



January Chapter Luncheon

COLLECTIONS & COLLECTION AGENCIES

Laurie Boisclair from Transworld Systems will discuss accounts receivable collections and collection agencies. Topics will include:

- Client/Attorney Relationships and 3rd party Collection Agencies
- Didn't My Retainer Cover That?
- Effective Methods on How to Collect Delinquent Accounts

We are also encouraged to bring any questions we want to ask about a collection agency.

Our January 10, 2012 meeting will be at the Netherland Plaza in Salons F & G at 12:00 p.m. Please RSVP to Kim Nickolas by **Thursday January 5th** at knickolas@bakerlaw.com. The menu will be a buffet. The cost is \$25 for members and \$30 for nonmembers.

Southwest Buffet

Napa Cabbage Salad w/ Lime Vinaigrette
Mixed green Salad with cilantro vinaigrette, Black Beans, Roasted Corn, Grape Tomatoes
Pico De Gallo
Guacamole
Shaved Lettuce, Tomatoes, Jalapeños, Red Onions
Cheddar Cheese
Flour Tortillas
Fried Mahi Mahi
Pork Carnitas
White Cheddar Jalapeño Macaroni & Cheese
Mango Tarts
Chocolate Dulce De Leche Cupcakes

SPONSORED BY:





The experience of IKON

is now powered by
the innovation of Ricoh.

Visit www.ricoh-usa.com/legal
to find out more.

▶▶ **Introducing Ricoh Legal**

For more than two decades, IKON has been a powerful partner in the legal industry, earning your trust through long-term relationships. Now we're re-introducing ourselves as Ricoh Legal – the people and experience of IKON, backed by the innovation and technology of Ricoh. Together, we bring the largest, most comprehensive and experienced document services resources to work for you.

RICOH

IKON Document Efficiency
At Work[®]
A RICOH COMPANY

© 2011 Ricoh Americas Corp. IKON: Document Efficiency At Work[®] / A Ricoh Company are trademarks of IKON Office Solutions, Inc. Ricoh[®] is a registered trademark of Ricoh Company, Ltd. All other trademarks are property of their respective owners.

The Second Annual Greater Cincinnati Bowl for Kids' Sake Law Firm Challenge, sponsored by LexisNexis, was held on Thursday, December 1st at Star Lanes at Newport on the Levee. It was an evening of good fun and good laughs for a great cause. Lexis and participating firms raised \$23,000 for Big Brothers Big Sisters of Greater Cincinnati.



GCCALA Lucky Strikes Bowling Team – Roxanne Benjamin, Lori Moser, Jeff Middendorf and Janet Sullivan



Roxanne taking a ride on the mechanical bull. Can check that off my bucket list!

From the ALA Bookstore:

[The Extraordinary Managing Partner: Reaching the Pinnacle of Law Firm Management](#)



ALA 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.

Author: John J. Michalik, J.D. 184 pages. Softcover.



Antitrust Guide

For Members of the Association of Legal Administrators

Professional associations such as the Association of Legal Administrators (ALA), although well recognized as valuable tools of American business, are subject to severe scrutiny by both federal and state governments.

The single most significant law affecting professional associations is the Sherman Antitrust Act, which makes unlawful "every contract, combination in the form of trust or otherwise, or conspiracy, in restraint of trade or commerce..."

A professional association by the very nature of the fact that it is made up of competitors is a combination, thus satisfying one of the elements in proving an antitrust violation. Section 5 of the Federal Trade Commission Act is also applicable to professional associations; it makes unlawful the same types of conduct that are prohibited by the Sherman Act. Furthermore, almost all states have enacted antitrust laws similar to the Sherman Act.

There is no organization too small or too localized to escape the possibility of a civil or criminal antitrust suit. The federal government has brought civil or criminal actions against such small organizations as Maine Lobstermen, a Virginia audio-visual association, Bakersfield Plumbing Contractors, the Utah Pharmaceuticals Association, and local barbers associations.

The government has brought approximately five civil and ten criminal cases a year against professional associations. It is thus imperative that every professional association member, regardless of the size of the association or the size of those comprising the membership, refrain from indulging in any activity which may be the basis of a federal or state antitrust action.

There are four main areas of antitrust concern for professional associations: price fixing, membership, standardization and certification, and industry self-regulation. The area of greatest concern, for it is the area where individual members are most likely to violate the law and the area where the government appears most concerned, is price fixing. The government may infer a violation of the Sherman Act by the mere fact that all or most of the members of the professional association are doing the same thing with respect to prices. It is not required that there be an actual agreement, written or unwritten, to increase prices. Rather, price fixing is a very broad term which includes any concerted effort or action which has an effect on prices or on competition.

Accordingly, professional association members should refrain from any discussion which may provide the basis for an inference that the members agreed to take action relating to prices, production, allocation of markets, or any other matter having a market effect. The following topics, while not the only ones, are some of the main ones which should not be discussed at regular meetings or member gatherings:

Continued on next page . . .

. . . Continued from previous page

1. Do not discuss current or future billing rates, fees, disbursement charges or other items that could be construed as "price." Further, be very careful of discussions of past billing rates, fees or prices.
2. Do not discuss what is a fair profit, billing rate or wage level.
3. Do not discuss an increase or decrease in price, fees or wages, or disbursement charges. In this regard, remember that interest charges are considered an item of price.
4. Do not discuss standardizing or stabilizing prices, fees or wages, or disbursement charges.
5. Do not discuss current billing or fee procedures.
6. Do not discuss the imposition of credit terms or the amount thereof.
7. Do not complain to a competitor that his billing rates, fees or wages constitute unfair trade practices. In this context, another law firm (or even a corporate legal department) may be considered a competitor.
8. Do not discuss refusing to deal with anyone because of his pricing or fees.

Do not conduct surveys (under the auspices of ALA or informally) relating to fees, wages or other economic matters without prior review by antitrust legal counsel. Any survey should have the following characteristics: a) participation is voluntary and open to non-members, b) data should be of past transactions, c) data should be collected by an independent third party, such as an accounting firm, d) confidentiality of each participant's data should be preserved, and e) data should be presented only in a composite form to conceal data of any single participant. If these criteria are met, an association can collect and disseminate data on a wide range of matters, including such things as past salaries, vacation policies, types of office equipment used, etc.

However, care must be taken to ensure that the purpose of any survey is to permit each firm to assess its own performance. If a survey is used for the purpose of or has the effect of raising or stabilizing fees, wages, disbursements, credit policies and the like, it will create serious antitrust problems.

Within this same legal framework applicable to surveys, an association can make presentations or circulate articles regarding such educational matters as establishing sound office procedures, etc., provided it is clear that the matters are educational, and not a basis for law firm uniformity or agreement.

Inasmuch as association antitrust violations can subject all association members to criminal and civil liability, members should be aware of the legal risks in regard to membership policy and industry self-regulation. Fair and objective membership requirement policies should be established. Membership policies should avoid:

1. Restrictions on dealing with non-members.
2. Exclusions from membership, especially if there is a business advantage in being a member.
3. Limitations on access to association information, unless the limitation is based upon protection of trade secrets.

The Association of Legal Administrators has a code of ethics, which sets forth parameters of ethical conduct. However, to ensure that the Code of Ethics does not create any antitrust problems, ALA must continue to ensure that its Code does not have arbitrary enforcement procedures or penalties.

The penalties for violating federal or state antitrust laws are severe. The maximum criminal penalty for violating the Sherman Act was increased in 2004 from \$350,000 to \$1,000,000 for an individual and from \$10,000,000 to \$100,000,000 for a corporation. Pursuant to the Sentencing Reform Act, alternative maximum fines could be increased to twice the pecuniary gain of an offender or twice the loss to another person.

Continued on next page . . .

. . . *Continued from previous page*

Individuals and corporate officers who are found guilty of bid rigging, price fixing or market allocation will virtually always be sentenced to jail pursuant to the Sentencing Guidelines; community service cannot be used to avoid imprisonment. The minimum recommended sentence is four months; the maximum is three years.

Additionally, there are civil penalties such as injunctions or cease and desist orders which could result in government supervision of association members, restricting the association's activities or disbanding the association.

Civil suits may be brought by consumers or competitors. Civil antitrust actions result in treble damage awards and attorneys' fees. Thus, if association members are held liable to a competitor for antitrust violations which resulted in \$500,000 worth of lost business, the verdict may exceed \$1,500,000.

The government's attitude toward professional associations requires professional association members, as well as professional associations themselves, to at all times conduct their business openly and avoid any semblance of activity which might lead to the belief that the association members had agreed, even informally, to something that could have an effect on prices, fees or competition. Thus, it is important that members contact the association headquarters or legal counsel for guidance if they have even the slightest qualms about the propriety of a proposed activity or discussion.

Copyright © 1996 – 2011 by the Association of Legal Administrators. All rights reserved.



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.

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.



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

The Importance of Business Partners

By Janet Sullivan

As most of us are aware, the Business Partner relationship is vital to our Chapter, to our firms and to the business partners themselves. Determining what products or services are needed to run a successful law firm is a daily concern to most administrators. Having a strong relationship with various business partners can help relieve some of that concern. Most of our partners are knowledgeable and up-to-date on various trends and are willing to share those insights. They can actually enhance our profession because they want us to be successful so that they are successful.

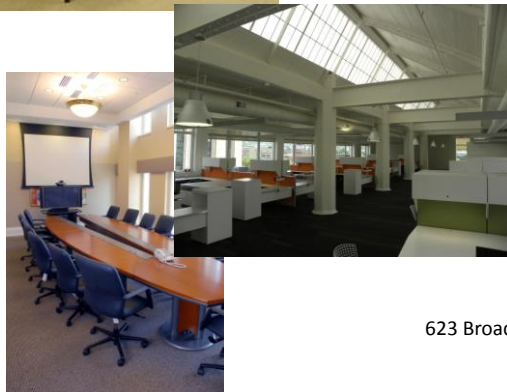
As a Chapter, we have been building business relationships for many years. It has become one of our top priorities and the board and committees have been spreading that word for some time now. We should all be looking for new and diverse partners, as well, to enhance the relationships for the members.

The various activities we have scheduled will enhance those relationships and should be profitable to both parties. As members, we need to take the time to talk to the various partners, whether we need them now or not. It's a matter of learning about them and their business and passing that information on to someone who may have need of it. They need to know we support them. Business Partners can also assist with Chapter needs such as travel reimbursement to conferences for members or the salary survey.



RJE Business Interiors

RJE is a contract office furniture dealership representing over 100 lines of furniture and office accessories, the primary vendor being Knoll and Knoll Studio. RJE provides design services, consultations, sales expertise, exemplary customer service and furniture for the business community located throughout Cincinnati, Dayton and Northern Kentucky. In addition, RJE also offers warehousing and storage services, reconfigurations, removal of existing furniture, restoration and emergency service to all of its customers.



Markets Served

Corporate
Higher Education
Healthcare
Government
Hospitality
Retirement Living

623 Broadway St. Cincinnati, Ohio 45202
513.641.3700
www.rjecincy.com



ALA – Greater Cincinnati Chapter Meeting Minutes

November 8, 2011 @ Noon

By [Erin E. Miller](#)

- The November meeting was held at Cincinnati Netherland Hilton.
- Tom Freeman, Chapter Vice President, welcomed everyone (including one new member and one guest) to the meeting.
- Tom reminded the group that the August and September minutes were in the newsletter and asked for a motion to approve. Alan Pickett motioned and Mary Lynn Wagner seconded the motion and all approved the minutes unanimously.
- Tom discussed the recent Educational and Vendor Expo from last month. We had 57 registered attendees (18 of which were attorneys), which is one of the best attendance records in our chapter's history. Glenda Raley and Janet Sullivan said the business partners were pleased to meet new people and enjoyed the relaxed atmosphere. Had approximately 18 business partners attend including 3 new prospects. Mary Lynn said all comments on the evaluations were positive and that people especially liked that we offered the ethics credit and enjoyed the speaker as the content was relevant to the audience.
- Tom informed members of the board's plan to put together a plan to increase attendance at the monthly meeting which will include calling members who do not regularly attend the meetings to better understand the obstacles or reasons preventing them from attending.
- Tom reminded group that our next Community Care Project – Bowling for Kids Sake – is scheduled for December. The ALA will be donating \$500 and will also accept additional individual and firm donations which all go to benefit Big Brothers Big Sisters. Our team name for this event will be Lucky Strikes!!
- Tom informed the group that the Holiday Social is scheduled for December 6th at the Walnut Street Grill (directly across from the Aronoff).
- Roundtable Discussion
 - Business Partners
 - Tom facilitated the discussion regarding the Business Partners. He began by informing the group that the ALA developed the business partner program nationally and through the years the program has made its way down to the local chapters. The discussion evolved from there and points were made that we need the business partners just as much as they need us and also that what they want is just a chance to meet members face to face. ALA is trying to provide them with that time through meetings and socials. We are also trying to encourage ALA members to use our sponsors and that where we can really show our value to them. Janet Sullivan asked the group to send the business partner packet (outlining the cost and also benefit of joining the ALA) to business partners they use but are not currently part of ALA as they may want to join.
 - Compensation Survey
 - We have 30 firms that are currently members and 20 participated in the survey (17 members, 3 non-members). Group would like to see more participation for the survey. Judy Groene suggested having a history kept of previous year's information so when you logged in the complete the current year's survey you would not have to search for previous year's data. Invitations are sent out to non-member firms to take the survey but only 3 participated. ILTA gives incentive for completing the survey quickly by having an early bird raffle.
 - Educational Meetings
 - Group would like to see more on the October seminar topic of IT and what others are doing regarding technology. Through discussion it was found that some firms are using the cloud, some are providing i-pads for attorneys. I-pads are mostly being used for the apps.
 - Some members are in positions that are more finance focused and would like a roundtable to meet and share best practices. Group thought that would be beneficial as long as real data is not being shared and it was more focused on concepts, practices, policies, and processes. That type of interaction has been found to be very helpful for other groups as well with ILTA.
 - Miscellaneous Topics
 - Digital expense reports are being used by some firms. These are internet based and are efficient because you can do the reports remotely. Attorneys can take pictures of receipts and upload to the program to be reimbursed for expenses.
 - Scanning boxes has been found by some to not be cost effective to do for attorney files because even though a box or document got scanned, attorneys still want to keep the paper.



one **MORE** reason

An expert legal collection you can't find anywhere else.

Now exclusively from LexisNexis®
ALM® content you
can't find on Westlaw®

The National Law Journal®

New York Law Journal®

New Jersey Law Journal®

The American Lawyer®

The Legal Intelligencer®

Health Care Fraud

Antitrust Basics

Environmental Enforcement

And MORE

From deeper content to innovative efficiency tools that make pinpointing relevant information easier, LexisNexis® gives you more of what matters most. As the exclusive online third-party provider of the broad ALM legal content collection, LexisNexis now delivers access to even more of the full-text legal news, practice area and early case assessment content you need to quickly make insightful decisions and achieve better outcomes.

Stay informed with unmatched local and national legal news. Gain expert insight with authoritative analysis of topics in your area of law. Craft winning case strategy with a superior collection of verdicts and settlements. Exclusive ALM content—one more reason LexisNexis gives you more.

www.lexisnexis.com/oneMORE



Your Trusted Partner for Voice & Data Solutions

1.800.362.6300 | ProOnCall.com

"After implementing the solutions identified from PRO OnCall's Analysis, we have experienced cost savings of roughly 40%, and employee downtime has been reduced to almost zero."

*— Mike Kelsey,
McCluskey Chevrolet*



LOCAL, REGIONAL, NATIONAL

We're Ohio-based – with sales, service and support offices in Cincinnati, Cleveland, Columbus and Dayton. Through our partner network, we take care of your remote locations across the U.S. as if they were right next door.

OUR CLIENTS

Familiar names in Ohio's business and public sectors turn to PRO OnCall for their end-to-end information technology needs.

"We're very impressed with the teamwork, communication and cooperation from everyone we deal with at PRO OnCall. We've been very happy."

— LensCrafters

Company Overview

PRO OnCall Technologies is Ohio's largest single-source provider of voice and data solutions to small and medium-sized organizations. We support our clients' local, regional, and nationwide offices with industry leading products, value-added services, and unmatched support. For over 60 years our business has been distinguished by the expert, full service care we provide to every PRO OnCall client—no matter how big or how small. Our success story continues to be written everyday by over 100 dedicated professionals, who are building on our track record of providing proven, end-to-end solutions that help our clients get ahead.

Why PRO OnCall?

Our team takes great pride in building a strong relationship with every client, getting to know their business, challenges, and emerging needs. We understand that technology decisions need to align with your strategic plans. PRO OnCall solutions grow your business, while simplifying your life and providing peace of mind. No matter where or when you may need us, PRO OnCall will be there as your trusted Technology Advisor...

- As your one-stop shop, you only have one call to make to access voice and data solution professionals, without the finger-pointing between multiple vendors.
- Each business analysis is comprehensive – every solution is unique. Our streamlined operations and delivery processes provide an exceptional client experience.
- We have the products and services to deliver what you need, when you need it. A team approach to client support ensures knowledgeable, quick responses.

**Put the power of our team to work for you today!
Call PRO OnCall now at 800-362-6300**

PRO OnCall Technologies | 1.800.362.6300



Your connection
to knowledge, resources and networking

Association of Legal Administrators Master Calendar

JANUARY 2012

- 2 New Year's Day – ALA Headquarters Closed
- 13-15 2013 Annual Conference Planning Meeting, Gaylord National Harbor, National Harbor, MD
- 16 Martin Luther King Jr.'s Birthday – ALA Headquarters Closed
- 18 ALA Webinar – Selling Blue Elephants: Client Marketing, Retention and Loyalty
- 20-21 ALA Board of Directors Meeting, Clearwater Beach, FL
- 31 Membership Renewal Deadline

February 2012

- 10-11 Regional Leadership Institute, Hilton Rosemont/Chicago O'Hare, Rosemont, IL
- 20 President's Day – ALA Headquarters Closed
- 22 ALA Webinar – Employee Handbooks for Law Firms – Careful, Careful!

This Greater Cincinnati Chapter of the Association of Legal Administrators newsletter is published bi-monthly for the education and benefit of legal administrators. 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.



Greater Cincinnati Chapter

Association of Legal Administrators Greater Cincinnati Chapter 2011-2012 Board and Committee Chairs

• Past President	Kim Nickolas	Baker & Hostetler	513-929-3480	knickolas@bakerlaw.com
• President	Jeff Middendorf	Katz, Teller, Brant & Hild	513-721-4532	jmiddendorf@katzteller.com
• President Elect	Tom Freeman	Peck, Shaffer & Williams	513-639-9225	tfreeman@peckshaffer.com
• Secretary	Erin Miller	Katz, Teller, Brant & Hild	513-721-4532	emiller@katzteller.com
• Treasurer	Kathy Wilson	Aldrich Bonnefin & Moore	513-843-4272	kwilson@abmlaw.firm.com
• Membership	Alan Pickett	Taft Stettinius & Hollister	513-357-9410	pickett@taftlaw.com
• Programs	Beverly Hutchinson	Denlinger, Rosenthal & Greenberg	513-621-3440	beverly@drgfirm.com
• Business Partners	Perry Owen	Graydon Head & Ritchey	513-629-2826	powen@graydon.com
	Glenda Raley	Ulmer & Berne	513-698-5040	graley@ulmer.com
	Janet Sullivan	Statman, Harris & Eyrich	513-621-2666	jsullivan@statmanharris.com
• Newsletter	Roxanne Benjamin	Wood & Lamping	513-852-6038	rmbenjamin@woodlamping.com
• Public Relations	Mary Lynn Wagner	Keating, Muething & Klekamp	513-579-6902	mwagner@kmklaw.com
• Surveys	Kathy Wilson	Aldrich Bonnefin & Moore	513-843-4272	kwilson@abmlaw.firm.com
• Website	Judy Groene	Katz, Teller, Brant & Hild	513-721-4532	jgroene@katzteller.com
• CWW	Lori Moser	Keating, Muething & Klekamp	513-579-6556	lmoser@kmklaw.com



Webinars

January 18, 2012 - 2:00 p.m.
[Selling Blue Elephants: Client Marketing, Retention and Loyalty](#)

February 22, 2012 – 2:00 p.m.
[Employee Handbooks For Law Firms - Careful, Careful!](#)

March 21, 2012 – 2:00 p.m.
[The Art of Active Listening](#)

Chapter Event Dates

Meetings are normally held on the
 2nd Tuesday of each month
 @ The Netherland Plaza Hotel
 @ noon

January 10, 2012 – Collections & Collection Agencies

February 14, 2012 – Topic to be determined

March 13, 2012 – Topic to be determined

April 10, 2012 – Topic to be determined