



The Legal Link

July 2011

President's Message *by* Bonnie Vickery



Homelessness

While channel surfing Sunday evening, relaxing in my easy chair, enjoying my last glass of tea for the evening, I came across a program about homelessness. It perked my interest because during the last 18 months, I have been a contributor to my church's homeless ministry. The news anchor interviewed a group of pre-teen children of homeless families. One comment from a young girl sticks in my mind that she "blamed herself for her family being homeless." One of the older teens dropped out of school to get a job to help his father pay the bills and provide temporary housing for the family. I thought I understood homelessness until I watched this program.

The government considers a family of four to be impoverished if they take in less than \$22,000 a year. Based on that standard and government projections of unemployment, it is estimated the poverty rate for kids in this country will soon hit 25 percent. Those children would be the largest American generation to be raised in hard times since the Great Depression. Some of our parents can understand their pain.

In our own back yard, Little Rock has a "tent city" of homeless families. Just like any child, the homeless children do not want their peers to know they are homeless, or their parents to stand on a street corner holding a sign for help. They are embarrassed of being homeless.

We, as ALA members, have ways to help our community. I am looking forward to reaching out to help our community in need at our next CCW.

Arkansas Chapter July Meeting

Where: **The Little Rock Club
Regions Center, 30th Floor
Little Rock, AR 72201**

When: **July 13, 2011**

Lunch: **11:30 a.m.**

Meeting: **12:00 Noon**

Topic: **Time Management**

Speaker: **Jamie Fugett of
Williams & Anderson**

Notes: **Validated Parking
Regions Parking Deck**





Table of Contents

Officers and Directors	3
Arkansas Chapter	4
Business Partner Recognition	6
Work-Life Balance: What Does It Mean To You?	7
Question of the Month	9
Member Profile	12
Governor's Work-Life Balance Initiative	13
Workplace Wellness Program	15
Business Partner Profile	19
Test Your Knowledge.....	20
Upcoming Webinars	23
Chapter Memories	25
ALA's Mission and Goals and Editorial Notes	28

Editor's Comments

Our speaker at this month's meeting on Wednesday, July 13 will be Jamie Fugitt of Williams & Anderson. Mr. Fugitt will be discussing time management issues.

This month, our newsletter focuses on two relevant issues—work-life balance and wellness. These issues have risen to the forefront because employers realize that work-life balance and wellness initiatives increase morale and provide healthier, more-productive employees. Information is also provided about the Governor's Work-Life Initiative. Be sure to check out Julia Srickland's article discussing her firm's work-life initiatives and Carolyn Owen's article discussing wellness programs.

Our business partner profile discusses succession planning done by Plantation Services and the recent sale of the company by Tina Shelby and Randy Cooper to Robin Connell. Tina and Randy plan to move to New York to take over the reins of a family trucking company. We will miss Tina and Randy and wish them the best in their new endeavor. We look forward to meeting Robin and continuing our business partner relationship with her.

Don't forget to check out Vivian Koettel's member profile!

ATTENTION

**DO YOU HAVE SOMETHING TO SAY? VOICE YOUR OPINIONS!
RECORD YOUR THOUGHTS AND WEIGH IN BOLDLY ON THE
ISSUES THAT MATTER TO LEGAL ADMINISTRATORS!**

What's in it for you? Legal Administrators gain credit which could allow them an opportunity to win a full scholarship to an annual or regional conference. Business Partners get more exposure before the Legal Community. Email articles to smith@amhfirm.com.



ARKANSAS CHAPTER OFFICERS AND DIRECTORS APRIL 2011 - MARCH 2012



Bonnie Vickery
President
Mitchell Williams
(501) 688-8800
bvickery@mwlaw.com



Terri Dickinson
President-Elect
Barber, McCaskill,
Jones & Hale
(501) 372-6175
tdickinson@barberlawfirm.com



Vivian Koettel
Vice President
Williams & Anderson
(501) 372-0800
vkoettel@williamsanderson.com



Carol Minor
Treasurer
Lax, Vaughan, Fortson,
Jones & Rowe, P.A.
(501) 376-6565
cminor@laxvaughan.com



Donna Blacklaw
Secretary
Robinson, Staley,
Marshall & Duke
(501) 374-3818
Dblacklaw@rsmd.com



Nancy Collins
Immediate Past President
Mitchell Williams
(501) 688-8847
ncollins@mwlaw.com



Angela Falco
Director
Watts, Donovan & Tilley
(501) 372-1406
angela.falco@wdt-law.com



Cathy Dille
Director
Dover Dixon Horne
(501) 375-9151
cdille@ddh-ar.com



National President
Karen D. Griggs, CLM
Baker Sterchi Cowden & Rice
Kansas City, Missouri
(816) 471-2121
griggs@bscr-law.com



Region 4 Director
Toni Beasley
Andrews Kurth LLP
Austin, Texas
(512) 320-9235
tbeasley@AndrewsKurth.com



The Legal Link



Arkansas Chapter

Celebrating 30 Years
1981 - 2011



Come Join Us!

Membership in ALA offers opportunities for:

- Knowledge sharing and networking opportunities (locally, regionally, nationally, and internationally);
- Professional recognition;
- Chapter and leadership support (substantial educational tools, idea exchanges, and workshops to educate the chapter leaders); and
- A whole host of resources and opportunities for professional development.

For more information, check out ALA's website at www.alanet.org or contact Bonnie Vickery at bvickery@mwlaw.com.



Celebrating 40 YEARS 1971 - 2011

Thank you
to all ALA members and business
partners who have made this
organization so special!



Your connection
to knowledge, resources and networking

ALA Wall of Presidents



Business Partner Recognition

Platinum Partner

Ivize

Gold Partners

Allied Technology Group, LLC
Business World

Silver Partners

Avansic, E-Discovery & Digital Forensics
Bancorp South Insurance Services, Inc.
Consulting Ideas & Solutions, LLC
Flynn Legal Services
Ikon Office Solutions, Inc.
Innovative Systems, Inc.
LexisNexis
Plantation Services
Voice Products, Inc.
Xerox Corporation

Friend & Supporter Partners

Arkansas Office Products
Pettus Office Products
Regions Insurance

**The Arkansas Chapter of the
Association of Legal Administrators
would like to thank its Business Partners for their support.**

Silver Partnership and Friend & Supporter opportunities are still available.

Please contact Carol Minor at cminor@laxvaughan.com or Bonnie Vickery at bvickery@mwlaw.com for more information on how your company can benefit from partnering with our chapter.



WORK-LIFE BALANCE:

WHAT DOES IT MEAN TO YOU?

by

Julia Strickland



As my alarm clock announces that it's 5 a.m., I roll over and turn it off. A new day of balancing work and family has begun. My morning routine includes working out, getting my kids ready for school, and dressing for the day.

Three days a week, I leave the office earlier than 5 p.m., so I can take my children to their extracurricular activities. These activities have opened doors for my children to achieve their dreams. My heart jumps when I remember my older daughter's excitement when she danced with the Rockettes; when I watched my son imitate his favorite pro-football player during his game; and when I saw the excitement in my younger daughter's eyes when she completed her first cartwheel.

My evenings are filled with helping my kids with their homework and hearing stories about their day. I also take care of work questions and responsibilities from my computer or iPhone.

My typical weekday demonstrates work-life balance for me.

So what should an employer do?

The first thing employers should do is recognize that work-life balance is different for everyone. There

The first thing employers should do is recognize that work-life balance is different for everyone. There are no equal parts of work-life responsibilities; each day is different for every employee.

are no equal parts of work-life responsibilities; each day is different for every employee. Pressures and challenges that I endure on a daily basis are different than those experienced by others at my firm.

Second, an employer must answer, "What are the objectives for promoting work-life balance and what outcomes do we hope to achieve?"

For example, my law firm began in 1997 when several attorneys decided to realize their dreams of creating a different kind of workplace. When they started the firm, it was formed by a mindset that wanted to establish a culture that permitted employees to spend more time outside of work — even at the risk of incurring additional overhead to achieve that goal.

The Arkansas Governor's Work-Life Balance Award afforded our firm the opportunity to capitalize on that culture. The application process alone was quite beneficial because it helped our firm sketch out its goals. Each year, we strived to improve our performance

Cont. on next page

The Legal Link



Work-Life Balance

Cont. from page 7

on the award by increasing benefits offered to our employees and getting feedback from them about how various benefits helped them achieve work-life balance.

The Arkansas Governor's Work-Life Balance Award annual awards luncheon and related seminar also provided refreshing ideas about what other companies did to strengthen their organizations. Participation in the event helped our firm establish a network of peers that gave us advice and provided wonderful insight into companies who had successfully created a strong work-life balance. The book *200 Ways to Make Your Law Firm an Extraordinary Place to Work* was also very helpful.

Our firm eventually won the bronze level. Our successes continued in subsequent years by receiving the silver level, and then the gold level for three years. In May 2011, Cross, Gunter, Witherspoon & Galchus was presented with the platinum award, which represents the ultimate achievement in establishing a healthy work-life balance environment.

Participation in the Arkansas Governor's Work-Life Balance Award led to other honors. In fall 2010, our firm received the Arkansas Psychologically Healthy Workplace Award, which recognizes companies who have established a healthy culture where both employees and the organization thrive. As a state recipient, our firm received a nomination to the national level, where we won the small employer category at a March 2011 conference in Washington, D.C.

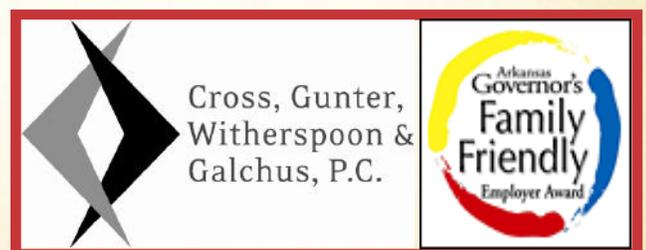
Throughout that process, our firm's work-life environment was refined and modified, so that by the end of the marathon, we had established a strong work-life environment that was cherished by our employees.

Establishing a positive work environment has numerous advantages: competitive advantages in recruiting; retention of key employees; and increased productivity. Employees also thrive because they feel respected, encouraged, and empowered to achieve their potential.

What's next?

That depends on the employees. At our firm, we closely monitor issues affecting our employees at work and address how we can enhance their benefits. We go beyond the cookie-cutter benefits to provide our employees with opportunities they need to maintain a healthy working relationship with our firm.

Every employer can provide a healthy work-life atmosphere for their employees. The key is that the employer and the employee have to partner to define that environment and work together to achieve those goals.





Question of the Month

Question:

I've been asked to put together a presentation on work-life balance for our firm's partner retreat. Can ALA help me find resources?

Answer:

Yes, of course ALA can give you a hand with this project.

The lion's share of articles and other material on work-life balance in the legal industry concentrates on lawyers; staff gets very little attention. This probably has more to do with lawyer attrition having been studied extensively, and its economic impact measured, than with any other factor. As far as we can determine, that same topic in reference to staff is rarely discussed in legal-industry publications, let alone studied. Another point to be aware of is that many pieces focus on women's issues revolving around child-bearing and parenthood – and we all know that there are many other areas to consider when discussing work-life balance.

The first two sites mentioned here have received a lot of play in the legal media.

The Project for Attorney Retention offers a wealth of information on firm programs, best-practice models, research reports, and other material. The site also links to other organizations' work, such as the Boston Bar's seminal report "Facing the Grail: Confronting the Cost of Work-Family Imbalance."

Flex-Time Lawyers offers consulting in this area; the website provides links to many relevant articles and press releases.

An ABA book, *The Lawyer's Guide to Balancing Life and Work*, 2nd edition, offers both discussion and practical tools that may give you some inspiration on shifting perceptions to help reconcile expectations with reality.□

The Great Place to Work Institute summarizes practices from two law firms that made the Institute's "100 Best Places to Work" list.

A rather scholarly article from the Sloan Foundation studied the effects of job demands on work-life balance in the legal profession.

The Litigation & Trial blog includes a posting on how work-life balance issues may be an important part of law firm recovery from the turbulent economy (scroll about halfway down the page; the relevant posting is dated June 9, 2009).

The New York State Bar Association's Special Committee on Balanced Lives in the Law produced a number of articles, including an often-cited report.

The following resources offer guidance on managing work-life balance programs for all employees.

Hewitt Associates produced a trends bulletin on flexible-work arrangements, discussing employer concerns and offering implementation guidelines.

Business Week posts a special report on work-life balance, with segments from a number of experts.□

The Georgia Institute of Technology produced a case study looking at both the employer's and the employee's need to adopt responsible behaviors with regard to balancing work and personal life.□

Finally, don't forget to review ALA's own, *The Extraordinary Law Firm: Making Your Firm a Great Place to Work*, by Past

Cont. on next page



The Legal Link

Question of the Month

Continued from page 9

President Chuck Stinnett. Some of the book’s case studies refer to programs designed to minimize the conflicts between work and the rest of one’s life.□

The *ALA Management Encyclopedia*SM has the articles “Make Your Firm a Great Place to Work” by Marcia Pennington Shannon and “Telecommuting: The Road to Sound Policy” by Nicole Belson Goluboff. The *Encyclopedia* is available at no charge to all current ALA members.

The *ALA Legal Management Resource Center (LMRC)* has a number of articles from associations, consulting firms, and government agencies, as well as ALA sources on general management. Review the materials in the Human Resources Management area of the Document Directory, under the heading “Employee Relations Work – Life Issues.”

ALA’s own *Retreat Planning Plus* service offers one-stop, customized design and planning for your firm’s retreat – everything from selecting the venue and coordinating logistics to developing an agenda and identifying speakers. Concentrate your own efforts on addressing the firm’s goals and objectives, and let ALA’s experienced meeting professionals take care of the event details.

The Extraordinary Law Firm: Making Your Firm a Great Place to Work is a detailed look at what law firms can do to provide a satisfying, positive workplace for all personnel. For a business-case perspective on balanced-hours options for attorneys, read *Solving the Part-Time Puzzle: The Law Firm’s Guide to Balanced Hours*. Available in ALA’s online bookstore.

Special Note: ALA members have free access to the ALA Reference Desk. Send any question on legal management to infocentral@alanet.org. Staff will conduct personal research on each question.

The Editors’ response in this study is not intended as legal advice. Readers are encouraged to seek appropriate legal and other professional advice.

MARK YOUR CALENDAR

ALA Regions 3 & 4 Conference & Expo
September 15–17, 2011
InterContinental Kansas City at the Plaza
Kansas City, Missouri



The Legal Link



... The **LAW** is **DEMANDING...**

... The **PROCESS** is **OVERWHELMING...**

... **Tip The Scales** IN YOUR FAVOR.

Ivize ensures all and only relevant data is reviewed in the most efficient way.

End-to-end Discovery Services

- Collection
- Processing
- Online Hosting & Review
- Production

Discovery Consulting

Imaging & Duplication Services

ALABAMA
BIRMINGHAM
MONTGOMERY

ARKANSAS
FAYETTEVILLE
LITTLE ROCK

FLORIDA
TALLAHASSEE

GEORGIA
ATLANTA

ILLINOIS
CHICAGO

KANSAS
OVERLAND PARK

LOUISIANA
NEW ORLEANS

MICHIGAN
GRAND RAPIDS

MISSOURI
CLAYTON
KANSAS CITY
ST. LOUIS

NORTH CAROLINA
CHARLOTTE

WEST VIRGINIA
CHARLESTON

WISCONSIN
MADISON
MILWAUKEE

... **LITTLE ROCK** 400 West Capitol, Suite 101 B
Little Rock, AR 72201
Bill Hughan
Managing Partner
:: P :: (501) 376-8000
:: F :: (501) 376-8001



www.ivize.net

The Legal Link

Member Profile

-

Vivian Koettel



I grew up in Oil Trough, Arkansas, and completed 12 years of school there. This will let you know I am old enough that back when I was 5 years old, kindergarten was not a requirement! Many years later, as a working wife and mother, I graduated from UALR with a degree in finance.

I began my career as a secretary right after high school working for a sign company in Jonesboro, Arkansas. When my husband graduated from engineering school at the University of Arkansas in Fayetteville, he took a position in Searcy. Attorney Odell Pollard was a friend of my father's family, and although I had not previously met him, I went to his office and asked for a job, having lots of secretarial experience but no legal experience. Mr. Jerry Cavaneau (Magistrate Judge Cavaneau now) hired me as his legal secretary, and, thus, I began my career in the legal environment.

At Williams & Anderson, I don't really have a title. I suspect I am like most legal administrators and wear different hats at different times, sometimes trying to balance several on my head at one time. I believe our staff and the attorneys at W&A would describe me as determined, yet considerate.

Probably the best professional advice I have ever received was from Mr. Williams when he urged me to accept my current position and "just give it a try."

My most interesting job was when I worked as a freelance court reporter. (You hear things you just cannot believe!) I loved the job, and I loved working with most of my clients and their wonderful staffs. However, what I did not

love was producing transcripts at 2:00 a.m. There were mornings I went to bed at 4:00 and got up at 6:00 a.m. So, that being said, one of the best things about being a legal administrator is my hours. If I weren't a legal administrator, I would go back to court reporting, I guess. (Just shoot me!) However, the very best job I have ever had was being a stay-at-home mom and room mother.

The hardest situations in my current position involve trying to please all my superiors at the same time. Also, it hasn't always been easy transitioning from an assistant to a manager. I have lots of things to learn, and ALA has been and is a wonderful asset to me in this area.

Where my family is concerned, I could go on forever, but I'll try to be brief. I married my high school sweetheart at age 17, and he was 19. Nine years later, we had our first son, Garrett (age 28). Two years after that, we had our second son, whom some of you know, Grant (age 26). This is where I'll stop, or you'll be bored to death. I am now divorced, and family still remains the most important thing in my life.

As far as hobbies, I love to go to the movies, and I also enjoy reading. My perfect vacation? Any vacation spent with my family.

The most memorable events in my life occurred in June 1983 and in April 1985.

Cont. on next page



Member Profile

Vivian Koettel

Continued from page 12

I'll bet you can guess! My fondest memories, so far, would probably be my sons' high school football days. Go Cards!!

The one thing I like best about ALA is the mentoring I receive from the other members. I am very new in this job, and I continue to reap great benefits from the experience of my ALA friends. I wish to thank you all for your willingness to answer questions and give advice.



- Statewide Court Reporting
- Professional Videographers
- Video Editing and Clipping
- Fully-Searchable PDF Transcripts
- Hyperlinked Exhibits
- Online and Nationwide Scheduling
- Online Secure Repository
- Full-Service Document Management
- Scanning/Coding/Indexing/Load Files
- Transcription Service
- Videoconferencing Facility
- Trial Consulting
- Trial Presentation Services
- Equipment Rental

LITTLE ROCK - FAYETTEVILLE

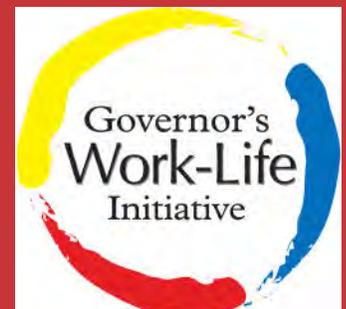
(501)801-1801 * (479)442-7111

Experience the Best in AR Litigation Support!

ARKANSAS GOVERNOR'S WORK-LIFE INITIATIVE

Because work-life balance is so important, the Governor's office has sponsored the Governor's Work-Life Balance Awards for almost a decade. This annual ceremony celebrates companies that focus on the needs of their employees, ultimately strengthening their workers, their businesses, and Arkansas. Companies honored exemplify excellence in their commitment to recognizing the needs of employees, while also being active partners in ensuring that those needs are met.

Work-life balance is a significant issue for employees, often cited as more important than job security, advancement opportunities, and total compensation. This project and report is the only one of its kind in Arkansas. It is intended to help organizations identify strategies for addressing work-life balance, which in turn will help address employee satisfaction and retention issues resulting in stronger families for Arkansas.



The Legal Link



COMPUTER NETWORK & CONSULTING SERVICES

 <p>More billable hours</p>	 <p>Made that court date</p>	 <p>Staff trained in Office</p>	 <p>No down time</p>
Lawyer	Paralegal	Administrator	IT Professional

We focus on your technology, so you can focus on the law.

Why are these people smiling?
They trusted their technology to ISI.

The Extraordinary Managing Partner: Reaching the Pinnacle of Law Firm Management



Essential reading for anyone who is serving as a managing partner in a law firm or simply interested in acquiring additional understanding of what is involved in law firm management. The third in the Extraordinary Series, this book is based on research obtained from managing partners and their teams, and provides - from a variety of knowledgeable perspectives - what it takes to move beyond doing "very well" to being a highly effective and extraordinary law firm management leader.

Lexis® for Microsoft® Office

You told us there are currently 127 unnecessary steps from email to research.

**Introducing Lexis® for Microsoft® Office.
Created for legal minds, by legal minds.**

Introducing groundbreaking integration of Lexis and Microsoft Office—content and tools delivered right where you work every day.

Let Us Tell You More

www.lexisnexis.com/office

 **LexisNexis®**

LexisNexis, Lexis and the Knowledge Burst logo are registered trademarks of Reed Elsevier Properties Inc., used under license. Microsoft is a registered trademark of Microsoft Corporation. © 2010 LexisNexis, a division of Reed Elsevier Inc. All rights reserved.



**Microsoft
GOLD CERTIFIED
Partner**

Workplace Wellness Program

by

Carolyn D. Owen and Charlie C. Owen

At the onset of the ninth day of the ninth month in the ninth year of the second millenium, Carolyn began to experience chest discomfort and pain in her left arm. For a few hours, we dismissed it as indigestion and prayed for a few hours of sleep as we were scheduled to leave our Florida vacation in a few hours and return to Little Rock.

Sleep did not come, but an ambulance did a few hours later and rushed Carolyn to a hospital. At age 55, she was having a massive heart attack. Obviously, she survived to tell her story.

A few months after Carolyn's heart attack, our family cardiologist discovered during a stress test that Charlie had suffered a heart attack. In response to Charlie's question, "Don't you think I would know if I was having a heart attack?", the cardiologist informed us that one in every four heart attacks is a silent one. He went on to explain that if you don't discover the first heart attack, you won't survive the second. In addition, it was discovered that Charlie has an ascending aortic aneurysm.

Since then, we have learned a lot about heart disease - the NUMBER ONE killer of males and females.

Would a workplace wellness program at our law firm have prevented the heart attacks? Who's to say? We do know this – the personal wellness program prescribed by our cardiologist works! After 21 months of briskly walking for 30 minutes a day, a low-fat diet, and several medications a day (plus a stent for Carolyn), our cardiologist informs us that he sees no damage left in our hearts from the attacks.

WELLNESS PROGRAMS

The basic idea behind wellness programs, which include smoking cessation, weight control, and proactive management of treatable diseases, such as diabetes and hypertension, is that if companies can keep their workers healthy, they will reap savings on health-care costs and improved productivity. Companies typically offer employees incentives to participate in the programs, ranging from coffee mugs and T-shirts to cash, gift certificates, and premium reductions.

An excellent source regarding wellness programs is:

Workplacewellnessprograms.org

("Workplace Wellness"). Much of the information that follows comes from articles

Cont. on next page



Workplace Wellness Program

Continued from page 15

posted on their website. In addition, the website offers free starter kits to create a wellness program.

Workplace Wellness reports that some of the top wellness programs currently in use today include -

Health Risk (Assessment) Appraisals

A top wellness program currently in use globally is HRAs. Companies that implement it determine the safety and health concerns of employees by the assessment of appropriateness of the facilities and equipment against the needs of the employees.

Immunizations

Employer-sponsored immunization shots are an important component of the top wellness programs in many organizations. Immunization shots, like those used to combat flu, for example, are offered to staff members for free.

Worker Assistance Programs (EAPs)

Employee Assistance Programs (EAPs) consist of a broad variety of services. They range from providing educational resources to staff members regarding health issues to sponsoring health services and medical care. In many, medical and insurance have also become a staple part of their benefits.

Employee Wellness Newsletters - Health Education Programs

Another of the top wellness programs is a newsletter to promote wellness, coupled with a

visible campaign. The campaign could be done periodically and focus on a specific topic, such as use of tobacco hazards, cancer, stress, carpal tunnel syndrome, safety in the workplace, etc.

The newsletter in itself may be an effective means to deliver information to workers or members of an organization but it is far from perfect. Some employees, for instance, might not peruse the newsletter in its entirety or even pay attention to it.

When the issues outlined in the newsletter are promoted through an active and highly visible campaign, it will be easier to maximize positive results.

Fitness and Exercise Plans

Another top wellness program for organizations is one that involves physical

Cont. on next page



Workplace Wellness Program

Continued from page 16

activities. Businesses often sponsor exercise-related events such as marathons and business sports programs to encourage employees to remain fit or lose excess weight. Some companies may even pay for fitness center memberships or in-house exercise facilities.

Group Activities

Many companies take benefit of co-worker pressure to encourage staff members to participate in wellness programs. This is currently one of the favorite wellness programs of the staff of Workplace Wellness and is growing in popularity.

Colleague pressure is often leveraged to help promote competitions referring to corporate wellness and to persuade staff members to be active in company-sponsored health fairs.

Wellness Program Incentives

Some of the top wellness programs implemented by corporations involve incentive rewards. This involves company-sponsored programs that reward workers for achieving specific wellness objectives.

Participation in health campaigns and signing up for wellness programs are two of the most widely rewarded schemes. Rewards can range from special recognitions to points (for bigger rewards) to specific gifts. Sometimes, cash might be used.

In addition, a business may qualify for a grant from the Department of Health and Human Services ("DHHS"). The Patient Protection and Affordable Care Act of 2010 created a

grant program to assist small businesses in providing comprehensive workplace wellness programs. Grants will be awarded to eligible employers beginning in 2011, with \$200 Million appropriated for a five-year period. An eligible employer is an employer that:

- Employs fewer than 100 employees who work 25 hours or more per week and
- Did not have a workplace wellness program as of March 23, 2010.

In addition, a comprehensive workplace wellness program must meet certain criteria and requirements to be developed by DHHS, be made available to all employees, and include

- Health awareness initiatives (including health education, preventive screenings, and health risk assessments).
- Efforts to maximize employee engagement (including mechanisms to encourage employee participation).
- Initiatives to change unhealthy behaviors and lifestyle choices (including counseling, seminars, online programs, and self-help materials).
- Supportive environment efforts (including workplace policies to encourage healthy lifestyles, healthy eating, increased physical activity, and improved mental health).

As of June 30, 2011, DHHS has not published any guidelines.

Cont. on next page

Workplace Wellness Program

Continued from page 17

Please note that Workplace Wellness reports that incentive systems have had mixed reactions and levels of success. Yet, it continues to be among the top choices among organizations who are willing to modify it in order to fit their unique needs.

Finally, we asked Charlie's daughter Nikki Owen Duggan for a quote to include in this article. Nikki works for Healthways, Franklin, Tennessee, whose "business is improving well-being," and she travels across the country assisting Healthways customers on how to "help people lead healthier lives." The following is her very insightful response:

"Leadership engagement is a key component of any organization's workplace wellness initiatives. Leaders must visibly support and prioritize wellness initiatives in order to truly foster a strong culture of health, which is the foundation of a workplace wellness program.

A key component of leadership support is to ensure that employees have ways to engage in wellness activities while they are at work. If there are wellness activities available, leaders need to ensure that their employees are able to take a break and participate."

ABOUT THE AUTHORS

Carolyn D. Owen is the legal administrator of Gill Elrod Ragon Owen & Sherman, P.A., Attorneys, Little Rock, Arkansas. A graduate from the University of Arkansas in Fayetteville, Arkansas, Carolyn recently celebrated her silver anniversary with the firm.

Charles C. Owen is a shareholder, president, and the senior tax member in Gill Elrod Ragon Owen & Sherman, P.A. A graduate from the University of Arkansas Schools of Business and Law in Fayetteville, Charlie recently celebrated the onset of his 69th year aboard this spaceship called Earth.

Congratulations to 2011 Governor's Work-Life Balance Award Winners

Cross, Gunter, Witherspoon & Galchus, P.C.
2011 Work-Life Ambassador

&

Anderson, Murphy & Hopkins, L.L.P.
Honorable Mention - Small Company Category

The Legal Link

Business Partner Profile

Plantation Services



What do small business owners do to plan their succession when they have no children? That is the question faced by owners of PLANTation Services, Tina Shelby and Randy Cooper. Shelby founded the company in 1980 and was later joined by her husband, Randy Cooper. The couple spent 22 years building their business together, realizing that they wanted to leave not just a business, but a legacy to their partnership. In 2006, the couple began a conversation about a logical and possible succession plan that would meet their primary goal.

In February of 2006, PLANTation Services added a new Louisiana Tech horticulture graduate, Robin White Connell, to their employ. Connell had become acquainted with PLANTation Services in 2005, when she traveled to Little Rock to fulfill her dream of living and working in Arkansas. However, the opportunity to join the company did not present itself until 2006 when the owners decided to follow their instincts to hire her. Although there was not a designated position available, Connell was put to work on special projects while Shelby and Cooper guided her growth and development in the industry. They encouraged her professional development by providing education opportunities and introducing her to all aspects of interior plantscaping. After year one, Connell had to choose between continuing with special projects or as Cooper said it, "You can choose the more challenging job, Service Manager." Ultimately, that would lead to Director of Operations.

Robin Connell bought PLANTation Services on July 1, 2011. As of that date, she is the sole shareholder of a 31-year-old company that has worked very hard to be the best at what it does.

Shelby states, "Robin is the daughter we never had. She is a fine young woman from a wonderful family in Louisiana. She has all the training and knowledge to take this business down another 31-year path and experience all the rewarding feelings that go with small business ownership."

Shelby and Cooper find it very rewarding to watch a young person say "yes" to the challenge of leading their business. "It is a very gratifying job, but it does take dedication and hard work. She is up for that."

Connell admits that her experience with PLANTation Services has confirmed that she chose the right path when she elected to study horticulture. Connell remarks, "Tina and Randy have provided me with the opportunity to build upon my skills. I have a wonderful team of people that I have watched grow and develop under my leadership over the past five years. I am so grateful for the strong foundation that Tina and Randy have established in PLANTation Services. Just like parents continue to influence their children, I know that I can continue to count on their guidance as I strive to maintain the tradition of providing our clients with excellent service. Although they will not be sitting behind the desks, we will not forget who they are and how PLANTation Services began its journey."

Robin is married to Arkansan and Arkansas Air National Guardsman, Seth Connell, who has just completed his fourth combat deployment. They live in Maumelle.





Education

TEST YOUR KNOWLEDGE IN PREPARATION FOR CLM “CERTIFIED LEGAL MANAGER” EXAM

1. What is phantom income?
2. What is Form 941?
3. What is claims-made coverage?

Did you know Workplace Wellness Initiatives can include:

Awareness Raising Activities: Health and wellness newsletters, health topics covered in payroll stuffers, healthy emails.

Health Risk Assessment: Employee health screenings, wellness fairs, health risk appraisals.

Educational Programs: Lunch and Learn wellness presentations, guest speakers at staff meetings.

Skill Building: Healthy cooking demonstrations, activity challenges, CPR instruction opportunities, stress management classes, weight management classes.

Interventions: Massage, tobacco cessation, skills to help you get the most out of your doctor visit.

Physical environment: Healthy items in the vending machines and cafeterias, clean air practices, ergonomics, bike racks, flex time, well-lit stairways.

ANSWERS TO TEST YOUR KNOWLEDGE:

1. Phantom income is income reported on a tax basis for which no cash or financial benefit is realized. (NJC comment: for example, meals for the purpose of business development are only 50% deductible resulting in phantom income on the tax return.)
2. A Form 941 is the IRS form filed quarterly to report income tax, FICA, and Medicare withholdings.
3. Claims-made coverage is a form of insurance that pays claims presented to the insurer during the term of the policy or within a specific term after its expiration. It limits the liability insurer's exposure to unknown future liabilities. (NJC comment: as opposed to occurrence coverage that pays claims arising out of incidents that occur during the policy term even if they are filed many years later.)



ARKANSAS

PH 501-812-5151

FAX 501-812-5157

www.arkansasofficeproducts.com

OFFICE PRODUCTS

Prevent office stress with indoor plants.

Plants don't talk back but they listen well...

Your office needs the therapeutic, stress lowering, positive environmental changes that only interior plants deliver.

*We do all the work,
you just enjoy!*



Rental or sales
programs to fit any budget —
throughout Arkansas.

Voted Arkansas's best indoor
landscaping company

PLANTATION
services

plantationsservices.com

501-821-5770 or 888-821-5770

reception area • board room • executive offices • cover
unsightly cards • office make-overs • open houses



Specializing in Time, Billing & Accounting Software for Lawyers and Accountants

- Complete practice management software implementation
- Customized accounting system for integration
- Automated time and billing solutions
- Training by certified professionals in accounting modules



Join the Winning Team



Cheryl L. Atherton, CPA
Cheryl@Consultingis.net

Tabs3 and PracticeMaster
Certified Consultant



133 Barbara Drive
Edmond, OK 73013
Office (405) 844-0122
Cell (405) 863-7937
www.consultingis.net

What's true in life holds true for networks.

Network and IT investment pays off when you choose your partners well.

Who says you can't have it all!



500 President Clinton Avenue, Suite 304 • Little Rock, Arkansas 72201 • 501.372.4909 • info@alliedtechgroup.com

Take Control.
End-to-end network management services.





ALA - WEBINAR WEDNESDAYS

July 20, 2011	Finance for the Non-Financial Administrator
August 17, 2011	Focus on Profitability: Revenue Based Management
September 21, 2011	Ethics in the Wired World
October 19, 2011	Your Firm's Risk Insurance Needs: Professional Liability Coverage
November 16, 2011	Safe Stress

**My Managing Partner
just walked into my office
and needs:**



Information on
"green" office
practices

Sample
telecommuting
policies

An attorney
withdrawal
checklist

Where do you begin? Put your ALA membership to work for you!

At the Association of Legal Administrators (ALA) we understand that when you need information, you want it quickly and from a reliable source.

ALA Management SolutionsSM offers you access to a competent, experienced team of researchers — and **it's FREE to ALA members!** Just tell us what you need; we'll respond quickly with the best information available. Send your questions to infocentral@alanet.org, or call 847.267.1385.

Contact the ALA
Reference Desk at
infocentral@alanet.org
847.267.1385

Your connection
to knowledge, resources and networking

The Legal Link



VOICE PRODUCTS INC.

Voice Technologies For Your Business



- **FREE Philips Dictation Software for a Limited Time Only! Less than Internet!**
- **Cassette Equipment is No Longer Being Manufactured.**
- **Software, You Never Purchase Again, Upgrades Included!**
- **The only Networked Managed Dictation System.**
- **Citrix and Thin Client Support.**
- **Manage all Digital Portables, iPhones and Blackberrys over Network.**
- **Eliminates Workflow issues Between Attorneys, Secretaries and Multiple Offices.**

Largest Dictation Dealer in the Midwest

For more information call:

Tom Peeke - 800-466-1152

BancorpSouth Insurance Services

Not just an insurance policy,
Your partner in reducing your Real Cost of Risk.

Exceptional People

- Alfred Williams, Risk Consultant, CWCA
- Ken Estes, CIC
- Drew Higginbotham
- Steven Greathouse
- Kim Griggs
- Amanda McCaulley

Services & Resources

- Contract Reviews
- Risk Management
- Safety Training & Loss Control
- Claims Analysis & Advocacy
- Life, Employee Benefits & Continuity Plans
- Training & Assistance with Human Resource Issues
- Workers Compensation Analysis



BancorpSouth
Insurance Services, Inc.

Formerly Ramsey Krug Farrell & Lensing

8315 Cantrell Road Little Rock, AR 72227
501-664-7705
www.bxsl.com

*Your connection
to knowledge, resources and networking*



got clm?



Add a valuable dimension to your professional development by becoming a Certified Legal Manager (CLM)SM!

Earning the CLM designation:

- ◆ Validates your knowledge and expertise in all areas of legal management.
- ◆ Expands your résumé and opens the door for new career choices.
- ◆ Demonstrates your dedication and commitment to the profession.
- ◆ Enhances your value to your organization.
- ◆ Saves your firm money on its professional liability risk insurance.*

For more information about the CLM program, visit www.alanet.org/clm

*Visit www.alanet.org/clminsurance.html for a complete list of participating states



Chapter Memories



Kristy Lowery, Bonnie Vickery, and Donna Blacklaw were the three chapter members who attended the 2011 Annual Conference.



Kristy Lowery, our Pine Bluff member, discusses a seminar she attended at annual Conference.



Nancy Collins displays the Platinum Award earned by the Chapter during her presidency.



Donna Blacklaw presents a summary on one of the interesting sessions she attended.



Bonnie Vickery provides information about the 2011 Annual Conference while Nancy Collins listens intently.



HAPPY BIRTHDAY

Barbara Bennett

July 17

Cathy Dille

July 19

**Business
World**

Document Solutions

New Ideas New Technology



*Thanks for the opportunity
to be a part of ALA!*

Deborah Coop

ALA GOLD MEMBER

920 South Spring Street

Little Rock, AR 72201

Direct Line: (501) 399-3341 Cell (501) 779-1406

deborah.coop@businessworld-usa.com

www.businessworld-usa.com

SHARP

The Legal Link




Stay Connected with ALA!

facebook **LinkedIn**

twitter

Facebook:
www.alanet.org/facebook

LinkedIn:
www.alanet.org/linkedin

Twitter:
www.alanet.org/twitter

www.alanet.org

*Your connection
to knowledge, resources and networking*



Happily, the cost of color is dropping.

Imagine the joy of lowering the cost of color prints in your office up to 62 percent. That's how much the Xerox ColorQube® can save you compared to traditional color lasers - all without sacrificing quality.



Get a free Xerox® solid ink printer when you purchase a Xerox ColorQube MFP—a \$2,499 value*.

- Free Phaser® 8850DN with purchase of ColorQube®
- Cartridge-free solid ink technology
- Color output for the price of black and white



Xerox of Arkansas
501-821-5000



AVANSIC
E-Discovery & Digital Forensics

- Data Preservation
- E-Discovery
- Digital Forensics
- Online Review
- Expert Services

www.avansic.com

*Offer valid December 30, 2011. Free printer offer ends 12/31/11. Limit one offer per customer. Offer may be subject to change without notice. © 2011 Xerox Corporation. All rights reserved. 124728, 12526, and Xerox, Phaser and ColorQube are trademarks of Xerox Corporation in the United States and other countries. See the Xerox website for more information.

The Legal Link



ALA'S MISSION

The Association of Legal Administrators' mission is to:

Promote and enhance the competence and professionalism of all members of the legal management team;

Improve the quality of management in law firms and other legal service organizations; and

Represent professional legal management and managers to the legal community and to the community at large.

ALA'S GOALS

The Association of Legal Administrators' goals are to:

Develop and deliver programs and products that will provide high-quality, competency-based education to members of the legal management team.

Improve and strengthen the flow of information to and from the members.

Enhance the services and benefits available to members.

Increase the visibility and credibility of the Association of Legal Administrators and its members in the legal community through effective marketing and communications and through partnering efforts with the bar and other law-related associations.

Retain and recruit members from all components of the legal management team.

Maintain the Association's strong economic base.

Increase diversity in the Association, in the legal management community, and in all legal service organizations.

Promote and continue an organizational structure which clearly and effectively allocates the policy and operational roles and responsibilities of volunteers and staff through Governance Policies that ensure that organizational resources are best-used to achieve the Association's Mission and Goals.



EDITORIAL NOTES

Co-Editors: Diane Smith and Marie Ray

Photographer: Carolyn Owen

Editorial Board: Nancy Collins, Julia Strickland, and Carol Minor

Editorial Policy:

We value your comments and suggestions and even your submissions! This is your newsletter! If you would like to make a suggestion that would enhance the newsletter or would be willing to write an article for the newsletter, please email Diane Smith at smith@amhfirm.com. Clip art located in this newsletter may be furnished by www.fotosearch.com or by Art Explosion Publisher.

The Legal Link is published monthly for the education and benefit of legal administrators in Arkansas. It is not published for the purpose of rendering legal, accounting, or other professional services or advice. Nothing contained in this newsletter should be construed as legal, accounting, or other professional services or advice. Reprints of articles contained in this newsletter require written permission of the editor of *The Legal Link*.