary funds.

The seven steps below will help capture costs by category. Use this <u>sample worksheet</u> to collect this information as the foundation of your IT Budget.

- 1. Work with your IT lead, review your business needs, and convert each need to a technology solution with a corresponding cost. Think about your firm's business needs separately from your IT infrastructure needs. Include both in your budget.
- 2. Create three separate columns to document core costs: initial hardware/software purchases, engineering fees, and continual costs.
- 3. Establish a color code to highlight the criticality of your network tasks. For example, code red items are to be accomplished in 30 days, orange in 90 days, and yellow items within six months.
- 4. Include security as its own line item, and determine if any changes need to be made to your existing tech stack.
- 5. Assess each IT project's complexity to prepare for the possibility of challenging work or changing timelines.
- 6. Price out projects as if they're external, even if internal resources will be doing the engineering work. Request estimates from vendors to turn the hours of engineering work, desktop training, and research into a quantifiable cost that can be budgeted. Most vendors will be happy to provide this help.
- 7. Conduct quarterly budget updates to track progress and shift your priorities if necessary.

[ continued on page 11 ]

## **BUDGETING FOR IT - CONTINUED**

#### continued from page 10

Hopefully the tips we've gleaned from our decades helping Law Firms with IT will provide added efficiency to your Budgeting for IT process. If you'd like to pick our brains as you're budgeting now or for the future, we'd love to help. **Contact us** to continue the conversation.

#### Who are we?

The trusted technology partner for hundreds of law firms across the country since 1988, **Kraft Kennedy** experts provide proactive, cybersecurity-focused services including 24/7/365 Managed IT Support. We keep business-critical systems running seamlessly around the clock so you can focus on the business of law.

Find out how we can help.

## ALAMN AUGUST GENERAL EDUCATION MEETING

On Tuesday, August 15, 2023, Attorneys Julia Douglass and Kasia Kokoszka of Fabyanske, Westra, Hart & Thomson were presenters at a virtual ALA**MN** General Education meeting. The topic was how the legalization of marijuana in Minnesota will impact employers. Attorneys Douglass and Kokoszka highlighted key provisions in recent legislation and provided recommendations on how to reshape employment policies in order to proactively keep our workplaces safe. Approximately 50 ALA**MN** members attended the session.

## ALAMN NOVEMBER GENERAL EDUCATION MEETING - DEIA



<u>Dr. Artika Tyner</u> will join us for our annual DEIA-focused general education meeting on Tuesday, November 7, 2023, 11:30-1:30. Dr. Tyner is a passionate lawyer, educator, author, and speaker who wants to bring great change by

promoting literacy and leadership. She is committed to creating a world of inclusive leaders who will meet the pressing needs of today and work towards a better future where racial justice and economic justice reign supreme.

This will be an in-person meeting held at City Center 33 South Sixth Street - Skyway Level Conference Room.

The Community Service Team is partnering with the DEIA to support Dr. Tyner's charitable organization, Planting People Growing Justice Collection. The drive will be of children's books showcasing children of color. The drive will kick off with Dr. Tyner's November 2023 presentation and wrap up in February 2024 with Black History Month.

## MAKING THE MOST OF TREASURY MANAGEMENT

#### By Sara Ausman, Director of Professional Services, Alerus

Managing your firm's money, or treasury management, is a critical component of business operations. From collecting payments to paying bills and protecting your account from fraud, the benefits of expert treasury management support are wide-ranging, as are the ramifications of poor treasury management services. Many firms have not had a chance to conduct a thorough review of their treasury management services, resulting in outdated processes, uncaptured efficiencies, and a negative impact to the bottom line. If you haven't reviewed your treasury management services recently, you may be missing out.

Here are three important aspects of treasury management every firm should consider incorporating into their services.

**Automation**. Treasury management is one of the most rapidly evolving aspects of banking, primarily due to technology advancements that provide enhanced automation and efficiencies. Advanced software and artificial intelligence (AI) enable businesses to manage their cash flows and investments more efficiently. Real-time visibility into financial transactions and accounts allows for faster decision-making and risk mitigation. Tools to integrate payables and receivables can enhance money management, quickly handle routine payments, and more efficiently move money at the right times with little hands-on involvement.

[continued on page 13]



## MAKING THE MOST OF TREASURY MANAGEMENT - CONTINUED

#### continued from page 12

**Funds management**. Efficient funds management focuses on maximizing returns on investments, reducing risk, and supporting overall financial stability. Sweep account tools can be used to pay down a line of credit or move funds to an attractive interest-bearing account. Insured cash sweep or repurchase sweep arrangements help optimize cash balances and safeguard liquidity by automatically transferring excess funds. Balances in sweep programs at FDIC-insured banks are insured up to the maximum amount in accordance with FDIC rules, including pass-through FDIC coverage for IOLTAs, ensuring deposit security and safety. Effective funds management is tailored to each firm's unique needs and is regularly monitored and enhanced or updated as needed.

**Fraud protection**. Every business is vulnerable to cyber fraud, regardless of the size or type of business. Law firms, however, often present attractive targets to fraudsters. The best way to protect against cyber fraud is by educating employees through training and awareness efforts to recognize and avoid common fraud attacks. Employees are your first line of defense. Implementing processes such as internal controls, multi-factor authentication and secure password policies provide additional layers of protection. Tools including transaction authentication, dual control processing, and ACH and check positive pay enable additional account protection.

Financial institutions also use tools to monitor IP addresses, conduct behavioral analytics, and run intrusion detection software to keep additional watch on your account, but businesses are often ultimately responsible for fraudulent activity on their account. Fraudsters are increasingly sophisticated and constantly creating new ways to scam, so it's vital to stay up to date with employee training and available technology to protect against potential attacks.

Treasury management factors significantly into effective and efficient business operations. Your commercial banker and treasury management consultant should guide your day-to-day operations and regularly review the processes you have in place to ensure you are receiving the right services for your firm's unique needs. When choosing a provider, look for a banker with experience in your industry and a skilled support team to serve as your partners and deliver tailored solutions to help you achieve long-term success.

Alerus (Nasdaq: ALRS) is a diversified financial services company that provides innovative and comprehensive financial solutions to businesses and consumers through four distinct business segments — commercial and consumer lending and banking, retirement and benefit services, wealth management, and mortgage. These solutions are delivered through a relationship-oriented primary point of contact along with responsive and client-friendly technology.

## ALAMN'S SHINING STAR

The ALA**MN** Board is very excited to announce the 2023 Unsung Legal Hero selected by *Minnesota Lawyer*, ALA**MN** Chapter, is also selected as the Shining Star!

ALAMN Chapter was featured in the upcoming Unsung Legal Heroes magazine and honored at the Up & Coming Attorneys / Unsung Legal Hero Awards that were held on September 22, 2023, at the Radisson Blu Mall of America. This award is given to professionals in the legal industry for their tremendous commitment and dedication in their behind-the-scenes work to ensure smooth and efficient operations of their respective law firms, and contributions in their community.

ALAMN is comprised of legal administrators, human resource, finance, technology, and other professionals in law management roles who work tirelessly to support their clients, colleagues, and legal community. This was nowhere more evident when they were faced with great challenges in 2020 trying to navigate all the changes and uncertainties during the Covid-19 pandemic. They forged ahead in their work, going above and beyond to make sure their law firms were equipped to handle working remotely. This consisted of obtaining correct equipment, enabling connectivity, and making sure proper security measures were in place for remote work. They facilitated Zooms and Teams to help their law firms stay connected with their staff members, lawyers, and clients. They secured adequate cleaning and safety supplies such as masks, gloves, and sanitizers to establish a safe working environment for essential employees coming into the office. They stayed apprised with the constant and evolving guidelines of the CDC and MN Department of Heath to ensure compliance. ALAMN was an invaluable resource during this very difficult time for all its members,

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in the sharing of information on the pandemic, CDC, what other firms were doing, and best practices. Fast forward three years later, ALAMN members' resiliency is evident on how law firms have managed and thrived to overcome the lasting impact the pandemic left behind in the legal industry. Giving back to its community is also at the core value of ALAMN. The Community Service Team coordinates events and campaigns on behalf of the chapter for our volunteers and Business Partners to help serve neighboring communities in need. The chapter's community giving campaign in 2023 kicked off with sponsoring meals and volunteers preparing meals for 100 guests in partnership with Salem Lutheran Church. Twelve members and business partners also volunteered in the Second Harvest Heartland food packing event in June. A financial donation was made to the Sandwich Man in July. September is a very busy month for the chapter as its members participated in a card signing event and cell phone collection for the Sojourner Project during the conference on September 22. The chapter is now preparing for the upcoming NAMI Walk. This year will conclude with the Sojourner Project Meal in October and a Diversity Book Drive in November. Over the years, the chapter has sponsored many charitable organizations, and its members and business partners have volunteered with The Food Group, People Serving People, Simpson House, The Cookie Cart, Bridging, Ronald McDonald House, Fischer House, Memorial Blood Centers, Red Cross, and many more organizations.

Please join the Board as we celebrate the chapter, and thank our members for their hard work, and tremendous contributions in the legal field and the community!



## SHARING THE JOY OF A LEGAL CAREER AT ALAMN'S JANUARY 2024 CAREER FAIR

The DEIA will be trying something new this time around with our career fair. We have historically hosted a career fair for Twin Cities' urban high school students. This year we are hosting a virtual career informational session with students attending Metro State University. Stay tuned for updates about this exciting opportunity. Thank you, Bernie Theis, for spearheading our newest approach to increasing the diversity of the talent pipeline for people to apply for careers in the legal industry!

If you would like to check out the ALA**MN** DEIA team, we welcome all members to come to a team meeting. Simply email the ALA**MN** DEIA chairperson, Kathy Hubbard, at <a href="mailto:hubbard@mdh-law.com">hubbard@mdh-law.com</a>.

## KNOW YOUR LEGAL JARGON

**De facto** - Latin for "in fact" or "from fact."

Often used to mean something that is true in practice, but has not been officially instituted or endorsed.



## IMPROVE YOUR PROFIT MARGIN WITH DEIA

# Do you want to increase the chances of improving your profit margin and reducing your costs?

Increase the diversity in your workforce. Of course, this is a simple solution that involves a complex approach.

But the effort is worth it. According to a grading done by *The Wall Street Journal* on S&P 500 companies, diverse companies have a competitive edge over companies who do not have diverse workforces.

McKinsey & Companies' *Diversity Wins*, a diversity report that researched data from over 1,000 large companies in 15 countries, employee online reviews confirm that diversity in the workplace matters to them.

How is your organization doing with diversity? Using these ALA tools is a great way to start your road to improved diversity and better business results:

 The Law Firm Diversity & Inclusion Benchmarking Guide to help you measure your firm's starting point and continued progress which is <u>found here</u>.

#### AND

2. Becoming an Advocate for Diversity, Equity, Inclusion and Accessibility in your firm and elsewhere which can be **found here**.





## ALAMN BUSINESS PARTNER RELATIONS & CONFERENCE TEAM

#### By Vanessa Kahn

As a long-time member of ALAMN's Business Partner Relations & Conference Team, I have had the opportunity to develop many close relationships with our business partners. I rely on them for industry trends, best practices, cutting-edge information about technology, changes in the law, and many other topics. They repeatedly add value to my career as a law firm administrator, my firm, and the greater ALAMN community. In my experience, the most notable value-add is through their involvement in education.

Recently, I was given the opportunity to participate in Element Technologies' NetDocuments User Group event. Element Technologies is a current ALAMN Itasca business partner and has been a part of our community for many years. Element's Jeff Kosek lead the events with the mission of bringing NetDocuments users together to share what's working or what's not working and to collaborate in our shared experience.

Element is working to build a community of like-minded firms and leaders to help make our collective experience better and stronger by learning from each other. We meet on a quarterly basis, and we are able to bring real problems from our law firms to the group and learn how to fix and prevent common issues. The group consists of law firm administrators, IT directors, attorneys, and experts from Element and NetDocuments. As Jeff Kosik likes to say, "We are better together!"

I leave these user group meetings feeling motivated and confident. I'm eager to share what I've learned with my staff, and I'm reminded that our struggles are not unique. It is truly a unique experience that adds tremendous value to my firm's utilization of NetDocuments and my firm's evolving partnership with Element Technologies.

Whatever your law firm needs may be, I encourage you to look towards ALA**MN**'s business partner core. There is a mutual benefit to business partners and law firm leaders to learn from each other and understand each other's daily struggles and impediments. If you're looking for a tool or resource that isn't being offered, share your idea or suggestion with a business partner. Collaborate with our existing partners to offer a new resource to share with the legal community at large.

As we all know, the working world changes quickly. It is our responsibility as leaders to adapt and seize opportunities for our workers and shareholders. ALA and ALAMN business partners help firms adapt faster and can play a meaningful role in your firm's organization. If your strategic plan includes catching up to the herd or leading the pack, ALA and ALAMN business partners give you the tools for both.

We are always looking for new partners, and if you have other business in your network, please have them get in touch with any member of the Business Partner Relations & Conference Team for more information on how to get involved with ALAMN.

## BUSINESS PARTNER SPOTLIGHT: ANNETTE WANCHENA, ALERUS



#### **COMPANY INFO**

Name: Annette Wanchena

Company: Alerus

**Tell us any cool/interesting facts about your company:** Alerus provides unlimited paid time off to employees for volunteerism. This includes

providing additional hours of paid time off for time we spend volunteering outside of normal work hours.

#### What is your role in the company:

Senior Treasury Management Consultant

## How long have you been involved with ALAMN:

Since December 2021, when I joined Alerus.

How can we spotlight your business the best: Our purpose is to be a partner for our clients to help them achieve their financial goals. As a treasury management consultant, my specific goals for clients are to help them increase their income, reduce expenses, improve efficiencies, and protect their money.

#### **PERSONAL INFO**

#### What is your favorite tv show?

Outlander. Don't ask – it's a guilty pleasure.

#### What is your favorite weekend activity?

Watching my child play soccer or basketball.

#### What is the last vacation you took?

Las Vegas the last weekend of September to celebrate my wedding anniversary and a milestone birthday with friends.

#### What is your favorite way to spend free time?

Playing Solitaire – Grand Harvest. It's one of those apps that really sucks up time!

#### If you could learn a new skill, what would it be?

To snowboard without killing myself.

## **COMMUNITY SERVICE TEAM**

The ALAMN Fall Conference featured a Community Service initiative dedicated to assisting seniors in our local community. Over 500 cards were assembled and prepared for delivery to the Minneapolis Veterans Home. These cards were thoughtfully categorized for occasions such as Birthdays, Christmas, Hanukkah, Get Well wishes, and Warm Welcome greetings, with the aim of brightening the lives of our cherished seniors.





## GET TO KNOW YOUR ALAMN BOARD

## What was your best Halloween costume?

#### **Deb O'Connor, President**

I have never really liked the holiday, even as a child. So I can't think of a costume that I ever had.

#### Vanessa Kahn, President-Elect

One year my husband, daughter and I dressed up as the Incredibles characters. It was fun.

#### **Bernie Theis, Administrative Director**

Not very original and I haven't dressed up in a longtime and not since I used to trick and treat with my boys. I will have to say I was "a witch."

#### Samantha Tschida, Communications Director

*Ventriloquist dummy* 

#### **Pat Stender, Education Director**

I had a pumpkin costume that my mother made. We stuffed it full of old newspapers (because we didn't have bubble wrap/bubble cushion from Amazon packages back then!).

## **IT Expectations Falling Short?**



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