

AALS - The Association for Arkansas Legal Support Professionals

Member of NALS, the association for legal professionals

THE INFORMER



Volume XXXVII, No. 3 – March, 2011

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THE CAPTAIN'S LOG Third (Final) Edition

The third and final leg of AALS Flight 2-0-1-0 is fast approaching. It is with mixed emotions that I document this in my Log.

It has been an amazing flight for your Captain. Each stop of the flight along the journey has been a wonderful experience. First stopping in Jonesboro and touring several countries, then on to Italy, Scotland, and to Hawaii for our last stop. You will not want to miss the flight to Searcy/Hawaii for the 2011 AALS Annual Meeting.

We have accomplished many things on this flight. The Strategic Planning Committee was reinstated, and has been working on the Long Range Plan for AALS. This will be a continuing committee for AALS. The revisions to the Bylaws and Standing Rules were approved at the Winter Meeting in January, and will help to move AALS into the future with little or no turbulence. The membership voted to purchase a computer. How lucky can we be to have such gracious members and friends as Danny Looney and Scott Yoder who donated a computer to AALS. The AALS President should be able to save valuable time in using the computer to record important details and have them available without accumulating a lot of paper. This also shows AALS is moving into the future. AALS received the NALS Jett Award, Cornerstone Award, for the AALS Can Project. AALS has voted to sponsor a charity "Candlelighters of Arkansas." Members will be submitting a tagline for this charity at the Annual Meeting and monetary votes will be cast by the membership to select the perfect tagline.

Your Captain has travelled to several different areas along this journey. Jonesboro was my first stop on my many travels. I have travelled to Northwest Arkansas for their installation of officers, Benton on two different occasions (once for a fly-in, and the other to speak at their CLE meeting), on to Searcy for their installation, meetings and parties (love those parties), then to Pine Bluff with several AALS members to speak to the Jefferson County Bar Association, and for a great Nuts 'n Bolts seminar. I have had the good fortune to be invited to speak at Pulaski Tech to the paralegals and to help them get their new paralegal association started. Oh yes, travelled to Heber Springs for a great weekend of work, food and fun. A trip to Pearl, Mississippi for Region 6 meeting, to Branson, Missouri for NALS Annual Meeting. My log is filled with wonderful memories I have made along the way.

AALS Flight 2-0-1-0 has been a smooth one because of all of you. My Executive Committee, Board of Directors, chapter presidents, members, and members-at-large, have made this an easy and enjoyable journey. Thank you for all you have done to help make this a great year and a wonderful flight.

Dates to remember:

- April 1, 2011 Submission of bids for 2012 Fall, 2013 Winter and for the 2013 Annual meeting (to President-elect)
Submissions for President's Award
Submission of publication issues to Chair (Rita Thatcher, ALS, CPS) – this is the final year for this award.
- April 15: Submission of Chapter Achievement form to Chair (Marie Schoenfeldt, PLS, CLA)
- 4/30 – 5/1: AALS Annual Business Meeting & Educational Conference, Searcy, AR (\$79.20/night)
Host: White County Association of Legal Support Professionals.
Winner of Top Gun competition (each chapter will submit their winner for competition).
Winner of Flight Crew Membership competition.
Tagline for charity sponsorship submitted by members to be selected by monetary vote.
- May 1: AALS state roster of officers/chairs to NALS Resource Center and local chapter roster of officers/chairs to AALS Treasurer and NALS Resource Center
- June 10/11: AALS Leadership Retreat, Ozark Folk Center, Mtn. View, AR
Registration - \$50.00. Host: CLEC
- July 15-17: Region 6 Meeting hosted by NALS of Texas, Ambassador Hotel, Amarillo, TX

When we land in Searcy/Hawaii on April 29, we will be travelling into a new year. I would like to take this opportunity to personally congratulate the newly elected EC:

Cheryl Summerhill, PLS	President
Janet Gordon, PP, PLS	President-elect
Kim Wiles	Secretary
Stacie Allen, PLS	Treasurer
Mimi Jumper	Parliamentarian
Judy Davis	Immediate Past President

Great fun is in store for all of us at the Hawaiian Luau, so get your bags packed, grab your passports, hop on board, and enjoy this final trip with your Captain.

The coming year is going to be filled with lots of surprises, and new ideas. Continue with the great support for your EC, and make this coming year an even better year than last.

Your Captain's Log is complete. It is impossible for me to put into words my appreciation for all you have done for me. Thank you again for such a wonderful year.

Judy Davis
AALS 2010-2011 President

Report of AALS 2010 – 2011 President-Elect and Membership Chair

By Cheryl Summerhill, PLS

Have you become a member of the flight crew? Ready to get your private flying wings? Are you going to be just a member of the flight crew or are you going to be Flight Crew Chief? The air traffic controller has been keeping tabs for the Flight Crew Membership Competition. Some members have definitely gotten off the tarmac, out of the holding pattern, and obtained lift off into the blue skies of AALS.

Time is still available for each AALS member to recruit new members. The competition does not conclude until April 1. If you have not been the sponsor for a new member yet this year, what are you waiting for? Has your chapter sponsored a membership function? If so, changing (points racked up)!!! If not, you can conclude your chapter's year on a positive note and schedule some type of membership function before April 1. And, in the words of our late friend, Kathy Good, PLS, "you can get chapter achievement points for that!" Plan now and get it done before the deadline. This will put your chapter ahead of the game for your incoming officers. Why not give your incoming chapter president and membership chair an added boost to start their year?

I have a very green, crisp \$100 bill that is wanting to be in someone else's hands--will it be in your hands?? On several occasions this year I have challenged each chapter to sponsor a membership function and YOU to become involved in YOUR association and get to work for AALS. How many chapters have met and exceeded that challenge? How many individual members have met and exceeded that challenge?

Thank you for your confidence in electing me and allowing me to serve this year as your president-elect and membership chair. It has been a huge learning experience. To President Judy, my captain and pilot in charge, thanks, thanks, thanks! You have been a great mentor, have inspired me greatly, and have become an even greater friend. You have been such a gracious captain on our many AALS flights and it has truly been an honor and privilege to co-pilot with you.

Another year is just ahead of us and I have anxieties about filling the presidential position, but so look forward to working with the new EC and the new functional directors who graciously accepted my pleas of urgency for help. I can't wait to see what some of these new members will present! I want each member to participate and to be ready with a resounding YES when asked to fill any important spot. Participating will richly enhance your personal life, your professional life, and together we can accomplish great goals. So, when Flight 2-0-1-0 lands for the AALS Luau in White County for the 43rd AALS Annual Meeting and Educational Conference, get ready! A new theme will be introduced and we'll hit the ground running with the spring business meeting on Sunday morning and Legal Boot Camp Leadership Retreat in June! See ya there!



LEGAL BOOT CAMP

AALS LEADERSHIP RETREAT

June 10-11, 2011 – Ozark Folk Center, Mountain View, Arkansas

FRIDAY, 10 JUNE 2011 DRILL

- 17:00 Enlisting Station for Privates - Assignment of Barracks (CLEC Drill Sergeants in Command)
- 18:00 Chow - Mess Hall
- 19:00-20:00 Law Office Ethics, _____, **Drill Instructor**
- 20:15-21:15 Physical and Mental Training, _____, **Drill Instructor** (workout clothes and participation MANDATORY - physical training participation optional)



SATURDAY, 11 JUNE 2011 DRILL

- 06:00 Physical Training (optional training for recruits), **Danny Looney, Drill Instructor**
- 08:00 Chow - Mess Hall
- 09:30-10:30 Understanding Strategic Planning, The Basics, **Doris Compton, PP, PLS, Drill Instructor**
- 10:45-11:45 Basic Dress Uniform Requirements, **Kim Wiles, (former U.S. Army Specialist), Drill Instructor**
- 12:00-13:00 Chow, Mess Hall
- 13:30 Pentagon News Conference - Department of Defense State of the State Address, **General Cheryl Sumnerhill, PLS, AALS President**

Retreat = Comfy clothes, i.e., shorts, sweats, walking shoes. No business attire required.

Directions Legal Boot Camp - Ozark Folk Center located at:

http://www.ozarkfolkcenter.com/maps_directions/directions.aspx

ENLISTMENT/RECRUITMENT FORM:

Recruitment Fee: \$50.00 (includes all meals and lodging)

Name: _____

Address: _____

Phone number: _____

E-mail: _____

Chapter Name? Or Member at Large? _____

First Timer to Retreat? ___YES ___NO

Amount Enclosed: _____

COMPLETE AND FORWARD YOUR REGISTRATION TO:

AALS Treasurer Stacie Givens-Allen, PLS

557 Wisteria Lane, Bauxite, AR 72011

NOTICE AND CALL TO ANNUAL MEETING AND SPRING BUSINESS MEETING

NOTICE AND CALL TO BUSINESS MEETING

TO: All Members
FROM: Margaret Wilson, PLS, AALS Executive Secretary
DATE: March 14, 2011

Pursuant to Article IX, Section 1 of the Bylaws of AALS – the Association of Arkansas Legal Support Professionals, the 2011 Annual Meeting and Educational Conference will be held at Heritage Inn on the campus of Harding University, Searcy, Arkansas, on **Friday, April 29 through May 1, 2011**. All members of this association are invited to attend this meeting and take advantage of the privileges of participation. While all members of AALS have the right and privilege to enter into discussion of any issue, only the duly elected and appointed officers and duly elected directors or alternate directors from each chapter may make and second motions and vote on any issue.

Friday, April 29, 2011

4:00 - 6:00 p.m. “Tribal Hut” Registration
5:00 p.m. “New Islanders” Newcomer/First Timer Orientation (all members welcome)
6:00 - 7:00 p.m. “Book’em Danno” - Amy Light - White County Juvenile Intake Officer
7:00 - 9:00 p.m. “Hula” Dinner, Welcome Party and Entertainment
9:00 p.m. “Cabana Cove” Hospitality Suite

Saturday, April 30, 2011

7:30 - 8:15 a.m. “Aloha” Breakfast and Registration
8:15 - 8:35 a.m. “No Man is An Island” - Welcome and Opening Ceremony
8:45 - 10:00 a.m. “Charlie’s Angel” - Crimes Against Women - Anne Rigsby, Searcy Police
Department Criminal Investigation Division
10:15 - 10:30 a.m. “Blue Hawaii” Break
10:30 - 11:45 a.m. “Hawaiian Underground” - Grammar - Attorney Carla Fuller
11:45 - 12:00 noon “Palm Trees” Break
12:00 - 1:15 p.m. “Almost Paradise” Recognition Luncheon
1:30 p.m. “Hawaiian Justice” Business Meeting
6:30 - 7:30 p.m. “Don Ho - Tiny Bubbles” President’s Reception
7:30 p.m. “Hawaiian Luau” Awards Banquet, Installation Ceremony, and
President’s Address
9:30 p.m. “Cabana Cove” Hospitality Suite

Sunday, May 1, 2011

8:00 - 9:00 a.m. “Tropical Beach” Breakfast
9:00 - 10:00 a.m. “In The Swim” - Ethics - Attorney Penny Choate
10:15 a.m. “Tribal Meeting” Spring Business Meeting

Location: Heritage Inn, Harding University Campus, 915 East Market, Searcy, Arkansas. The hotel group rate will be available through **April 8, 2011**. Phone the hotel directly at 501-279-4700 or 888-766-2465 for reservations. Mention that you are a member of Arkansas Legal Support Professionals (AALS). Rate: \$79.20 per night.

For more information, contact Danny Looney at 501-268-0504.

The 2011 Annual Meeting and Educational Conference of AALS - the Association for Arkansas Legal Support Professionals will be hosted by White County LSP in Searcy, Arkansas, on April 29 through May 1, 2011. Registration begins at 4:00 p.m. on Friday, April 29. The meeting will include continuing legal education sessions on Friday evening and Saturday morning. The Business Meeting will begin at 1:30 p.m. on Saturday.

**AALS - THE ASSOCIATION FOR ARKANSAS LEGAL SUPPORT PROFESSIONALS
REGISTRATION OF ANNUAL MEETING AND EDUCATION CONFERENCE**

Name _____ Member # _____

Certification () ALS () PLS () PP () CLA () CPS Other _____

Address _____ Chapter _____

Firm Name _____ Day Phone _____

	Members	Non-Members/Guests
Dinner and Welcome Party	_____ \$20	_____ \$30
Friday CLE #1	_____ \$10	_____ \$20
Saturday Breakfast	_____ \$10	_____ \$20
Saturday CLE #1	_____ \$10	_____ \$20
Saturday CLE #2	_____ \$10	_____ \$20
Recognition Luncheon	_____ \$25	_____ \$25
Annual Business Meeting	_____ \$10	_____ \$10
Awards Banquet	_____ \$35	_____ \$45
Sunday Breakfast	_____ \$10	_____ \$10
Sunday CLE	_____ \$10	_____ \$20
Spring Business Meeting	_____ \$5	_____ \$5
Full Registration	_____ \$110	_____ \$150

Total Enclosed: \$_____. There will be a \$10.00 late charge for registrations received after April 15, 2011. Make checks payable to AALS and mail to Danny Looney, 107 Stringham Road, Higginson, AR 72068.

Certification of Election of Alternate State Director

THIS IS TO CERTIFY THAT:

_____ is a member of _____ and has been duly elected as alternate State Director of said local chapter to serve only in the absence of the elected State Director during the Spring Business Meeting of AALS – the Association for Arkansas Legal Support Professionals to be held Sunday, May 1, 2011.

Local Chapter Recording Secretary

Date

INSTRUCTIONS:

Mail original certification to AALS Executive Secretary at the address below, or notify the AALS Executive Secretary by telephone, fax or e-mail, at least five days prior to the meeting at which an alternate State Director may vote:

Margarett Wilson, PLS
AALS Executive Secretary
P.O. Box 1510
Little Rock, AR 72203-1510
(Phone) 501-378-7870; (Fax) 501-375-1940
mwilson@mitchellblackstock.com

If the certification has not been mailed at least five days prior to the meeting and the notification method was used, the original must be presented to the AALS Executive Secretary on the date of the meeting prior to the commencement of any business.

Failure to elect and certify an alternate State Director at least five days prior to the meeting at which an alternate State Director may be voting results in the loss of the chapter's vote at said meeting if the duly elected and certified State Director is not present.

**AALS – The Association for Arkansas Legal Support Professionals
Minutes of the 42nd Annual Business Meeting
Jonesboro, Arkansas
May 1, 2010**

CALL TO ORDER:

The 2010 Annual Business Meeting of AALS – the Association for Arkansas Legal Support Professionals was convened at 1:45 p.m. on May 1, 2010, at the Hilton Garden Inn, Jonesboro, Arkansas, by President Janice Miller, PP, PLS, CPS. Sharon Davis, PLS of NEALSP, led the Pledge of Allegiance and Martha Cox, PP, PLS, read the NALS Code of Ethics.

President Miller expressed appreciation to the 2010 Annual Meeting Host Committee for hosting the Annual Business Meeting. President Miller introduced the current EC and the Past-Presidents in attendance.

CREDENTIALS REPORT:

Every member has a vote and a voice during this Annual meeting. According to registration, all seven chapters were represented at this meeting. President Miller recognized Kim Wiles, of NWALSP as attending her first Annual meeting.

There was one (1) member-at-large present Mae Humphries, PLS, CLA.

Doris Compton, PP, PLS – NALS Certification Chair was present.

CONSENT AGENDA:

Motion carried to utilize the consent agenda during this meeting. Parliamentarian Cheryl Summerhill, PLS, explained the rules of the meeting. Margaret Wilson, PLS of GLRLSP was appointed as official timekeeper, and Marie Schoenfeldt, PLS, CLA of Garland County LSP and Danny Looney of White County LSP, were appointed as tellers.

ACTION ITEMS:

The Treasurer's report was distributed by AALS Treasurer, Janet Gordon, PP, PLS. **Motion carried** to accept the Treasurer's report subject to financial review.

RECOMMENDATIONS OF THE EXECUTIVE COMMITTEE:

There were no recommendations for the meeting.

Report of EC actions since last business meeting:

1. Upon EC recommendation, the Board of Directors voted to waive Article VII – Officers/Executive Committee; Section 2. Qualifications. Which reads: "A candidate for President if necessary, or Pres-Elect, shall have served as an elected member of the board for at least one year immediately prior to nomination." Cheryl Summerhill, PLS was elected by the members to be AALS President Elect for 2010-2011 and although she was

Parliamentarian and thereby a member of the board for one year prior, the position of Parliamentarian is not an elected position it is an appointment by the President, so the vote was taken to clarify the record of the vote.

2. Upon recommendation, the Board of Directors approved waiving Doris Compton's registration to the Annual Meeting since she is a NALS officer in attendance at this meeting and we have in the past always waived the registration for any NALS officers who attend our Annual Meeting.
3. On April 30, the EC approved the members of the Annual Meeting Financial Review Committee as Shirley Reid and Linda Sullivan, PLS.
4. On April 30, the EC approved topics for the 2010 Leadership Retreat, Lake Point Conference Center, Russellville, to be held on June 4-5.

SELECTION OF 2012 ANNUAL MEETING HOSTS

President Miller reported that there were two timely bids received for the 2012 AALS Annual Business Meeting and Educational Conference site – Garland County LSP and GLRLSP. Each bidding chapter made a presentation in support of their bid, and a vote was taken by the members in attendance. Garland County LSP was selected, and it was noted that Garland County LSP will also be celebrating their 50th Anniversary with AALS at this meeting.

RATIFICATION OF ACTIONS BY AALS DURING 2009-2010

After discussion, a **motion carried** to approve, adopt, ratify, and affirm the actions taken by the President, Executive Committee, Board of Directors, and members for the 2009-2010 fiscal year and consent to all business transacted, including the awards presented during the 2009-2010 banquet.

DISCUSSION ITEMS:

1. Doris Compton, PP, PLS, NALS Certification Chair, gave her report on NALS upcoming events, and the upcoming Regions 6 meeting.
2. Allison Streepey, PLS reported that the winner of the \$500 Mada Lamore Scholarship is from Little Rock; and a \$500 Grant winner is from Jonesboro.
3. Kim Holcomb and Wendy Allen are co-chairs for the Arkansas Bar Association booth in Hot Springs. Wendy Allen reported that the Arkansas Bar Association Annual meeting will be held on June 9-12, 2010, in Hot Springs, AR. The Arkansas Bar Association has announced that their theme this year is *Tinsel Town Hollywood* and each vendor has been asked to decorate their booth accordingly. The co-chairs will tell the EC what they need for things to give away, and it has already been voted upon that two Greg Reference Manuals will be given away as door prizes. The Arkansas Bar Association will give a prize for the best booth presented at the meeting.
4. Stacie Givens Allen, PLS, reported in the absence of Mimi Mangrum that AALS Leadership will be held on June 4-5, 2010, at Lake Point Conference Center in Russellville, AR. Friday night – Janice Miller will present "*Delegation is not a Bad Word*"- Saturday there will be three different topics: Chris Hockaday will present *Bridging the Gap*; Mimi Mangrum and Stacie Givens Allen will present "*I am Not Just Your Overhead I am an Asset*"; Judy Davis will present "*An Aerial View: Long Range Planning*".

President Miller then opened the floor for a supplemental report from any Officer, Functional Director or Committee Chair.

Rita Thatcher announced GRLSP will host a Legal Training Seminar this fall.

ANNOUNCEMENTS/RECOGNITIONS:

President Miller again thanked the 2009-2010 Annual Meeting Host Committee of NEALSP for hosting the meeting.

President Miller also expressed her appreciation to the EC for their support during the year, including keeping her straight! President Miller presented certificates of appreciation to Committee Chairs, and those who willingly answered the call to go above and beyond during 2009-2010.

The total for the Silent Auction will be announced at the Spring Board Meeting tomorrow morning.

There being no further business to come before the Association, the AALS Annual Business Meeting was recessed at 3:00 p.m. until the Awards and Installation Ceremony.

The AALS Annual Meeting reconvened at 7 p.m. with the Annual Awards and Installation Banquet. President Miller welcomed the members and guests and introduced the persons seated at the head table.

Presentations of Awards:

1. Scholarship Award was presented by Allison Streepey, PLS to Neelam Vyas, of Little Rock, granddaughter of Janice Miller (sponsored by Mae Humphries, PLS, CLA).
2. Grant Award was presented by Allison Streepey, PLS to Candyce Morgan, of Jonesboro, daughter of Joyce Morgan, NEALSP member, (sponsored by NEALSP).
3. Publication Award was presented to Garland County LSP, by Rita Thatcher, ALS, CPS.
4. Chapter Achievement Awards were presented to White County LSP, in Category A and Garland County LSP, in Category B by Martha Cox, PP, PLS.
5. History Book Award was presented to Garland County LSP, by Dot Griffin, PLS and Sue Holder, PLS.
6. Membership Award and Master Gardener's Award was presented to Northwest Arkansas LSP by Judy Davis.
7. Member, Master Gardener was awarded to Danny Looney, White County LSP, by Judy Davis.
8. President's Award was presented to White County LSP by Janice Miller, PP, PLS, CPS.
9. AALS Award of Excellence was presented to Kim Holcomb, by Belinda Penn, PLS.
10. Bloom Where You are Planted Award to Garland County LSP, by Janice Miller, PP, PLS, CPS.
11. Also, Janet Gordon, PP, PLS, was recognized with the PP award at the Recognition Luncheon on Saturday.

Attorney Sherry Bartley presided at the **Installation Ceremony** incorporating the AALS 2010-2011 year theme of "Passport to the Future" and administered the oath of office to the following officers:

President Judy Davis
President-elect Cheryl Summerhill, PLS

Executive Secretary Margaret Wilson, PLS
Treasurer Stacie Givens Allen, PLS
Immediate Past President Janice Miller, PP, PLS, CPS
Parliamentarian Janet Gordon, PP, PLS Cheryl Summerhill, PLS

Dot Griffin, PLS and Sue Holder, PLS presented the State History Book to President Janice Miller, PP, PLS, CPS. President Miller was escorted to the Past Presidents' Table by Linda Adair, PLS and Doris Compton, PP, PLS, after which a toast was made to her year of service.

President Judy Davis presented her acceptance speech and welcomed all AALS members aboard "AALS Flight 2010," after which the 42nd AALS Annual Meeting was dismissed at or about 9:30 p.m.

Respectfully submitted,

Ann Simmons
Executive Secretary

AALS . . . the Association for Arkansas Legal Support Professionals
Minutes of the Winter Business Meeting of Board of Directors
Hot Springs, Arkansas, January 15, 2011

CALL TO ORDER:

The 2011 Winter Business Meeting of AALS . . . the Association for Arkansas Legal Support Professionals was convened at 1:00 p.m. on January 15, 2011, at the Comfort Suites in Hot Springs, Arkansas, with President Judy Davis, presiding. Sue Morrissey, of Garland County LSP, led the Pledge of Allegiance; Mae Humphries, PLS, CLA, Member at Large, read the Code of Ethics.

President Davis expressed appreciation to Garland County Legal Support Professionals for hosting the AALS 2011 Winter Business Meeting and Educational Conference.

As a reminder to the members, AALS By-laws and Standing Rules list the voting members of the Board for this meeting as the EC, made up of the President, President-Elect, Executive Secretary, Treasurer, Immediate Past President and the Parliamentarian; the Historian; the Publications Director; the Marketing Director; and the State Directors or Alternates for each of the local chapters. President Davis introduced the Board.

CREDENTIALS REPORT:

According to registration, seven chapters were represented; total number of voting board members present was sixteen with a majority being nine and two-thirds being eleven. A quorum was declared present.

Jody Hodgson of White County LSP was recognized for attending an AALS business meeting for the first time and was pinned by President-Elect Summerhill.

There was one member-at-large in attendance – Mae Humphries, PLS, CLA.

There were no visitors or guests in attendance.

Doris Compton, PP, PLS, was appointed official timekeeper. Sue Holder, PLS, Joyce Morgan, TCA, and Sheila Brown, PLS, were appointed tellers.

CONSENT AGENDA:

The consent agenda as provided was utilized. Parliamentarian Janet Gordon, PP, PLS, explained the consent agenda process. A motion was made and carried to approve the consent agenda.

There were no questions on the Treasurer's Report and it was approved subject to final audit. (Copy attached)

There were no questions on the Minutes of the 2010 Fall Business Meeting, and they were approved as written.

ACTION ITEMS:

RECOMMENDATIONS OF THE EXECUTIVE COMMITTEE:

Recommendation No. 1: The EC recommends that the Board approve the proposed budget for the 2011-2012 fiscal year. (Copy attached)

After review, recommendation was approved.

Recommendation No. 2: The EC recommends that the Board approve an AALS informational booth at the Arkansas Bar Association's Annual Meeting on June 8-10, 2011, at the Arlington Hotel in Hot Springs, Arkansas, for a cost of \$100. AALS Marketing Director will be the Chair and pick a committee.

Recommendation was approved.

Recommendation No. 3: The EC recommends that the Board approve the waiver of the \$110 registration fee for the 2011 AALS Annual Meeting and Spring Business meeting for NALS 2011-12 Secretary/Treasurer Doris Compton, PP, PLS.

Recommendation was approved.

Recommendation No. 4: The EC recommends that the Board approve the distribution of 2011 AALS annual meeting registration for the EC in the amount of \$660.00. (Registration is \$110.00 each for six EC members – President, President-elect, Executive Secretary, Treasurer, Parliamentarian; Immediate Past President.) Note: \$600 is budgeted; however, an additional \$60 is required due to higher registration fees.

Recommendation was approved.

Recommendation No. 5: The EC recommends that the Board approve June 10-11, 2011, as the dates to hold the annual Leadership Retreat, that the Retreat is to be held at the Ozark Folk Center, Mountain View, Arkansas, and that the registration is to be in the amount of \$50.00. (Registration to be reduced if funds become available through fundraisers.) The theme for the Retreat will be "Legal Boot Camp." (Flyer attached)

Recommendation was approved.

Recommendation No. 6: The EC recommends that the Board approve the budgeted funds for the AALS Past President's pin for an amount not to exceed \$425 upon presentation of the invoice.

Recommendation was approved.

CHARITY FOR AALS SPONSORSHIP:

President Davis presented the proposed charities for AALS Sponsorship: Arkansas Children's Hospital, Arkansas State Police (later removed because the ASP no longer offered the program considered), Arkansas Access to Justice Commission Foundation, Casa, and Candlelighters of Central Arkansas. After vote by representatives from each chapter, Candlelighters of Central Arkansas was chosen as the AALS Charity. Ballots were then destroyed. Ways and Means Director, with her chosen committee members, will be in charge of the Charity.

PROPOSED AMENDMENTS TO THE BYLAWS AND STANDING RULES.

President Davis led the discussion regarding voting rights by reading the following from the Bylaws:

According to Article V, Section 5 the voting members have the exclusive rights to vote on any amendments to bylaws which would:

- a. Materially or adversely affect the rights of members as to voting, dissolution, redemption, or transfer.
- b. Effect an exchange, reclassification, or cancellation of all or part of the membership.
- c. Authorize a new class of membership.
- d. Approve an unbudgeted advance of funds.
- e. Adopt any name change of AALS.

Article V, Section 6, states in part, *“The voting power at a regular business meeting is the total number of Board members in good standing on the date of the meeting.”*

Motion was made and passed to waive Article V, Section 6, of the Bylaws for the purpose of voting at this meeting on the revisions to the Bylaws and Standing Rules.

President Davis went on to read:

Article V, Section 7, states in part, *“Voting for officers and proposals shall be by preferential voting by regular or electronic mail.”*

Vote will be taken by regular (voice) vote.

Linda Adair, PLS, Compliance Committee Chair read her report. (Copy attached) Motion was made and passed to adopt the proposed revisions to the AALS By-laws and Standing Rules which will become effective on May 1, 2011. (The Attachments to Standing Rules and Guidelines will be revised as necessary to reflect proposed changes as adopted.)

ELECTION OF OFFICERS:

President Davis again led the discussion regarding voting rights by reading the following from the By-laws:

Article V, Section 7, states in part, *“Voting for officers and proposals shall be by preferential voting by regular or electronic mail.”*

QUORUM for election of officers: AALS By-laws, Section 6 states in part, *“a quorum . . . shall be the voting members actually in attendance at said meeting,”* and *“any business transacted at a meeting of voting members shall be valid, provided it is approved by a majority of those present and voting.”*

According to registrations, the total number of voting members present is 30. Majority is 16. The following Report of Nominations and Elections Chair, Wyvetta Smith, PLS, was presented: “On or about October 8, 2010, a call for nominations was duly sent by e-mail to each AALS member and member at large. E-mails of notification of nomination were sent to each nominee, and the following members accepted the nomination: President-Elect: Janet Gordon, PP, PLS; Secretary: Wendy Allen, Shelley Jackson, and Dianne Meriweather, PLS; Treasure: Stacie Givens Allen, PLS, and Kim Wiles. I have prepared ballots for the Winter Board Meeting with the above slate of officers. I hereby certify that Cheryl Summerhill, PLS, President, is assuming her respective office for the ensuing year, to serve until her successor is certified and/or elected and qualified. I further certify that Judy Davis, Immediate Past President, is assuming her respective office for the ensuing year, to serve until her successor is certified and/or elected and qualified.” (Copy attached)

A motion was made and passed to accept the report.

There being only one qualified nominee for the office of President-Elect, motion was made and passed that Janet Gordon, PP, PLS, of WCLSP, be elected by acclamation.

A ballot vote was held for the office of Executive Secretary. Shelly Jackson, of NWALSP, was elected as Executive Secretary.

A ballot vote was held for the office of Treasurer. Stacie Givens Allen, PLS, of GLRLSP was elected as Treasurer.

The AALS executive officers for 2011-2012 are:

President:	Cheryl Summerhill, PLS
President-Elect:	Janet Gordon, PP, PLS
Secretary:	Shelley Jackson
Treasurer:	Stacie Givens Allen, PLS
Immediate Past President:	Judy Davis

Motion was made and passed to destroy the election ballots.

DISCUSSION ITEMS

1. A Toshiba laptop computer was donated to AALS by Scott Yoder. It is password protected by the President, but any member may use it. (Danny Looney gave details on the computer.)
2. Jefferson County Association LSP is hosting a Nuts 'N' Bolts seminar to be held February 19, 2011, at the Simmons Bank building. The EC, and CLEC, will help Janice Miller, PP, PLS, and Linda Adair, PLS, with the presentation. Cheryl Summerhill, PLS, gave details on the seminar. (Flyer attached)
3. The Arkansas Bar has reinstated the Paralegal Committee. It was discussed that we contact Cathy Underwood, and see what we can do in offering to help with the Committee. Cathy Underwood was appointed by the Bar Association to this committee.
4. AALS received the NALS Jett Award, Cornerstone Award, for the AALS Can Project. AALS submitted an application for the NALS Grant Award, but were denied. Janet Gordon, PP, PLS, gave information about these awards.
5. New member recognition. Janet Gordon, PP, PLS, prepared an orientation for new members for the meeting this weekend. One new member, Jody Hodgson, was in attendance.
6. Chapter host sites for meetings are scheduled through the 2012 Annual meeting. Bids for future meetings are to be submitted to the President-Elect by April 1, 2011.

7. Cathy Underwood has asked for AALS's help in writing an article for the NALS @Law. The topic will be preparing an office manual. Cathy has asked for our ideas regarding what is needed in an office manual. AALS will receive recognition in the article for our input and help. Suggestions can be e-mailed to Cathy at kunderwood@pulaskitech.edu. Her deadline to get the information is January 24.

INFORMATIONAL ITEMS:

President Davis reported on the EC actions since the Fall business meeting:

- A. Approved CLE topic and speaker for this meeting. One of the speakers that had been approved, passed away, and the EC approved the replacement speaker for that CLE session.
- B. Items which were approved at the EC meeting on Saturday January 8:
 1. Approved judges for scholarship/grant awards, history book, publication and Award of Excellence competitions as follows:

Grant/Scholarship – Judges:

Beth Wright, Sr. Vice President, First State Bank, Lonoke, AR
Ginger Stuart, Esq., Stuart Law Firm, Lonoke, AR
Stephanie Jones, EAST Facilitator at Horace Mann, Tech Support Specialist,
Yearbook Sponsor, National Board Certified Teacher

Award of Excellence – written portion – Judges:

Karen Baim Reagler, Baim Law Firm
Merek Rowe – The Farrar Firm
Kimberly Steward Hughes, Staff Attorney for Richard L. Cox, Trustee and Renee
S. Williams, Trustee

Award of Excellence – interview portion – Judges:

Carolyn Wolfe, PLS, Legal Department
Ridout Lumber Company Corporate Office
125 Henry Farrar Drive
Searcy, AR 72143
Telephone: 501-268-3929
Fax: 501-268-0678

Tanya Burleson
White County Clerk
300 North Spruce
Searcy, AR 72143
501-279-6204

Judge Michael Lincoln
Courthouse on the Square
300 North Spruce
Searcy, AR 72143
501-279-6200

Publication Judges:

Jean Carter, Executive Director
Center for Arkansas Legal Services

Connie Phillips, Esq.
Assistant General Counsel
USABLE Life

Janie Fenton, Esq.
Senior Counsel, Government Programs
Arkansas Blue Cross and Blue Shield

History Book Judges:

Same as for Award of Excellence interview portion.

2. Approved a full-page ad for the Region 6 Program in July in an amount not to exceed \$100.00.
3. Approved the nomination of Marie Schoenfeldt, PLS, CLA, and Velzene Wilson, both from Garland County LSP, for the Financial Review of the 2010/11 AALS Treasurer's records.
4. Approved distribution of budgeted funds for the NALS President's gift in the amount of \$25 and a gift for NALS incoming President in the amount of \$25.
5. Approved for Arkansas Records Management, Inc. to have a booth at this meeting. The amount to be charged for the booth is \$100.00, with this money to be placed in the Winter Business Meeting account and divided with the other income. The vendor will hold a drawing for a prize from all attendees at this meeting.
6. Approved a drawing for a full registration to the annual/spring business meeting. The names of all attendees to this meeting were placed in the drawing. (The winner of a full registration to the 2011 annual/spring business meeting was Marie Schoenfeldt, PLS, CLA.)

President Davis reminded each chapter to report their officer/committee roster to NALS as soon after election as possible. NALS uses this information to send membership rebates to you.

CHAPTER AND COMMITTEE REPORTS:

Strategic Planning and Long Range Planning Committee – Doris Compton, PP, PLS, reported that the committee had met and begun work on the Plans. Doris asked all members to list their thoughts on what the strategic/long range plans of AALS should be. The Committee will use the lists collected in formulating our Plans.

Ways and Means – Danny Looney reported that to date we have raised \$137.40 from the AALS Can Program. We have raised \$77.75 from the Goodsearch program.

Scholarship/Grant – Linda Adair, PLS, reminded members that the deadline for submission is February 15.

Chapter Achievement – Marie Schoenfeldt, PLS, CLA, reminded members to get their forms back to her by April 15.

Award of Excellence – Kim Holcomb reminded members about the deadline for submissions.

CLEC – Stacie Givens Allen, PLS, reported on the Leadership Retreat plans.

Annual Meeting – Danny Looney reported on plans for the Annual Meeting. It will be hosted by White County LSP at Harding University in Searcy and the theme will be Hawaiian Luau. Registration is \$110. A silent auction will be held with proceeds to benefit the scholarship fund.

Each chapter gave a short report on their activities since the last meeting:

Garland County LSP – Marie Schoenfeldt, PLS, CLA
Greater Little Rock LSP – Ann Simmons
Jefferson County LSP – Dot Griffin, PLS
Northeast Arkansas LSP -- Belinda Penn, PLS
Northwest Arkansas LSP – Kim Wiles
Saline County LSP – Sue Holder, PLS
White County LSP – Danny Looney

Silent Auction report: \$221.00 to benefit the 2011 AALS Leadership Retreat

\$95.00 to benefit the 2011 AALS Scholarship Fund

Lighten Your Load: \$55.27 to benefit 2011 AALS Scholarship Fund

REPORT FROM HOST COMMITTEE ON WINTER BUSINESS MEETING:

There were 26 full registrations and several partial registrations creating registration income of \$1,445.00 plus the vendor fee of \$100.00 for a total income of \$1,545.00. Costs were \$547.00, leaving a final profit of \$997.01 resulting in disbursements of \$498.50 to AALS and \$498.51 to Garland County LSP.

President Davis again thanked the host committee and various Committee Chairs.

Hearing no further business to come before the Board, the 2011 Winter Business Meeting and Educational Conference of AALS . . . the Association for Arkansas Legal Support Professionals was adjourned at 3:00 p.m.

Respectfully submitted,

Margarett Wilson, PLS
AALS Executive Secretary

Final Report of 2010-2011 Compliance Committee

by Linda Adair, PLS, Chair

The 2010-2011 Compliance Committee appointed by President Judy Davis consisted of the members of the Executive Committee and Linda Adair, PLS, Chair. The Committee reviewed the AALS Bylaws, Standing Rules, Attachments to Standing Rules, and Guidelines for Officers ("Governing Documents").

Proposed amendments to the Bylaws and Standing Rules were submitted to the Parliamentarian, who in turn approved and submitted to the Executive Secretary for distribution to the members. Proper notice was given to AALS members in the December issue of *The Informer*, and the proposed revised Bylaws and Standing Rules were posted to the AALS website for review.

The proposed amendments to the AALS Bylaws and AALS Standing Rules were adopted during the AALS Winter business meeting on Saturday, January 15, 2011, to become effective on May 1, 2011. The Attachments to Standing Rules and Guidelines for Officers have been edited to reflect these amendments. The revised Governing Documents will be submitted to the AALS Webmaster and made available for access on www.aalsonline.org on May 1, 2011.

Thank you for the opportunity to serve AALS in this capacity.



History Book Report

By Martha Cox, PP, PLS, Historian

We are on final approach to the landing of Flight 2-0-1-0, and I hope you have been keeping a flight log (a/k/a history book) for your stopovers this past year. Please refer to Attachment J to the Standing Rules for the history book competition rules as to size, content, etc. If you should need any help or have any questions, please let me know.

The judges for our history book competition this year are Carolyn Wolfe, PLS; White County Clerk Tanya Burleson; and White County Judge Michael Lincoln. My thanks to Danny Looney for arranging for these judges' participation. These judges will base their decision on the following percentages: publicity - 10%; originality - 30%; neatness - 25%; completeness of content - 25%, and binding or cover - 10%. Please keep these scoring guidelines in mind when compiling your history book. I would ask that each chapter deliver their history book to me on Friday night.

I have previously provided pages for each chapter's use in sharing their journey this year with Captain Judy. Please get your pages to me on Friday night for Captain Judy's history book.

Since this has been a busy year for all of the chapters, I am looking forward to seeing a logbook of your activities. I am sure the judges will have a difficult time deciding who will be the best in this competition!

Report of Nominations and Elections Chair

by Wyvetta Smith, PLS

On or about October 8, 2010 a call for nominations was duly sent by e-mail to each AALS member and member-at-large. E-mail notifications of nomination were sent to each nominee and ballots were prepared for the members to vote at the Winter Board Meeting. Results of the voting are as follows:

President-Elect: Janet Gordon, PP, PLS
Secretary: Shelley Jackson
Treasurer: Stacie Givens, PLS

Due to unforeseen circumstances, Shelley Jackson had to step down from the position of Secretary; as a result, a special election was required. On or about January 27, 2011 a call for nominations for the office of Secretary was duly sent by e-mail to each AALS member and member at large. E-mail notifications of nominations were sent to each nominee and ballots were prepared for members to vote via e-mail. Result of the voting is as follows:

Secretary: Kim Wiles

AALS Officers for the 2011-2012 year are as follows:

President: Cheryl Summerhill, PLS
President-Elect: Janet Gordon, PP, PLS
Secretary: Kim Wiles
Treasurer: Stacie Givens, PLS
Immediate Past Pres.: Judy Davis

Congratulations to all of our officers.



Report of Publication Director

By Rita Thatcher, CPS, ALS

I have received entries from two chapters for the publication competition, but there is still time for other chapters to submit their newsletters. I must receive them no later than April 1.

This is my last issue of the Informer; I will be turning over the reins to your new Publications Director Joyce Morgan at the Annual Meeting. I appreciate all the articles and reports that everyone has submitted over the last couple of years – without your submissions there would be no newsletter. I have enjoyed every minute!

Report of Scholarship/Grant Chair

By Linda Adair, PLS

When the February 15 deadline passed, I had received four qualifying applications – two each for the Scholarship and Grant! I have submitted the packets to our three judges and expect to notify two winners by April 1. I don't envy the judges' having to choose a winner because each of these candidates is outstanding.

Thanks to the sponsors who selected the candidates and submitted the applications in a timely manner. That's how the program continues to work!

Winners and Sponsors will be notified by April 1; however, the awards will be presented during the AALS Annual Installation/Awards Dinner in Searcy on Saturday evening, April 30. Sponsors, if your candidate is one of the winners, please encourage him/her to attend this dinner. AALS rules state that dinner is provided for the winner and one guest. The AALS Pals always like to meet these fine young people.

Thank you, Cap'n Judy, for allowing me to fly with you in this particular seat of the AALS Flight 2010-2011.



Report Of Ways and Means Chair

By Danny Looney, White County LSP

Cans— are you doing your part to save cans? Cans are currently selling at 75 cents per pound in North Little Rock!!!! I'm sure you have purchased soft drinks or adult beverages within the past several months. How many cans have you put in the trash??? Every time you throw one away, you are throwing away money!! Are you doing your part? I love to hear the words "free money", so I encourage all members to collect cans. This is the easiest fundraiser in the world. Stockpile your cans, deliver them to the recycler, and then you can just sit back and watch that money grow.

Another year is coming to a close--did your chapter have a good year raising money? Looking back, White County LSP has had Pampered Chef FUNdraisers, a Premier Jewelry fundraiser, and has raised money several times from selling cans throughout the year. It was all so easy!! I hope that each chapter had at least one money-making project this past year. With the new year approaching, I encourage each chapter to look at fundraisers to raise your treasury. Most fundraisers are fairly easy and you will be amazed at how fast your treasury account grows. Don't forget--while searching the internet for your destination outfit, i.e., hawaiian shirts and coconut bras, for the 2011-2012 Annual Meeting to be held in Searcy on April 28, 2011-May 1, 2011, you can raise money for AALS by going to www.goodsearch.com. Make sure your default is set for *AALS - Association for Arkansas Legal Support Professionals (Lonoke, AR)*. I'm sure you will find just the right thing to wear to the luau and AALS will be able to reap the benefits.

Report of Garland County LSP

By State Director Marie Schoenfeldt, PLS, CLA

Since the last report, Garland County has finalized its Court Observance Essay competition with three winners: Lexie Hampo from Fountain Lake School, and Kaitlyn Moody and Vivian Le from Jessieville School.

We also sponsored three angels from the Salvation Army tree and had a great Christmas Party. Kim's husband, Larry won the basket we raffled off with over \$300 worth of items and coupons.

We picked up again with our monthly CLE in January with Stuart Smedley, County Coroner. The weather played havoc with our January meeting, but President Kim has appointed a nomination committee for next year's officers.

Also in January we hosted the AALS Winter Board meeting. We were pleased to have so many members attend and welcomed the great comments about the legal education seminars.



Report of Greater Little Rock LSP

By State Director Ann Simmons

We would like to thank Rita Thatcher for leading GLRLSP through a successful year as our President! She has gone far beyond the call of duty.

Several of our members attended the Winter Board Meeting in Hot Springs and we want to congratulate Garland County LSP for a successful meeting.

GLRLSP sponsored a NALS Legal Training Course and we are proud to say that nine students completed the course. Five students are sitting for the ALS exam this month! We also gained two new students – Lubna Yunus and Linda Ammel! Thanks to Margaret Wilson and her committee for a successful training course.

Election of the 2011-2012 Executive Committee was held and the following were elected:

President:	Stacey Givens Allen, PLS
President-elect:	Sheila Brown, PLS
Secretary:	Anne Smith, PP, PLS
Treasurer:	Rita Thatcher, CPLS, ALS
State Director:	Ann Simmons

We are planning a yard sale on April 9 at the home of Judy Davis in Cabot. If you want a good bargain, come join us. I am sure there will something for everyone.

Our family was blessed with my very first great grandchild, a tiny little baby girl, Tenly James Hanna. She was born on February 1, 2011 and weighed in at 4 lbs. and 6 ozs. and 17 ¼ inches long. To be so tiny, she can sure make a lot of noise! (I know some of you will say just like her Granny Ann.) Tenly is the daughter of my oldest granddaughter, Jenna and her husband Ronza Hanna.

Report Of Jefferson County Association LSP

By President and State Director Dot Griffin, PLS

GOOD NEWS from JCALSP!! AALS and JCALSP hosted a Nuts' n Bolts seminar in Pine Bluff on February 19th. We had 13 registrations. Janice and Linda were superb teachers and Judy and Cheryl, also superb, presented a membership program. Janet Gordon, PP, PLS also attended to lend her support. AALS is indeed fortunate to have these ladies as members of AALS. JCALSP cannot thank them enough for their dedication and assistance in trying to promote membership in our professional organization.

The Jefferson County Bar Association donated box lunches for all the attendees. Mr. John Rush, secretary of the Jefferson County Bar Association, assisted us in securing the Simmons Room of Simmons First National Bank which is where we held the seminar. He even showed up on Saturday morning to make sure we had everything we needed and that the room was set up to our satisfaction. His assistance proved to be invaluable.

I will be having my second total knee (left one this time) replacement on March 7th. As soon as I can get back on my feet, JCALSP plans to host a membership reception. I am excited about the prospect of new members for JCALSP!



Report of Northwest Arkansas LSP

by State Director Kim Wiles

Since last quarter things have been busy in Northwest Arkansas!

Our Secretary/Treasurer, Deana Duncan, resigned and we split the office back into two offices. Kimmi Wiles was elected Secretary and Jessie Plant was elected Treasurer. They will serve in those offices until elections are held for next year's officers.

A record snowfall delayed our monthly business meeting in February but we were able to reschedule and conclude a productive meeting. A banner was approved and purchased. We will display this banner at our business meetings as well as at special events and fundraisers.

Jill Hale is conducting a CLE covering parliamentary procedure at the Chapter's March 16, 2011 meeting. All members have been encouraged to attend.

Plans are in the works for a Parking Lot Sale in conjunction with the Block Street Block Party to be held May 22, 2011, in Fayetteville.

President Shelley Jackson will be attending the Education Conference in Tulsa. We look forward to hearing all that she learned.

Courtney Campbell, the History Book Committee Chair, is hard at work finalizing the details to the layout for this year's History Book. A crop party will be held for the membership after our April chapter meeting.

NWALSP's passport to the future has been stamped and we are off and rolling!

Report of Saline County LSP

By State Director Sue Holder, PLS

It's hard to believe that another year is almost over. It's been a joy serving as State Director for Saline County this year. We have accomplished many things. We started the year off with six members but two of them did not renew. As you all know, Nichole Anderson purchased a home in Conway and moved away, then married Jason Edwards in June. However, I am glad to say that she is now working in Little Rock and I understand she has renewed her membership and is now a member of Greater Little Rock LSP. Our loss, their gain.

We have continued to have legal education at our meetings - in January, Donna did a program on payroll taxes, deductions, etc. February was when we gave the Award of Excellence. Because it takes all of us, and because I was the chair, Dianne, Martha and Donna were all presented an Award of Excellence certificate and a rose. Meredith Wineland was our speaker. She presented a program on the benefits of having a competent legal assistance.

Next week we will elect officers for the upcoming year. Installation will be at our regular April meeting. We are all looking forward to attending AALS annual meeting in Searcy - I hear it's going to be a really fine one.

Our president, Dianne Meriweather, PLS, will be sitting for the PP exam at the end of the month. We wish her much luck.

To the newly elected AALS officers, members of Saline County LSP look forward to working with you this coming year.



Report of White County LSP

By State Director Danny Looney

White County LSP is busy picking our outfits out for our final destination of the 2010-2011 year. Members have been busy planning this amazing vacation for all AALS members. The 2011 Annual Meeting will be held at Harding University on April 29, 2011-May 1, 2011. I encourage all members to attend this meeting. In case you've forgotten, our own Cheryl Summerhill, PLS will be sworn in as the 2011-2012 AALS President and Janet Gordon, PP, PLS will be sworn in as President-Elect. White County LSP members are so very proud of both of them. As you will see in the Notice and Call published in this issue of *The Informer*, there are many, many things that could be of interest to each member during the annual meeting weekend. Sponsor letters and ad letters have been sent, and if your chapter is interested in purchasing an ad in the program book, advertisement prices are: Full page \$75.00; half page \$50.00; quarter page \$25.00; and line ad is \$10.00. All camera-ready advertisements and payments should be sent to me (407 West Arch Street, Searcy, AR 72143) no later than April 1, 2011.

One note of particular interest is Friday night's Hula Welcome Party. This will include dinner and entertainment. You will not want to miss a minute of these activities. So, break out your hula skirts (coconut bras are optional!), your Hawaiian shirts, be a tourist, and attend. There will be a contest!--the most authentic and interesting outfit WINS!!!

White County LSP is pleased to introduce everyone to our newest member, TJ Mason. TJ works for Simpson, Simpson & Collier and is the assistant to Mr. Collier. I hope you all get the chance to meet her soon. Our numbers are growing and I am so proud!!! We now have 11, yes, 11 members!!!!!!

White County LSP held our Christmas party at the home of Cheryl Summerhill, PLS on December 9, 2010. We were joined by new and "seasoned" members, and as always, had lots of food and fun. Thank you, Cheryl, for opening your home to us again. You are the most gracious hostess. White County LSP voted to "Adopt A Senior" for our charity this Christmas. Candy Johnson, ALS was in charge of picking our senior from the White County Area on Aging office, and she chose Ms. Dorothy Rowland. White County LSP purchased a robe and house slippers, and several members individually purchased items for Ms. Rowland. Cheryl, Janet, Shirley and I delivered the Christmas goodies to her home. Ms. Rowland was very surprised and pleased with her gifts. I must tell you that when I left Ms. Rowland's home that night, my heart felt so full.

Money, money, money...you know how much I love money. We hosted another Pampered Chef FUNdraiser at my home in December, where we ate some really great food, had lots of laughs, and again increased our treasury. This was White County LSP's biggest FUNdraiser so far. We've also sold cans again, which helps both our chapter and AALS.

In January, Cheryl Summerhill, PLS, Janet Gordon PP, PLS, Jody Hodgson and I boarded the AALS flight to Hot Springs for the AALS Winter Business Meeting, where we participated in the silent auction (both as donors and as buyers), sat intently through the legal ed sessions and business meeting, and certainly enjoyed all the deliciously prepared food. I think the newcomer's session was informational and beneficial to our new member and first-timer, Jody Hodgson. Thank you, Garland County LSP, for hosting such a wonderful weekend.

Our chapter holds our monthly business meeting on the second Thursday of each month and we hold legal ed sessions on the fourth Thursday of each month. We did not have a business meeting nor legal education due to the holidays in December, but when January rolled around, we were back in full swing, with the District Court Clerk Glenda Kersh as our speaker in January, and Anne Rigsby as our speaker in February. We have one more legal ed session for this 2010-2011 year, which is scheduled for March 24.

This is my final report as state director, so I would like to take this time to tell White County LSP how honored I feel to have served as your State Director for the 2010-2011 year. You all are a great group of ladies and I have enjoyed every minute that I have with you. I look forward to a great and exciting 2011-2012 year.

Now on to the biggest news ever for White County LSP, on Thursday, March 4, 2011 we elected our 2011-2012 officers, and I am very honored to be elected the President for White County LSP. This is a milestone in the history of White County LSP and the state level to have a male elected as a chapter president. All I can say is a quote from one of my favorite movies Home Alone "Harry, I've made it to the top." The other officers elected for the incoming year were Shirley Reid as vice president, Linda Sullivan, PLS as treasurer, Candy Johnson, ALS as secretary and Jody Hodgson as state director. Congratulations to all newly elected officials. I see nothing but good things for White County LSP for 2011-2012.



ACCEPTING THE CHALLENGE

By: Marie Schoenfeldt, PLS, CLA

A book entitled Bringing Out the Best in People by Alan Loy McGinnis contains a great chapter - The Management of Failure. It is written from the viewpoint that one of the best contributions leaders can make is teaching people how to handle failure creatively. McGinnis says that one rule for bringing out the best in people is to create an environment where failure is not fatal.

He quotes a woman who said, "What separates achievers from the masses and makes for lasting success is an ability to fail." Failure is only temporary – *if we learn from it*. This may well be why leaders attain success. It seems to be a secret successful leaders have kept well hidden for so long. Strong people admit failures, learn from them and move on to a more productive leadership.

If you've never considered yourself leadership material because you don't think you've got what it takes, or you will be a failure, why not develop a new attitude? Look upon every opportunity to serve not as another chance to fail, but as a step in the development process to becoming a stronger, more successful person.

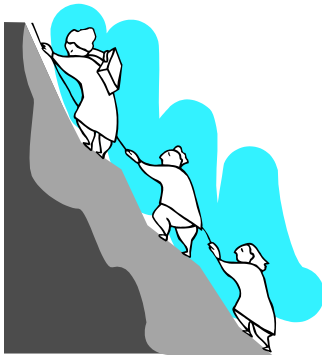
With that in mind consider the potential for

success in being a leader in your Association. Look at the following descriptions of the duties and responsibilities of the various officers and board members. When you think about it, it's not that difficult. All you need to do is become familiar with the Bylaws and Standing Rules of the Association, become familiar with the Association Officers Handbook and take control of your own environment where failure is not fatal.

Well, we all know what the President does - bangs the gavel and declares the meeting will come to order. However, take a moment and look at the knowledge, preparation and experience that it takes to achieve that position. A well rounded president will be ready and willing to accept the challenge; have the necessary information; and have a theme with a mapped out plan of how to accomplish her goals. She will have been an active member of her association for several years, having volunteered and chaired committees and served as an officer prior to her election as president and/or president-elect.

President-elect - ditto. The President-elect is in training for the presidency and must be as prepared as the President. Remember, if the President is unable to serve, the President-elect steps in. Along with this responsibility is the challenge of maintaining our membership and in obtaining new members, working with local chapters to assist them in conducting membership drives and when possible, attend the chapters' new member functions.

The Executive Secretary and Treasurer are also in training. Having accepted the responsibility of an elected officer indicates that you have the intention of going up the ladder and being a leader of the association. Your duties are self-explanatory and should be carried out to the best of your ability.



And the Parliamentarian! You are much more than a member of the EC. It is your duty to see that the executive officers as well as the members of the board are well versed in the bylaws and standing rules of the association. It is your duty to see that meetings are conducted properly and professionally.

The Marketing Director, Publications Director, Corresponding Director and Historian are all members of the Board.

The Marketing Director is responsible for publicizing seminars and meetings, and special events; develop and implement marketing opportunities and, in general, promote the Association to the general public.

The Publications Director is charged with maintaining our website and in obtaining legal education articles, business items and reports for publication in *The Informer*.

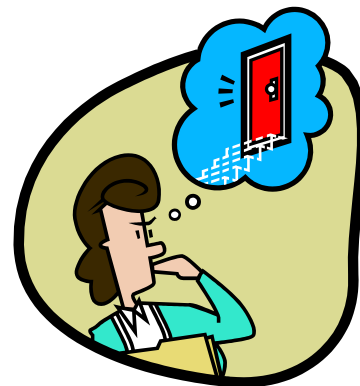
The Corresponding Director is charged with preparing and mailing correspondence as directed by the President.

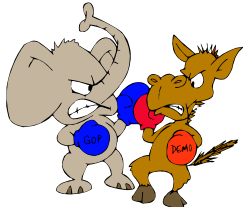
The Historian keeps up with all events during the President's term of office, taking pictures, collecting pertinent items for the history book and presenting the history book

to the out-going President at the Awards Banquet during the Annual Meeting. The Historian is also in charge of the History Book competition.

The other members of the Board consist of a State Director from each Chapter who will represent her Chapter on the State level, attending all State meetings and reporting the activities of the Chapter. In turn, the State Director reports back to the Chapter keeping its members informed of the dates and places of meetings, business decisions and other events and activities of the State and National Associations. Your local chapter members will not know what is happening unless the State Director relays the information to them.

So, how about it, take the challenge - if you fail - learn from it, you will be a better leader!





EXPECTING CONFLICT

By Marie Schoenfeldt, PLS, CLA

Conflict is inherent in communication/ interaction between humans. It may be positive in some instances, negative in some, and irrelevant in others. But without conflict, no growth takes place either in individuals, groups, or society as a whole. It emerges for a number of reasons:

1. Productive conflict arises out of caring - caring about the group and the individuals in it. Because members care, they are willing, if necessary, to make costly emotional comments, risking conflict, to help improve a situation.
2. Each member has different needs and values. These differences become evident and produce conflict unless the members repress their individual differences and assign the direction of the group to an authority figure. Conflict emerges when a group faces decisions which are essential to its existence.
3. Conflict occurs within the context of interdependence. If the parties in conflict were not interdependent in the sense that the actions of one individual have consequences for the opposed individual and vice-versa, conflict would not occur.

Because of our cultural conditioning which, by and large, encourages us to suppress feelings associated with conflict, most of us are hard pressed to be honest about our genuine feelings. We tend to

evade conflict by not facing the true reasons for its existence or by procrastinating until conditions force us to deal with these evasions. A more serious alternative is to resort to innocuous pleasantries in the actual presence of hidden agendas and feelings, which then drain themselves through superficial innuendos. However, in working with groups, we may keep the following suggestions in mind as guidelines for dealing with conflict:

What can you do about conflict? When a group struggles to come together to accomplish a goal, to face problems and resolve them, you can expect some conflict.

1. You will need to accept the fact that different feelings, different value structures and different idea systems are going to collide.
2. Each person involved in the conflict must accept the others' rights to their feelings, values, and ideas. Above all, members must be allowed to retain their human dignity; each must be accepted as a member in her own right, regardless of behavior and point of view. This kind of acceptance is necessary for an open, honest confrontation of differences.
3. There must be trust in the group if the conflict is to have depth and ultimately is to come to a resolution.
4. We must not evade the primary source of the conflict, although it may take courage to proceed to its location.
5. We may be required, individually and as a group, to be open to changing - developing new ways of acting and being, subjecting these to continuing evaluation.

Conflict is negative when it results from compounded, hostile, impulsive drives to destroy. Conflict is positive when it results from compounded desire and will to heal, unite, and improve.

First Impressions

by Norm Hulcher, reprinted with permission (submitted by Allison Streepey, B.A., CRS, PLS)

Norm Hulcher (www.hulcher.net) is a Phoenix-based law firm marketing consultant. His firm, Hulcher & Hays, LLC, provides client development consulting, attorney coaching, website development and other marketing services to entrepreneurial law firms in Arizona and other states.

Bad staff work can cause clients to loathe you even before you deserve it.

"You know what bothers me most about practicing law?" Unaccustomed to such outbursts of attorney candor, I asked, "What's that, Bland?" "Every new client who comes to see me is in a foul mood, and I spend the first half of my initial consultations just trying to get people to act civil. I mean, the woman I saw just before lunch acted like she wanted to kill me when she walked in, and we'd never even met before."

"But Bland, you have a divorce and bankruptcy practice," I noted, deftly demonstrating my grasp of the obvious. "You're not going to find many clients who feel like turning cartwheels in your office." He shook his head. "Nah, that's not it. It wasn't this bad before I went out on my own. Listen, I want you to look into it for me."

"Look into it?"

"Yeah, you know, check around. See what the problem is."

I felt like a character in a Dashiell Hammett novel. "Okay, Bland, listen. I'll nose around and see what I can find out. You'll hear back from me in a few days ..."

It was unseasonably warm in Phoenix, and the inside of my Avanti felt like a sauna. As I turned slowly onto Sixteenth Street, I cracked the driver's side window, and the fresh air cleared my head. What was it about Bland that got him off on the wrong foot? His deodorant? No, the Speed Stick seemed to be doing the job. His personality? No, he's a decent enough guy and, anyway, he said that his woman client acted like she wanted to kill him when she walked in. So something was happening to those people before they ever got to Bland. But what? How could I find out? Then the light came on ...

Deirdre met me at my office door with the customary fistful of phone messages. "Save 'em," I said. "We've got a caper to crack." I flipped my Rolodex to "Motley, Bland" and began dialing. Eight or nine rings were followed by a flat, stern voice. "Law offices, *hold* the line," she commanded. Two minutes of dead air, then: "Yes."

"Hello?" I said.

"Yes."

"Yes, I'd like to schedule an appointment with Mr. Motley, please."

"This is."

"Uh, my name is Hays."

More dead air. Thinking we'd been cut off, I was about to redial when suddenly a friendlier voice came on the line.

"Mr. Motley's office. May I help you?"

I made an "appointment" for the following morning.

The next day at 10:55 a.m. I walked into the waiting area of Bland N. Motley, Esq. The receptionist was a disagreeable looking woman who, in an earlier career, could have been a

stand-in for one of the prison guards in *Ilsa, She-Wolf of the SS*. She seemed to be studying a pile of papers. After standing in front of her for what seemed like several minutes without being acknowledged, I cleared my throat. She did not look up.

"Name"

"Uh, Hays."

"Do you have an appointment?"

"Yes."

"I don't show anything for Mays."

"Hays."

"*Mmph*." Her eyes never leaving her paperwork, she grabbed a beat-up clipboard and slapped it down on the counter.

"Go sit over there and fill this out. Press hard, you're making four copies. He'll be with you in a while."

I noticed two people seated in the waiting area. "Are they here to see Mr. Motley, also?"

"Yes." She still hadn't looked up.

"When were their appointments?"

"Ten and eleven."

"But *my* appointment's at eleven."

"Small world."

"Do you think I'll have to wait long?"

"I wouldn't know."

I picked up the clipboard, took a seat and studied the intake sheet. It had all the warmth and brevity of a tax return. Thanks largely to Subsection K(13) – *List the Names and Last Known Addresses of All Relatives, Living and Dead, Not Living With You* – it took me about 25 minutes to complete the form. I returned it to the receptionist's counter.

"How long do you think he'll be?"

"I wouldn't know."

"Could you check?"

For the first time, she looked up at me. It made me wish she hadn't.

Returning to my seat, I looked for something to read. The latest magazines were a *Newsweek* with David Koresh on the cover and a copy of *Star*, the first one I had ever seen outside the checkout line at Safeway. I picked the latter. By the time I finished "Headless Man Found in Topless Bar" it was nearly noon. I hadn't seen Bland, but I knew he was there; his office was close enough to the waiting area that we could all hear him telling a client how everything they discussed would remain confidential and that the thing about the sheep wouldn't come up at the custody hearing.

The waiting area was less crowded now, Bland's ten o'clock having pitched a fit before storming out, vowing to make it her life's work to bad-mouth him to anyone who would listen and hoping that an incurable infection would be visited on the receptionist. Halfway through "Dwarf Kidnaps Nun, Flees in UFO," I looked up to see Bland's secretary enter the waiting area and announce to the remaining visitor, "Mr. Motley will see you now." The visitor frowned, shook her head, hissed "It's about time," picked up her purse and her box of Puffs and followed the legal secretary toward Bland's office.

The receptionist's phone rang. "*Law offices. Hold the line ...*"

If you think that this is cute fiction but it doesn't apply to *your* office, think again. I've seen even the most august law firms occasionally entrust their reception area to staff who learned their

people skills at an imaging lab and their common sense from a myna bird. The professional detachment that lawyers invoke to shield themselves from their clients can contaminate a whole firm. As a result, your staff may view a client or prospect not as someone who will help make payroll but, rather, as an adverse party: one more file, one more headache, one more person to bitch at them. It's little wonder, then, that first-time callers or visitors feel about as welcome as syphilis and, by the time you get them into your office, they've already decided they hate you.

Fortunately, most people's expectations for law office courtesy and service are pretty low. Thanks to attorney jokes, popular mythology and bad experiences with other lawyers, many legal consumers go into a matter *expecting* to be ignored and jerked around. Thus, it's not hard to exceed their expectations. If your secretary ends a phone conversation by saying – like she means it – "Thank you for calling; we look forward to seeing you Friday," instead of "I'm going to hang up now," that can make a pretty favorable impression.

The goal is to make prospective clients say to themselves (and hopefully to others), "Hey, these people appreciate my business." Here are some easy ways to make that happen.

Be sensitive to the potential client's mood. People generally don't call law offices for a good time. They call because they've got a problem – often a big one. Regardless of their level of sophistication in using attorneys, the day they call for an appointment may be the worst day of their life. You and your staff need to be mindful of that and treat callers accordingly: with respect, patience and understanding.

Eavesdrop on your staff. To a caller, you and your secretary are one and the same, attitude-wise. If she's rude or indifferent, then by extension, so are you. If she's patient and shows interest, the caller should assume that you'll be that way, too. Listen to how your people handle phone calls. If a prospective client would be put off by their tone or attitude, it's time to have a performance evaluation ... or get new people.

Confirm the appointment. If time allows, mail, fax or email a confirmation letter to first-time visitors. In addition to confirming the date and time, the letter can include:

- directions to your office (helpful if the prospect is coming up from Gila Bend and thinks that "Central and Thomas" is the name of your firm);
- information on where to park;
- your web address;
- a client information form.

Minimize "processing." Nobody likes to feel like they're being processed (remember your last visit to a new doctor?). If you use a client information form, get it into your prospects' hands, if you can, before they show up. This gives them the option of filling it out in advance, sparing them the awkwardness of completing forms in a crowded waiting area, and eliminating delays in the unlikely event that you are actually ready to see them when they arrive.

Mind your waiting area. You've been there: You're at the dentist's office, and while you're waiting to let him try out his newest instruments of torture on you, you have to rummage through enough old magazines to clog a landfill just to find a four-month-old *People*.

Your lobby magazines should be up to date and appropriate to your practice area. If you have a commercial practice, keep only the most recent issue of the best business magazines and newspapers. (Alas, not all practice areas have companion publications; criminal attorneys will be hard-pressed to find recent editions of *Cell Beautiful* or *Lethal Injection Quarterly*.)

Another thing about **your waiting area**: It should be far enough away from conference rooms and attorneys' offices to prevent visitors from overhearing confidential discussions and aggressive collection efforts. If space limitations render that suggestion impossible, equip your

lobby with an expensive stereo and a bunch of Jimi Hendrix CDs.

And **if the front desk is where employees congregate to gossip**, complain about your clients and report on their latest Wal-Mart adventure – without regard to the presence of visitors – run 'em out of there. You shouldn't have to resort to physical force; planting a well-timed rumor concerning the presence of Krispy Kremes in some distant back-office locale will make them scurry like startled roaches, leaving your clients safely out of earshot.

Preserve their privacy. Waiting areas aren't for everyone, especially people who'd rather not have everyone in town know they were there. ("Hey, Don, I saw your wife over at my divorce lawyer's the other day. What was she doing, collecting for the United Way?") If someone's coming in to discuss a sensitive matter, your secretary should ask if they would like any special arrangements for their visit (e.g., a private waiting area or a disguise).

Deal with delays. When you're running behind schedule and you have people waiting to see you, don't ignore them. If possible, take a break from what you're doing, go to the waiting area and confess your sins. When you just can't do that, send your secretary out to give them a periodic progress report. Remember: Your clients' time is just as valuable to them as yours is to you. By making them cool their heels in the lobby while you do something else, your implied message is, "I'm important. You're not. Live with it."

Conclusion

You probably can't make your clients happy about needing an attorney. But by trying to make their initial contacts with you as pleasant as possible, you can make them feel good about choosing you to help them, and you can get your relationship off on the right foot.

Are You a Mentor?

By: Marie Schoenfeldt, PLS, CLA

Mentor - a word meaning a wise and trusted counselor, one who acts as a guide or model for a less experienced person. A one on one relationship is the best-known type of mentoring.

A primary mentor is the person we ask first when we don't know how to handle a situation or we need help. Our primary mentor changes over time as our situations change and we progress through life. As a youngster, that person may be a parent or other relative, a teacher, or close friend. Later on, we will turn to our peers - some as mentors for one area of our life, i.e. our profession, and others in our personal life.

A secondary mentor is the person we go to when we have a problem in a specific area of interest. These people guide us through different issues. They might be co-workers, an employer, or a religious counselor.

Some mentors are there for only a few minutes. This person pops up in your life and says or does something meaningful to you and then is gone. These mentors make us stop and think and can affect us momentarily or sometimes for a life time.

Active mentors get involved in the lives of their mentees. They look for common interests, make contact frequently. Passive mentors inspire or enlighten from afar. A passive mentor may be someone who is no longer here, as Mother Teresa, Susan B. Anthony, etc.

You can be assured that you have mentored someone, somewhere. You just don't recognize it!