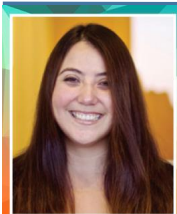




# OC-ALA's Waves

Spring Edition  
2020

**DIAMOND BUSINESS  
PARTNER**



## **PRESIDENT'S MESSAGE**

**Donna Bustos**

OC-ALA Chapter President 2020-2021

I'm Donna Bustos, serving as your OC-ALA Chapter President and I welcome you to OC-ALA's 2020-2021 year. We begin this year with a web of challenges because of this pandemic. All of us are currently processing these challenging times with uncertainty both personally and professionally. As each day goes by and each conversation is had, I'm comforted in knowing we are strong. Strong people, strong legal community and a strong chapter. Speaking of strength, let me introduce you to this year's board members. President Donna Bustos, President-Elect Lisa Waligorski, CLM, Vice President Rachel Alm, Secretary Deborah Miller, Treasurer Kelly Hess, Treasurer-Elect Ann Thompson, CLM, Director of Membership Andrea Greil, Director at Large Toni Burnside, Past President Mike Shuff. Thank you all for taking on your roles and a big thanks as well to everyone who volunteered on the extended board.

**SAPPHIRE  
BUSINESS  
PARTNERS**



## **EMERALD BUSINESS PARTNERS**



## TABLE OF CONTENTS

President's Message	1
Business Partner Spotlight: WAMS	4
ALA Career Center / Job Bank Overview	6
Business Partner Spotlight: TFG Benefits	7
Article: Cal/OSHA IIPP Update	9
Administrator Spotlight: Rocio Rodriguez	13
Upcoming ALA Webinars	14
Administrator Spotlight: Asgie Hernandez	17
ALA COVID-19 Response	18
2020 Compensation and Benefits Survey	19
2020-2021 Board of Directors	20
2020-2021 Extended Board	21
Article: Sali Alliance	22
Article: Run a Regular Check on Mental Health	25
New Member Welcome	28
Member Update	29
Member Anniversaries	30
Calendar of Events	31

### NEWSLETTER COMMITTEE

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### ORANGE COUNTY ASSOCIATION OF LEGAL ADMINISTRATOR'S MISSION

OC-ALA's mission "to meet the needs of its members through education, networking, and the exchange of information" is carried out via programs and events promoting professional education and development, community involvement, and collaboration between members.



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# PRESIDENT'S WELCOME MESSAGE

*Continued*

We had so much planned for our members and Business Partners and we were excited to move forward with events such as Project Self, conferences, and networking events. Unfortunately, this year is unlike any other and most events have been postponed or modified.

What hasn't wavered is OC-ALA's commitment to our members and Business Partners. Rest assured that everyone is working behind the scenes and brainstorming with innovative ideas on how to move forward over the next few months. In a commitment to our education program, OC-ALA is working with its Business Partners and other resources to provide educational sessions that will allow us to learn. We greatly value our Business Partners and recognize that you are not receiving the full value of your sponsorship. OC-ALA is taking steps towards a continuity plan that will remedy this situation for our members and Business Partners. Once solidified we will share this plan with you. What's important now is that we stay safe and healthy so we can move towards a new normal.



Donna Bustos  
President, OC-ALA  
2020-2021



*A Chapter of the Association of Legal Administrators*

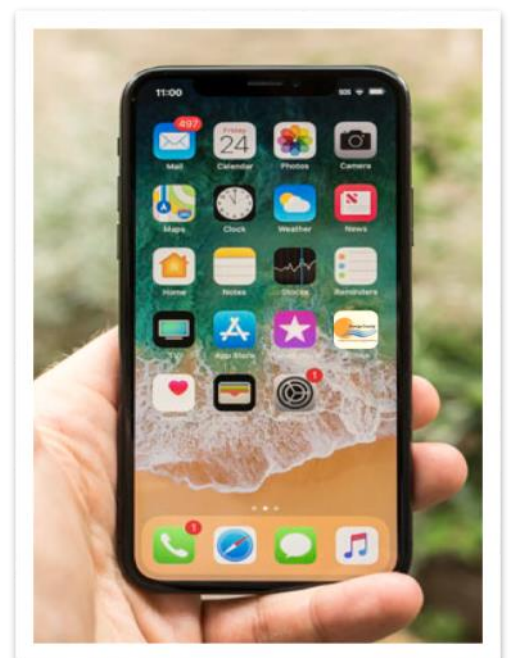
## Join the OC-ALA Mobile App community!

Our OC-ALA Mobile app gives instant access to our directory of members and business partners, upcoming event information, and so much more!

**Download via the [Apple Store](#) or [Google Play Store](#) today.**

**Listed as Orange County ALA**

Please request account access as prompted after download. Current members and business partners will be approved.



# BUSINESS PARTNER SPOTLIGHT



## WHAT DOES WAMS MEAN?

We are often asked, what does WAMS mean? WAMS is an acronym for Williams Automated Managed Services. WAMS is a full-service information technology consulting firm. WAMS has been providing IT services to law firms for over 45 years. WAMS is a proud supporter of the OC-ALA and has been since 1995. WAMS is a team comprised of experts with certifications in all of the platforms we offer and work with. WAMS is dedicated to the success of our clients from the day we begin working with them to provide them the best possible solutions available to meet their needs. We understand our clients' business, their functions, necessities, and are acutely aware that not all law firms operate in a uniform way. Each unique firm has its own strengths and challenges; WAMS steps in to eliminate those challenges from an operational standpoint. We are WAMS, and to our clients WAMS means working efficiently, friendly support, unmatched expertise, and peace of mind.

Kevin Haight, our General Manager joined WAMS in 1994 and his dedication to WAMS and our clients has been instrumental in making us the trend setting, all-encompassing IT service provider that we are today. It is our top priority to provide the best possible solution to each of our clients, and we do this by staying ahead of happenings in the industry. He has developed many of the long-term relationships WAMS has today and has always made our clients his top priority. Matt Morris joined our team toward the end of 2016 and proactively takes care of our clients in the Orange County region. He works vigorously to ensure that our clients have the best solutions available to them and that all needs are met. He collaborates with every member of our team to be certain our clients have all of the solutions, software, hardware, communications, and support they need to remain successfully functioning at the highest level possible. I joined WAMS at the beginning of 2016, and I manage WAMS communications, social media, events, and branding. I consider it my duty to keep you all informed of the latest topics and threats in the world of IT. If you picked up any fun items at our trade shows or receive our informative emails, I'm the girl behind it all. When you see us at events, be it in person or virtual, please say hello! Our door is always open if you have any questions or need a second opinion on any solutions you are considering.

Our team has been working tirelessly to maintain service levels as much as possible during COVID-19. Our entire team has been set up for secure remote work for years prior to the pandemic, which for us made transitioning to the temporary work from home lifestyle seamless. Our team members mostly work remotely, and we instantly made the shift to keep everyone distant and safe. Our team adopted Microsoft Teams right as this transition occurred, and we have been using this platform internally to keep our collaboration and productivity at the same levels as when we are all able to be together. We are still transitioning clients to working remotely and continue to receive inquiries about our powerful, secure cloud solutions. We are also helping many of our clients to transition to using Microsoft Teams to work together easily and securely from a distance. The mobile application means you are available on any device, so you never have to miss anything important. If you have been stuck on a screenshare meeting for an hour and have missed several discussions, you can check out your activity tab and see everything that you missed, bringing you up to speed in minutes. We also love the ability to collaborate with your

CONTINUE READING »

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## BUSINESS PARTNER SPOTLIGHT *Continued*

team securely on documents so edits can be made seamlessly. Rather than flooding one another's inboxes with quick questions, you can send chats to one another and get a much faster response. Most importantly, you can hop on a secure video conference call at any moment without worrying about interruptions as we have seen occur with Zoom meetings, and you don't need to use a different platform. Everything is right there in Teams: one seamless, robust, secure solution.

The WAMS Workspace provides a modern Windows 10 desktop where we deliver your applications and data to any device. We provide you the ability to access, share, and collaborate on your data and files securely. You can easily hop on your phone to share a document with a coworker and obtain it from your protected network. We only provide our clients the best, which is why we use Citrix as they are authorized by Microsoft to provide the benefits of the Windows Virtual Desktop. We set you up with a personal workspace that is easy, scalable, predictable, and budget-friendly. Our services are convenient, reliable, and consistent no matter which device you are operating from. We can easily expand and contract your services on demand if you experience any employment fluctuations, ensuring that you never pay more than you should. Now, more than ever, it is important to have a cloud solution in place, so your business is never interrupted. We put any fears of accessing your network to rest and leave you to do exactly what you do best.

It is abundantly clear we will be seeing a shift in most businesses for many employees that were previously full-time office workers transitioning to a hybrid situation – some days in the office and some days remotely. This is looking like the new normal for many of us, but many people are still not set up or not working securely. From going without a web cam to not having a secure platform for collaboration, many people will need to strengthen their at-home setup to make remote work feel as close as possible to working in the office. Many people were not set up to work remotely and securely before this pandemic occurred. If you are not yet, the best recommendation we can possibly give you is to do everything you can to get yourself on a cloud solution ASAP and make it a top priority for your safety. We are doing all we can to be a resource for our clients and friends during this difficult time. Keep an eye out for security tips, Zoom and Microsoft Teams user guides, and upcoming webinars we have been sending out and will continue to distribute in order to keep everyone informed and safe. Stay safe and stay healthy!

**Ashli Lopp**

Marketing Manager

WAMS, Inc.

[alopp@wamsinc.com](mailto:alopp@wamsinc.com)







## ALA Career Center / Job Bank Overview

The ALA Job Bank is an online job bank that connects law firms, corporations, governmental agencies and similar professional service organizations and recruiters with prospective candidates for non-lawyer positions. The job bank service offers two convenient ways to link employers and recruiters to potential employees:

Employers	Job Seekers
Employers and eligible recruiters can advertise vacant positions to find qualified candidates.	Legal management professionals and support staff can search through job advertisements placed by employers.

The ALA Job Bank accepts and posts ads for legal management and administrative positions, as well as support staff positions such as legal secretaries, legal assistants, paralegals, law clerks and other non-lawyer positions. Job advertisements are also available for positions in professional service organizations (such as consulting and accounting firms) that require skills similar to those of a legal administrator or functional specialist. ALA is not currently posting ads for lawyers, or for management positions in service industries and retail settings.

### **Questions?**

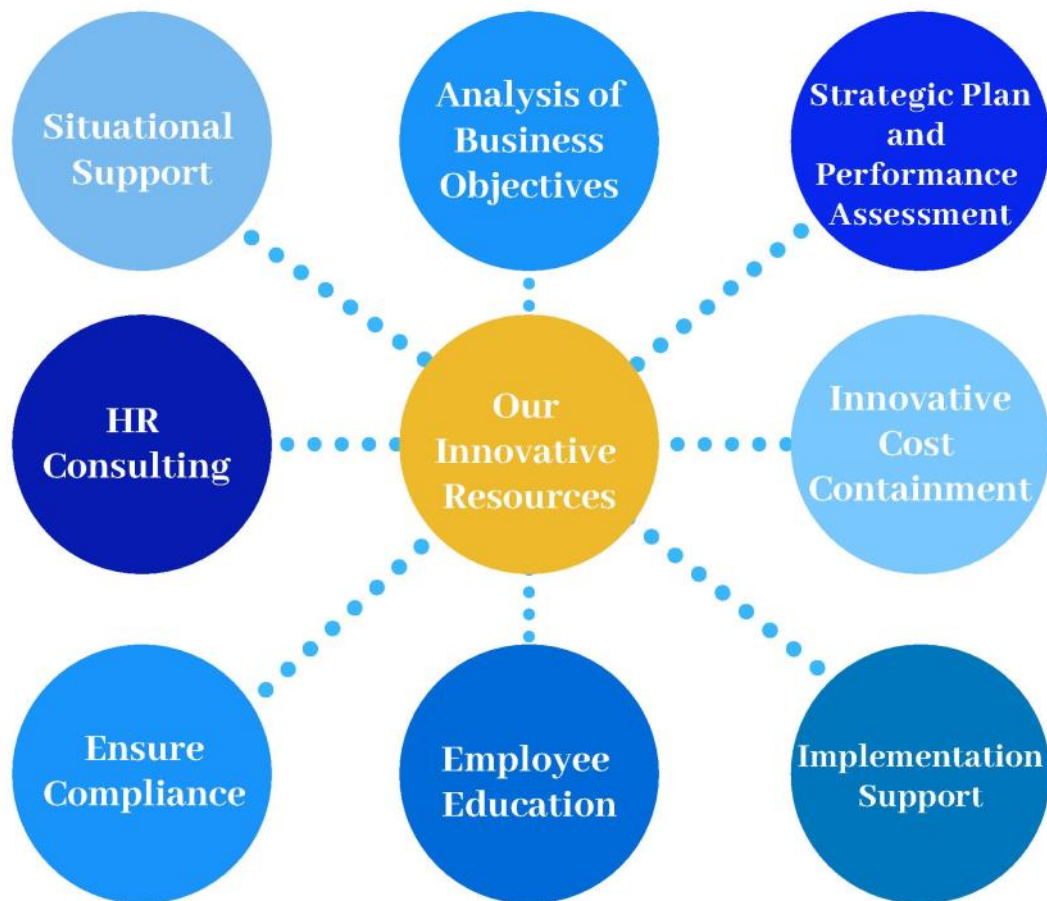
If you have questions about the Job Bank or need assistance with ordering a service, please contact the ALA Marketing Operations Specialist at 847-267-1252 or through email at [jobs@alanet.org](mailto:jobs@alanet.org).

**To Learn More Go To:** <https://my.alanet.org/careers/current.asp>

# BUSINESS PARTNER SPOTLIGHT

## Benefits Insurance Inc.

**TFG Benefits Insurance Inc., located in Newport Beach, is an Employee Benefits Brokerage that works with small to mid-size companies. The company was founded in 1998 by Mark Garvin and Brian McCloskey. Mark & Brian bring over 50 years of experience, dedication, and loyalty to employers & employees and have created valued partnerships with our clients. At TFG Benefits, we view every relationship as a long-term partnership. Our goal is to create strategies that will endure as your business grows and changes.**



# BUSINESS PARTNER SPOTLIGHT *Continued*

Our dedicated concierge team, managed by Nicole Hamilton, understands how to help you take care of your employees. Knowing that we are taking care of your employee benefit program, gives you the confidence and freedom to focus on what you do best!

## Benefits Consulting

- Market analysis and carrier/vendor renewal negotiations
  - Medical Insurance
  - Dental Insurance
  - Group Life and AD&D
  - Disability Insurance
  - Vision Plans
  - Voluntary Benefits
  - Wellness Plans
- Employer contribution strategy
- Benefit budget analysis and planning
- Industry Benchmarking

## Client Services

- Dedicated Account Service Managers assigned to each company to assist with day to day issues.
- 800 Employee Advocacy Hotline and direct email address for employees to utilize for assistance. i.e. benefits questions, doctor searches, help with claims, employee advocacy, etc.

## Benefits Administration

- Enrollment and eligibility
- In-House COBRA services
- FSA & HRA Administration

## Plan Implementation & Communication

- Employee education meetings conducted by our In-House bilingual enrollment team
- Customized employee benefits communications strategies
- Online enrollment & onboarding

## Compliance

- Mandatory Employee Notifications and Employer Filings
- SPD/Wrap Document preparation
- Testing
- ACA Reporting Forms, i.e. 1094's/1095's. 5500's

## HR Support

- HR Audits
- HR Support Hotline to certified HR Specialist
- HR Outsourcing
- Harassment and other required training
- HRIS/HR Technology Consulting and Support

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## Spring is in the air...(among other things).

# Take the time now to review and update your Cal/OSHA IIPP as California returns to work.

Topics: COVID-19

By: Thomas B. Song, Dan M. Forman

Website: [www.cdflaborlaw.com](http://www.cdflaborlaw.com)

As California prepares to return to work, the ease of transmittal of COVID-19 cannot be disputed in the community and the workplace. Compounding this problem is that the CDC recognized that asymptomatic and even pre-symptomatic individuals can transmit the virus to others. In other words, people who do not show any symptoms can spread COVID-19. Add to this the very real potential for employees to become seriously ill and/or die from the disease, and it's easy to see how COVID-19 has become one of the stealthiest potential workplace hazards in recent times.

With that in mind, employers are challenged as to how to update their Injury and Illness Prevention Program ("IIPPs"), typically associated with "routine" or common hazards in the workplace, such as physical guards against injury, fall protection, or eliminating exposure to harmful gases or chemicals.

However, an employer's IIPP should be flexible, and is governed by what is known in the OSHA-world as a "*performance standard*." The performance standard allows employers to create and tailor their IIPPs as necessary to effectively guard against hazards in each particular place of employment. Therefore, it would behoove employers to use this time to update, train, and guard against the risk of COVID-19 in their workplace. Not only will this educate and protect your workforce creating higher morale, but should Cal/OSHA "come-a-knocking" after a complaint or COVID-19 exposure – you will be much better positioned to respond in confidence that your IIPP adequately addresses the hazard of COVID-19.

### **IIPP Introduction**

California law requires every company doing business in California to have a written and effective IIPP. (*Labor Code § 6401.7 and 8 CCR § 3203.*) An IIPP must include the mandatory elements required under the IIPP regulation. However, it is the actual implementation of the IIPP that Cal/OSHA frequently scrutinizes when they are on the scene. Without successful implementation, employers open themselves up to citations, no matter how thorough their written IIPPs.

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## **Required Training Under the IIPP**

The most basic and fundamental part of a company's IIPP is its training program. As applies to COVID-19, section 3203(a)(7) requires training:

- (E) Whenever the employer is made aware of a **new or previously unrecognized hazard**; and,
- (F) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control **may be exposed**.

[Cal/OSHA currently recommends](#) that training, at a minimum, be provided on the following topics regarding COVID-19:

- Cough and sneeze etiquette
- Hand hygiene
- Avoiding close contact with sick persons
- Avoiding touching eyes, nose, and mouth with unwashed hands
- Avoiding sharing personal items with co-workers (i.e. dishes, cups, utensils, towels)
- Providing tissues, no-touch disposal trash cans and hand sanitizer for use by employees

Cal/OSHA issued guidance to the agriculture and grocery store communities, recommending that physical distancing procedures be implemented to guard against the spread of COVID-19. Therefore, while Cal/OSHA does not currently mandate physical distancing, given the CDC's recommendations about physical distancing and Cal/OSHA's directive to the agriculture and grocery sectors, a prudent employer will provide training as to physical distancing, too. Click [here](#) for Cal/OSHA Grocery Store guidance and [here](#) for Cal/OSHA's Agriculture guidance.

As your workplace operations may dictate, employees should be trained on topics such as respirator protection or the [use of face masks or facial coverings \(i.e., non-respirators\), as recommended by the CDC](#) when social distancing is difficult to maintain in the workplace.

Importantly, don't be the employer that forgets to document its training. While the requirement to maintain training records is contained under a separate section of the IIPP regulation – section 3203(b)(2) – the Cal/OSHA Appeals Board has held that a failure to maintain training records can be used as evidence that the training (*itself*) did not actually occur to support a finding that an employer did not have an effective IIPP under section 3203(a)(7). Like many of California's employment laws, putting the burden on the employer to affirmatively prove compliance with the laws and easing Cal/OSHA's burden to prove a violation that *actual training* did not occur, will allow Cal/OSHA to use lack of documentation as affirmative evidence to prove a violation of the training mandate. Fair or not, keeping track of the name of the

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instructor, date, topic, and person receiving training, is a small burden compared to trying to explain at a hearing who and what was trained on and justifying why no records were maintained.

### **Hazard Assessment Under the IIPP**

An IIPP must also include procedures “**for identifying and evaluating workplace hazards** including scheduled periodic inspections to identify unsafe conditions and work practices.” While there remains a lack of guidance or Board decisions, COVID-19 will likely be found to fall under subsection (C), which states that, “Inspections shall be made to identify and evaluate hazards: Whenever the employer is made aware of **a new or previously unrecognized hazard.**” 8 CCR 3203(a)(4)(C).

To comply with this standard, employers typically include the inspection requirements in their written IIPP, and then perform periodic physical inspections of the workplace. For instance, a manufacturing supervisor could inspect machines before the start of a shift, to ensure that guarding was in place for all pinch point hazards. Or a construction foreman could periodically inspect the job site to ensure that all guardrails and floor-hole coverings were in place. However, these common visual, periodic inspections of the workplace surely will not be seen as passing muster when “identifying and evaluating” the new risk of COVID-19 in the workplace.

Instead, employers should proactively take steps to protect against (i.e., “identify”) the risk of COVID-19 in the workplace, including procedures such as (1) requiring employees to report to their supervisors when sick and to stay home, especially when symptoms such as persistent cough, shortness of breath, and fever are present; (2) requiring employees who travel to COVID-19 hotspots or were exposed to someone with COVID-19 to immediately report their exposure and self-quarantine in accordance with CDC recommendations, and (3) encourage employees to work remotely, when possible. Additionally, by establishing strict social distancing and hygiene protocols at work, such as the use of hand sanitizers, tissues, lined-waste disposal, readily available soap and washing facilities, cleaning of commonly used areas and equipment, and PPE if necessary (especially for those at a higher risk of serious illness or death due to age or underlying medical conditions), also helps establish that the company is actively engaged in identifying and evaluating, and protecting against the risk of COVID-19 in the workplace.

Additionally, an employer might elect to perform inspections at random times throughout the day to supervise adherence to social distancing policies, whether soap, water, and hand sanitizers, etc. are readily available. If common areas are frequently used by employees (i.e., copier rooms, tool sheds, bathrooms, foyers, etc.) companies should consider cleaning and disinfecting frequently touched areas, using the [methods and disinfectants recommended by the CDC](#). Of course, at no time should employees be

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dissuaded or pressured not to report such symptoms associated with COVID-19, for the participation of all employees is necessary in order to have an effective hazard assessment program.

### **Key Takeaways**

All California employers must have an IIPP to protect against workplace hazards. Given the spread of COVID-19 among the community and in various workplaces, employers should take the time to update their IIPPs, and educate their workforce on COVID-19 disease prevention and control measures. Remember, the IIPP regulation is a *performance standard*, and some leeway is provided and indeed essential in order for employers to devise practical and yet effective programs to address the potential threat of COVID-19.

Don't assume that your employees have been trained just because the disease is being covered by the media. Follow the guidelines of the CDC, and remember, if you don't *document* the training given to your employees, you will face an uphill battle convincing Cal/OSHA that the training you paid for and conducted was otherwise provided.

### **About CDF**

For over 25 years, CDF has distinguished itself as one of the top employment, labor and immigration firms in California, representing employers in single-plaintiff and class action lawsuits and advising employers on related legal compliance and risk avoidance. We cover the state, with five locations from Sacramento to San Diego.





## Administrator Spotlight

**Rocio Rodriguez**

**West, Borges & Rosa LLP**

**Main responsibilities at firm:** Human Resources and IT.

**Number of Years as Legal Administrator:**  
1 year, 9 months.

**Legal Experience (prior and current):** 20 years working in the legal field.

**What do you like best about being a Legal Administrator?** Implementing new procedures that will not only help our staff, but help the firm run more efficiently.

**What do you like least about being a Legal Administrator?** Having to put the needs of others first before my own can be difficult at times when I have deadlines to meet.

**What is the hardest situation you have had to deal with?** This pandemic has doubled my responsibilities and has caused a lot of strain and stress on everyone.

**How did you get into the legal field?** Having family in law enforcement made me naturally gravitate towards the legal field.

**Greatest challenge as an Administrator?** People are often afraid of change which makes it challenging for me when teaching them new programs and software.

**Details about your family:** I am the youngest of four children. I was born in San Diego and raised in Orange County.

**Person you most admire and why:** Both of my parents (whom have passed) had a strong work ethic. I am where I am today because of their example.

**Favorite past-time outside of the office:** Travel, going to concerts and sporting events.

**Hobbies:** Painting and drawing, cooking, and anything outdoors or adventurous.

## AMETHYST BUSINESS PARTNERS



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## Upcoming ALA Webinars

- **MAY 20 - FROM DIVERSITY TO INCLUSION: CREATING A CULTURALLY COMPETENT LAW FIRM (HR)**

The goal of this presentation is to enhance knowledge and skills for building and maintaining a multicultural organization and becoming positive change agents for our workplaces. This program asks participants to understand and reflect on their role as a leader responsible for promoting inclusion and building successful and effective working relationships within ...

- **MAY 27 - WORD POWER HOUR (OM)**

Affinity Consulting experts will bring you a **Power Hour** of training on each of the tools you use most in the legal profession. This webinar will include 50 minutes of training and 10 minutes of Q&A. Due to the complex formatting often required with legal documents, most users find Microsoft Word to be frustrating. It's the primary tool used to produce work product, yet ...

- **JUN 4 - OUTLOOK POWER HOUR (OM)**

Affinity Consulting experts will bring you a **Power Hour** of training on each of the tools you use most in the legal profession. There is so much more to Outlook than just sending and receiving emails. In this session, join Affinity Managing Partner Debbie Foster and Affinity Senior Consultant Danielle DavisRoe and learn how to maximize the way you use Outlook with shortcuts, quick ...

- **JUN 11 - CLOUD AND SECURITY: ARE YOU READY? BECAUSE YOUR CLIENTS ARE! (OM)**

With more firms leveraging the cloud, many expect the businesses they work with to do the same. In the legal industry, we see a lot of firms looking to leverage the cloud due to the demand of their clients and business partners. This is something that will continue to occur — and in an increasing manner — in the year ahead ...

- **JUN 17 - PROFIT PATTERNS: USING MATTER BUDGETING AND ALTERNATIVE FEES TO INCREASE PROFITS (FM)**

This program will help legal management professionals enhance their bottom line. Lawyers often make arrangements with clients to get their business with little knowledge of the cost or profitability of the specific engagement. The use of prospective matter budgeting can create a competitive advantage to offer more value to clients. The use of forensic matter budgeting can...

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## Upcoming ALA Webinars (continued)

- **JUN 24 - EVOKE THE SECRET SAUCE TO HELP NEW LAWYERS GET OFF TO A STRONG START (LI)**

Brand-new lawyers arrive on Day One of their legal practice without the benefit of understanding what it means to be a private practicing attorney, vis-à-vis a business owner. This interactive program will outline how legal management professionals can lead new lawyers to a strong understanding of how to effectively transition from law school to private practice to successful business ...

- **JUL 2 - HOW TO CREATE AND IMPLEMENT A SUCCESSFUL MENTOR PROGRAM (HR)**

This session is a step-by-step guide to designing, implementing and managing an effective and measurable program for mentoring associates. A well-designed and well-managed mentoring program can have a major positive impact on the career development and retention of associates. In this 90-minute presentation, you will take a deep dive into the critical basics of designing...

- **JUL 8 - BUILDING A HIGH-PERFORMANCE TEAM (HR)**

Firms seeking to achieve and maintain superior performance require high-performing teams. High-performing teams require cohesion, deep trust, conflict management and understanding both team and individual performance goals. This webinar focuses on the process of bringing attorneys and associates together to collaborate effectively and deliver extraordinary results. Attendees ...

- **JUL 15 - ALPHABET SOUP: HOW TO MAKE A MEAL OUT OF ALL THOSE LETTERS (AN INTRODUCTION TO THE P+ ECOSYSTEM™ FOR LAW OFFICES AND LEGAL DEPARTMENTS) (LI)**

Do you keep hearing about acronyms that relate to exciting changes and updates in the legal space? Are you unsure what they mean or how they're connected? What's an AFA? Are our clients demanding more P3 expertise from us? How should I be using my BI or CI tools? Are our partners getting the right ROI for their capital investment? Law practice management can be complex, with a lot of ...



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## Upcoming ALA Webinars (continued)

- **JUL 22 - INTRODUCTION TO REDIRECTING NEGATIVE BEHAVIOR (CM)**

Are you challenged by poor behavior in others? Participants learn about redirect, an alternative to harshness, punishment, permissiveness or bribing to effect positive change when faced with under-performance and counter-productive behaviors. Each participant leaves the session with an awareness of the principles, tools and practices for applying redirect - an effective ...

- **JUL 28 - CULTURE OF ENGAGEMENT: WHY/HOW TO BUILD PASSIONATE, ENGAGED TEAMS (CM)**

Each of us began our careers from a passionate place. The first day of work for every one of us was exciting, intriguing and joyful. However, with such demanding roles, it's easy for us to lose sight of our initial enthusiasm. Slowly, our daily responsibilities wear down their commitment and can cause us to slip toward complacency. Recent Gallup Polls estimate that on average...

- **AUG 6 - THE POWER OF RELATIONSHIPS: STRENGTHENING YOUR NETWORK (CM)**

This self-improvement program will take you through the concepts for maintaining strong ethical relationships with your clients, workforce, adversaries and other business relationships old and new. Business etiquette along with common courtesy can propel your business and allow you to become an outstanding communicator and team player ...

- **AUG 11 - TESTING BUSINESS CONTINUITY PLANS: BEST PRACTICES FOR LAW FIRMS AND BUSINESSES (OM)**

These days, most businesses have some type of written business continuity plan in place within their companies and offices to help deal with unexpected disasters or emergencies. But have those plans been routinely tested? Or do they just sit on a shelf gathering dust? Do you have all the necessary and required resources in place in your firm to test your plans? Your plans...

- **AUG 18 - MACROECONOMIC TRENDS IN THE LEGAL INDUSTRY: POSITIONING YOUR FIRM FOR 2020 AND BEYOND (LI)**

World-changing shifts in demographics, attitudes, technology and work styles have given rise to a host of distinct trends in the legal industry. As law firms position themselves to succeed in 2020 and beyond, understanding and adapting to these trends will help firms become more efficient, productive and competitive in a global market ...





## Administrator Spotlight

**Asgie Hernandez**

**Stuart Kane LLP**

**Main responsibilities at firm:** Human Resources and IT

**Number of Years as Legal Administrator:**  
6 Months

**Legal Experience (prior and current):** 7 years working in the legal field. I started as a Receptionist, moved on to an Administrative Coordinator/HR Assistant, then Office Manager, and finally Firm Administrator.

**What do you like best about being a Legal Administrator?** I like that I have the power to shape our office environment, and make it a place that people are proud and excited to be a part of. I also like mentoring and helping my staff achieve their personal and professional goals.

**What do you like least about being a Legal Administrator?** It can be somewhat alienating because you don't identify with the attorneys or the staff. Your day-to-day looks much different than everyone else in the firm, and you cannot easily share your work challenges with the people around you.

**What is the hardest situation you have had to deal with?** COVID-19. I'm only 6 months into being an Administrator so this was a massive curveball thrown my way, when I'm still trying to find my footing in this new role.

**What is the strangest or funniest thing you have had to do as an Administrator:** I seriously can't

think of anything. Ask me again in a year and I'm sure I'll have something.

**How did you get into the legal field?** I always gravitated towards politics and law, which naturally lead me to a major in Political Science. Right after I graduated from Cal State Long Beach, I accepted a temp position as a receptionist at Bryan Cave Leighton Paisner, and the rest was history. I met so many wonderful people who helped shape my career path.

**Greatest challenge as an Administrator?** My inexperience, simply due to my age. I've learned so much over the years but I just haven't been in the business long enough. I am barely starting my journey as an Administrator so that can be daunting and overwhelming at times.

**Details about your family:** I recently got married on February 9th, 2020. My husband and I are very grateful that we were able to have our ceremony/reception with all of our loved ones before the pandemic happened. For now, my little family includes my husband and our dog.

**Person you most admire and why:** My late mother. She told me "You can't just work your whole life. You have to do things that you love, and make time for things that bring you happiness." It was the greatest advice she ever gave me.

**Favorite past-time outside of the office:**  
Snowboarding, Ping Pong, Fantasy Football

**Hobbies:** Karaoke, Gardening, Reading, Dancing, Traveling



## COVID-19 RESPONSE

ALA members, business partners and the legal community have reached out for information about how to handle the threat of coronavirus in the workplace. ALA is continuously monitoring authoritative public health and media threads in this ever-evolving landscape and will be pulling in reliable and relevant industry resources into this centralized location for your ongoing reference.

Please continue to check this webpage and even consider bookmarking it for easy reference as your needs arise. ALA members are also sharing resources in the **Online Community**. There is now **a dedicated coronavirus discussion forum** within the Online Community.

For more information go to: <https://www.alanet.org/about/media-center/coronavirus-response>

<u><b>ALA webinars</b></u>	<u><b>ALA Roundtables</b></u>	<u><b>ALA Hangouts</b></u>
<u><b>ALA publications</b></u>	<u><b>Prevention resources</b></u>	<u><b>Business continuity resources</b></u>
<u><b>Remote work resources</b></u>	<u><b>Recovery/returning to work resources</b></u>	<u><b>Business partner resources</b></u>

## Curated Resources from Around the Web

- **Prevention Resources**
- **Business Continuity Resources**
- **Recovery/Returning to Work Resources**
- **Remote Work Resources**
- **Wellness Resources**
- **Business Partner Resources**

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# Participation in the 2020 Compensation & Benefits Survey is now OPEN!

<http://alanet.org/compsurvey>

**Participation closes July 10<sup>th</sup>**

The Compensation and Benefits Survey is the most comprehensive report that ALA puts together annually. With data from nearly 1,000 law firms across the country, compensation data is reported for more than 60 different positions in the final reports. With more than 400 pages of information, this report is an essential tool for determining compensation and benefits for your firm's staff. Using the survey will allow you to learn about the following:

- Differences in compensation between geographic regions and major metropolitan areas
- Types of benefits becoming increasingly popular
- Compensation for associate attorneys as they progress in experience
- Standard billable hours goals for associates and paralegals And more!

Data is broken down using a variety of metrics including region, state, metro area, years of experience, education, and more.

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## Order the 2019 Report:

### **Order the Compensation & Benefits Survey:**

Member participant: \$329  
Member nonparticipant: \$439  
Nonmember participant: \$609  
Nonmember nonparticipant: \$829

### **Order the Bundle *(Includes Large Firm Key Staff Compensation Survey)*:**

Member participant: \$549  
Member nonparticipant: \$659  
Nonmember participant: \$769  
Nonmember nonparticipant: \$989

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## 2020-2021 BOARD OF DIRECTORS

*Sworn in on March 31st via Zoom.*



### PRESIDENT

*Donna Bustos*

### TREASURER-ELECT

*Ann Thompson, CLM*

### PRESIDENT-ELECT

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### SECRETARY

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## EXTENDED BOARD 2020-2021

### Annual Chapter Education Summit (ACES)

Laurali M. Kobal, CLM  
Toni Conway  
Tsui Chu  
Hilary Martin

### Bar Relations

Trudy Levindofske

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Jessica Daugherty  
Alejandra Henry-Mouzis

### Section Meeting Committee

Cindy Brown  
Lila Lam  
Staci Morrison, CLM, SHRM, SCP

### Speakers (General Meetings)

Cindy Bennett  
Andrew McPhee

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# SALI Alliance

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**The Standards Advancement for the Legal Industry (SALI) Alliance is a not-for-profit organization comprised of legal industry professionals from legal operations, law firms and solution providers with the goal of developing open, practical industry standards for efficient and innovative legal services.**

SALI officially launched on April 11 in conjunction with LMA's Annual Conference in New Orleans. An integrated payment system has been brought online and it is now actively taking memberships. It has received endorsements from the Association of Corporate Counsel, GlaxoSmithKline, Microsoft, Shell, Citi, Allen Matkins, Baker Donelson, Greenberg Traurig, Honigman, Perkins Coie, Intapp, Prosperoware and Foundation Software Group. SALI Alliance is a recently created independent, not-for-profit member organization focused on facilitating a more transparent and efficient market for the buying, selling and delivery of legal services.

SALI Alliance is all-inclusive for firms, clients, organizations and industry technology and service providers. SALI was created to ensure all stakeholders in the industry have a voice to shape the most useful and relevant standards for fostering transparency. The Legal Marketing Association (LMA) and the Association of Legal Administrators (ALA) are the two founding organizations of the SALI Alliance, and the founding Board consists of Toby Brown; Oliver P. Yandle, JD, CAE; and Betsi Roach, MIM, CAE.

ALA has partnered with the Legal Marketing Association (LMA) to create the SALI Alliance (Standards Advancement for the Legal Industry). This is a complementary effort to ALA's UPBMS and focuses on developing new standards to address the needs of more sophisticated buyers (clients) and service providers. The goal is to develop consistent definitions of the types of work lawyers do (dispute resolution, transactional services, etc.). SALI Alliance is initially building a standard for describing legal matters to foster innovation and provide consistency for buyers and sellers of legal services.

Any company or organization can become a member at [sali.org](https://sali.org). Members can participate in defining the legal services market through regular SALI standard committee meetings. Membership tiers are offered for clients, law firms, solution providers and other industry stakeholders.

SALI promotes an inclusive industry neutral standard for the progress of legal industry transparency, efficiency and innovation. It was founded by the Legal Marketing Association (LMA) and the Association of Legal Administrators (ALA). Its mission is to create a common language for all participants for the delivery of modern legal services.

[sali.org](https://sali.org)

Twitter: @SALIalliance

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# QUARTZ BUSINESS PARTNERS



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## QUARTZ BUSINESS PARTNERS



THE/BAHNSEN GROUP





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# Run a Regular Check on Mental Health

By: Kylie Ora Lobell  
*Freelance Writer*

Statistics reveal many employees are struggling with depression. Do you know how to identify and address it?

There is much discussion about the mental health of lawyers and the toll stress has on their lives. It's true — depression does hit legal particularly hard. Lawyers are 3.6 times more likely to be depressed as employees in other jobs, and 28 percent of licensed and employed lawyers have depression.

But these issues do not just affect attorneys. In fact, depression has had a major effect on America's workplaces, leading to a decrease in attendance and productivity, and an increase in costs passed onto employers.

One study revealed that depression was the most expensive health condition in the workplace, and another study showed that depressed employees lose an average of 27 workdays per year. While this mental health issue is widely prevalent among employees, it is often not talked about, and employees struggle with it on their own.

"Most depressed employees will never admit to their managers that they are depressed," says David Reischer, Human Resources Manager at LegalAdvice.com. "A large part of the reason for their silence is due to the stigma many employees experience around mental illness."

## HOW DEPRESSION MANIFESTS IN THE WORKPLACE

Depressed workers will stay silent about their mental health issues and keep to themselves in general. This behavior hinders teambuilding and productive idea generation.

"A person [with] depression doesn't feel like talking much and tends to be in [his or her] shell," says Siddhartha Gupta, Chief Executive Officer of Mercer-Mettl. "[He or she doesn't] feel the need for participating in group activities or coming up with new ideas. This has a major effect on team activities, collaboration, brainstorming and discussion of important strategies."

When employees aren't getting the help they need, and suffer with their depression, they can sometimes lash out at coworkers and cause problems around the office. Workplace abuse may escalate because the depressed person might have less patience, won't filter out his or her word choices and will become irritable, says Shannon Thomas, a Licensed Clinical Social Worker. "The combination of job demands and depression can — and often will — lead to an increase in workplace abusive behaviors."

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"I am hopeful that in the next 5, 10, 15 years we will see a real sea change in how people view, discuss and tackle mental health conditions."

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Michael Moore, JD, a professional coach who specializes in helping lawyers and law firms at his company Moore's Law will be presenting on creating a healthy work environment at *ALA's 2019 Annual Conference & Expo*. He says when it comes to lawyers, the tremendous pressures can make them fall down mentally or physically. "That can cause them to self-medicate using food or alcohol or drugs. A lot of times we see good old-fashioned frustration and anger over relatively trivial or mundane matters. You end up with a toxic environment where people don't know why an individual is reacting this way."

Though depression is a touchy subject, employers need to address it. Otherwise, depressed workers might never receive the help they need. Plus, they may have a destructive impact on the rest of the firm, causing other employees to lose focus or feel uncomfortable.

### **DEALING WITH DEPRESSION IN FIRMS**

Combatting depression in the workplace starts with acknowledging that it exists. According to Moore, a frequent law firm response to depression is for workers to tough it out. "We need to realize we have a problem and be open enough to discuss the situation," he says.

Moore suggested setting up wellness programs, which may mean sponsoring gym memberships, employee participation in marathons and fun "firm events that illustrate that there is another side to life than work."

"The combination of job demands and depression can — and often will — lead to an increase in workplace abusive behaviors."

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Gupta says that putting a simple stress management strategy into place, like a 15-minute morning motivation, would help all employees. He suggests that in the morning, leaders give everyone 15 minutes to do something they love, whether it's watching funny videos, listening to their favorite songs, meditating or dancing. "This activity sets the routine and higher motivation levels for the rest of the day."

It's also critical for companies not to force activities on their employees. Gupta recommends surveying employees on the kinds of activities they would enjoy. "It could be anything off-site, parties, meditation, [the] gym, sports activities — anything that releases happy hormones like endorphins and serotonin, and reduces the level of stress hormones. Test what works for different individuals."

According to Reischer, it's also a good idea to have yearly discussions with employees about how they are doing. "A company should have regular mental health reviews with their employees to discuss work life and things that the organization can do to improve mental health," he says. "This type of intervention could occur on an annual checkup basis."

Once mental health reviews are conducted, the leadership can figure out the appropriate ways to guide employees to seek help. "Companies that consult with local mental health professionals are best suited to provide resources that can be quickly accessed by employees struggling with depression," says Thomas.

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"A company should have regular mental health reviews with their employees to discuss work life and things that the organization can do to improve mental health."

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But the acknowledgment of depression can't just come from leaders. It also has to come from the individuals who are suffering from it in order for a resolution to be found.

Mark Goldstein, Counsel, Reed Smith LLP New York, says he realized he was depressed when he had unexpected panic attacks, irrational fears, the inability to focus or perform even basic tasks and an incapability of engaging in normal social interactions with family members, friends and colleagues.

He says that what's going to make a difference to depressed individuals and leadership is the de-stigmatizing of mental health disorders, so depression is no longer a dirty word. "Disseminate information to employees — through in-person educational sessions, electronic means and other mechanisms — on the benefits of health, wellness and mindfulness. Encourage employees to come forward if they are suffering."

Though depressed employees may still feel shame around their disorder, and be afraid to reveal it in the workplace, Goldstein is optimistic that that will change with some progressive reform.

"I am extremely heartened by the recent state of discourse on this issue," he says. "I am hopeful that in the next 5, 10, 15 years we will see a real sea change in how people view, discuss and tackle mental health conditions. I am hopeful that people will be more open about asking for help. I am hopeful that the 2020s are the decade of mental health destigmatization."

## ABOUT THE AUTHOR

**Kylie Ora Lobell** is a freelance writer living in Los Angeles. She covers legal issues, blogs about content marketing, and reports on Jewish topics. She's been published in *Tablet Magazine*, *NewsCred*, *The Jewish Journal of Los Angeles* and *CMO.com*.

[Email](#)

[Twitter](#)

[LinkedIn](#)

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# NEW MEMBER WELCOME

OC-ALA is proud to welcome and to acknowledge its newest members.  
We're honored to have you as part of the Chapter and look forward to working with you.

## **Maggie Allen-Reimers**

Paralegal/Assistant Director of Operations

(714) 546-0445

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## **Asgie Hernandez**

Administrator

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Newport Beach, CA 92660

## **Gwen Knowlson**

Firm Administrator

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[Gwen.Knowlson@gmail.com](mailto:Gwen.Knowlson@gmail.com)

Case Knowlson LLP

19800 MacArthur Blvd. #1000

Irvine, CA 92612

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# MEMBER UPDATES

**Wendy Rice-Isaacs, CLM**

**New Title and Company:**

Director of Administration

Gibson Dunn

3161 Michelson Drive

Irvine, CA 92612

**New Contact:**

[wrice-isaacs@gibsondunn.com](mailto:wrice-isaacs@gibsondunn.com)

(949) 451-3822

**Naomi Fang**

**New Title and Company:**

Administrator

The Agency

888 S. Figueroa Street Ste. 1710

Los Angeles, CA 90017

**New Contact:**

[naomi@theagencyla.net](mailto:naomi@theagencyla.net)

(213) 225-0111



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# Happy Anniversary!

## 2ND QUARTER

### March

<b>Diana Perkison</b>	<b>33 Years</b>	<b>Karla Ybarra</b>	<b>9 Years</b>
<b>Lynda Taylor</b>	<b>21 Years</b>	<b>Lila Lam</b>	<b>1 Year</b>

### April

<b>Sue Bradford</b>	<b>19 Years</b>	<b>Jane Portillo</b>	<b>12 Years</b>
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### May

<b>Fiona Oboussier-Lowe</b>	<b>15 Years</b>	<b>Alma Secret Marquez</b>	<b>3 Years</b>
<b>Cindy Brown</b>	<b>5 Years</b>	<b>Kaylene Spangler</b>	<b>3 Years</b>
<b>Emily Beckford</b>	<b>5 Years</b>	<b>Elma Alvarez</b>	<b>2 Years</b>
<b>Toni Conway</b>	<b>3 Years</b>		

# CALENDAR OF EVENTS

MAY

**14**

**Thursday, May 14, 2020**

Executive and Extended Board Meeting  
*Hosted via Zoom*

JUNE

**11**

**Thursday, June 11, 2020**

Executive and Extended Board Meeting  
*Hosted via Zoom*

JUNE

**24**

**Wednesday, June 24, 2020**

General Meeting: Speaker Lance Berger  
*Hosted via Zoom*

JULY

**9**

**Thursday, July 9, 2020**

Executive and Extended Board Meeting  
*Hosted via Zoom*

[Click Here](#) for additional event information and to register online.

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