



MANAGEMENT INFORMATION EXCHANGE

C O N F E R E N C E



National Conference for Legal Services Administrators

Thursday, September 18 and Friday, September 19, 2008

The Historic Menger Hotel
204 Alamo Plaza
San Antonio, Texas 78205
210-223-4361

Please register by August 25, 2008

Join us in San Antonio, next to the Riverwalk,
for our most ambitious Administrator's Conference yet;
Porque, en Tejas, mas grande es mejor!

This conference is for you...

- If you work in a legal assistance program serving low-income clients, and
- If your duties include some of the broad range of administrative functions:
 - fiscal, grant writing, contract and regulatory compliance,
 - benefits administration, human resources,
 - training, technology and general office management.



*Don't know what it means? Tech tip #1 for administrators: check out google.com/ig

MIE's 2008 National Conference for Legal Services Administrators will include these and other sessions:

■■■ PLENARIES AND ESSENTIALS

Opening Plenary Speaker: *"The Changing Role of the Legal Administrator: Bigger and Better,"* by Betty Balli Torres,



Executive Director, Texas Equal Access to Justice Foundation.

The demands on legal services programs have grown exponentially over the last couple of decades. Technologies, diverse workforces, increasing revenue streams have changed the way legal services administrators function. The role

of the legal services administrator is key to keeping programs functioning and prospering.

Betty Balli Torres has served as the Executive Director of the Texas Equal Access to Justice Foundation, the largest Texas-based funder for legal services to the poor, since October 2001.

Betty attended the University of Texas School of Law after earning her Bachelor of Arts degree from St. Edward's University. She has dedicated her career to public interest work, starting as a staff attorney at Legal Aid of Central Texas in Austin in 1987. She has held various direct service and administrative public interest positions: Executive Director of Laredo Legal Aid Society, Inc., Grants Administrator for the Texas Equal Access to Justice Foundation, Legal Director of Volunteer Legal Services of Central Texas, Managing Attorney of the Austin office of Legal Aid of Central Texas, and a staff attorney at Advocacy, Inc. in the Rio Grande Valley.

Betty accepts pro bono cases as a volunteer attorney for Volunteer Legal Services of Central Texas. In addition, she is a member of the Travis County Bar Association, American Bar Association, Hispanic Bar Association of Austin, Secretary of the National Association of IOLTA Programs; member of NLADA's Civil Policy Group. She served as co-chair of the ABA/NLADA 2008 Equal Justice Conference and also as President of the Board of Directors of the Austin Tenants Council.

Professional Development Workshop: *The Basics of Persuasive Legal Writing for the Legal Aid Administrator,*

by Wayne Schiess



Learn quick tips on improving your writing through examples of good and poor legal writing, explanations of common errors and how to fix them, advice on sentence structure, and guidance on organization, tone, format, and document design.

Wayne Schiess is the director of the legal-writing program at the University of Texas School of Law, teaching legal writing and plain English. He is a frequent speaker and has published more than a dozen articles and four books on practical legal-writing skills. His legal-writing blog was named one of the ABA Journal's top 100 law-related blogs for 2007.

Closing Plenary: *What Technology Can Do For You!*

This session will introduce you to cutting edge technology ideas that anyone can implement. These are low cost, user friendly tech solutions to some of the day to day legal aid office problems facing attorneys, managers and admin staff. (Presenter: NTAP).

■■■ HUMAN RESOURCES ESSENTIALS

Managing Health Care Costs

Managing health care costs is not just about finding the most cost-effective and affordable plans, but also looking at options to help minimize costs associated with absenteeism and promote good health. (Presenter: Benefits Consultant, USI, an insurance and financial services firm)

Life Happens I: *Leadership Development, Retention, Succession Planning*

What if you get hit by a bus tomorrow? Could someone pick up where you left off? Are you helping to develop staff to assume leadership positions? Are you creating an environment where staff members can envision themselves sticking around and growing?

Life Happens II: *Issues Relating to Aging and Health in the Workplace*

Let's face it. We all are working as we are temporarily able. As an employer we may confront issues related to aging, health problems, FMLA, ADA, accommodations, etc. in the workplace. Do you know how to respond with compassion and within the law?

Working with Unions

Many legal services programs have unions, but are you comfortable with what's expected of you and your organization to make those relationships work? Learn more about unions, how the collective bargaining process works, and what you can do to ensure that your legal services organization maintains good positive employee relations. (Presenter: from the National Labor Relations Board)

Retirement Plans for Non-profits

Contrary to popular belief, non-profits have more retirement plan options than just the 403b. Come learn about 401k's, 403b's, 401a's, etc. and the pros and cons of each. Also get an update on the changes ahead with the new 403b regulations. (Presenter: Vice President, Client Relations, Mutual of America)

Employment Law Update

In its last term, the U.S. Supreme Court issued several important employment law decisions that will impact how business is run and how employment lawsuits are handled. The Employment Law Update will address these Supreme Court decisions as well as other recent developments in employment case law and legislation.



Presenter Laura O'Donnell is a member of the Labor & Employment practice group at Haynes and Boone in San Antonio and Austin. Focusing on litigation, Laura has extensive experience in all aspects of employment law. She was recognized as one of San Antonio's "40 Under 40 Rising Stars" by the *San Antonio Business Journal* in 2006. She serves on the board of directors of several nonprofit organizations. She graduated from Baylor University School of Law, J.D. 1996.

Human Resources Affinity Group

Have a burning HR issue on your mind? Bring it to the table. Your issues and interests will shape the agenda of this session. You're sure to find colleagues with similar challenges and others who have already tackled them.

■■■ OFFICE MANAGEMENT ESSENTIALS

Time Management

Doing more with less takes a toll on our time, resources and energy. Keeping up with multiple roles — professional, partner, parent, friend, caregiver — leaves us feeling like we'll never catch up. Let's stop, take a breath and establish some boundaries! We will then be better equipped to keep stress at bay, work more productively and enjoy life more. Come and recharge your batteries and learn to live life on purpose.

Disaster Planning

Does the thought of disaster planning have you paralyzed with fear (thus keeping you from doing it)? Turn your thinking around and learn how to do simple things to help prepare yourself and your agency so you can survive, thrive and prosper when a disaster strikes (because someday it will).

Improving Employee Performance: Motivation and Morale, Supervision and Evaluation

What key factors are needed to bring out the best in every employee? What techniques are essential for evaluating performance? Why is it important to motivate and encourage staff? This innovative session will help you develop the skills to motivate employees, supervise effectively and create a more productive environment.

Dealing with Difficult People: Effective Internal Communication

Client service is what distinguishes a good law firm from a great law firm. Many firms focus on client relationships, and train lawyers on the skills they need to exceed client expectations. Building a culture of client service with your internal "clients" — from secretaries and paralegals to the receptionist to the file clerks — is just as important. This session is beneficial to anyone who supervises or manages staff.

■■■ FINANCIAL ESSENTIALS

Non-Profit Financials 101

Confounded by your program's audited financial statement? Puzzled by the purpose of a balance sheet? Unclear about the meaning of "temporarily restricted revenues"? In this session on accounting basics, our panel of experts including Certified Public Accountants and practicing Chief Financial Officers will explain the meaning behind the numbers and help unravel the mystery of your program's financials. Whether you are an accounting neophyte or a seasoned professional, you'll find useful information in this nuts and bolts session.

Take Me to Your Leader

It's the accounting professional's responsibility to provide the Board of Directors, Executive Director and other influential managers with the information they need to make prudent financial planning decisions. Providing the right information at the right time and knowing the difference between too little and too much can prove challenging. If you've wondered whether your management team is getting the information they need to

assess the organization's financial position or asked yourself how you could improve your management reports and strategic planning, then this session is for you!

The Brave New World of Accounting

Keeping current with new audit and internal control requirements has never been more important or more demanding. The Sarbanes-Oxley Act of 2002 was geared toward for-profits, but increasingly applies to non-profits and their Boards of Directors. For that reason, now is a good time to take stock of your organization's internal controls. We can help get you started with this session presented by accounting professionals and auditors who will discuss the latest regulatory requirements and provide tools you can use to assess your own organization.

Follow the Money: Grants Management

How many times have you thought "there must be a better way"? Well, you're not alone. Managing grants, and the staff and funders who are connected with them, can be a complex and delicate task. In this double session on grants management, you'll learn new ways to tackle the process of applying for, securing, implementing and reporting on an ever-expanding matrix of funding sources.

■■■ TECHNOLOGY ESSENTIALS

Risk Management and Metadata

Metadata in the form of revisions, comments, track changes, macros and hidden text is imbedded in every document you create. If you don't take steps to erase this data before sending it outside your office, your opposing counsel could find a surprise package. This session will inform you of the dangers and risks to your program and attorneys and how to best address and lessen those risks.

Current Issues in Technology: The Outsourcing Dilemma

Outsourcing technology responsibilities may make sense for your program depending on the complexity of the task and the limitations of your staff. On the flip side, your program could benefit from developing in-house expertise to handle certain routine tech issues and projects. This session will compare the pros and cons of in-house versus outsourced technology applications.

Technology Affinity Group: A Roundtable Discussion of Technology Issues

You got a problem? We got an answer! This session is a spirited discussion of tech problems and challenges —including the new LSC Baseline Suggestions. No problem is too big, too small or too weird for this group!

SPECIAL OPPORTUNITIES

Administrators' Speed Networking

Because the bigger your number of contacts, the better!
Pre-register for speed networking on Thursday with an additional \$20 fee for a box lunch.

Pre-conference Welcome Dinner

If you are arriving in San Antonio on September 17, plan to join us at 7:00 pm in the lobby of the Historic Menger Hotel for a walk to the Riverwalk and dinner (Dutch treat).

Registration: MIE's 2008 National Conference for Legal Services Administrators — Register by August 25, 2008

*The conference begins at 8:00 am on September 18th, and ends at 4:15 pm on September 19th.
Please plan on arriving for its start and staying until the end. Your full participation is important.*

Name: Registrant #1

Title

Program Name

Address

City

State Zip

Daytime Phone

Fax

Email

Name: Registrant #2

Title

Program Name

Address

City

State Zip

Daytime Phone

Fax

Email

Registration #1:

- \$395 for MIE subscribers; \$495 for non-subscribers
- I would like to participate in Administrators' Speed Networking on Thursday at lunchtime and I would like to order a box lunch (recommended). *Please add \$20 to your registration check.*

Registration #2:

- \$395 for MIE subscribers; \$495 for non-subscribers
- I would like to participate in Administrators' Speed Networking on Thursday at lunchtime and I would like to order a box lunch (recommended). *Please add \$20 to your registration check.*

TOTAL ENCLOSED _____

Please send CHECK FOR REGISTRATION to Management Information Exchange, 99 Chauncy St., Suite 402, Boston, MA 02111. For more information, contact Patricia Pap, MIE Executive Director, 617-556-0288, 617-507-7729 fax, ppap@m-i-e.org, and visit the MIE website at www.m-i-e.org.

Conference Hotel Reservations

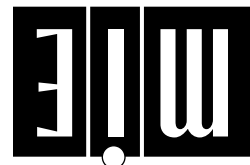
The Historic Menger Hotel, 204 Alamo Plaza, San Antonio, Texas 78205, 210-223-4361. Room rates are \$149/night single/double plus tax. Reserve by August 25, 2008. *Mention the Management Information Exchange group.*

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99 Chauncy St., Suite 402, Boston, MA 02111-1703

MANAGEMENT INFORMATION EXCHANGE



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