



## 2023 MIE NATIONAL CONFERENCE FOR LEGAL SERVICES ADMINISTRATORS

**LEAD FROM WITHIN: GROWING COMPETENCE AND  
COLLABORATION FOR ORGANIZATIONAL TRANSFORMATION**

# PROGRAM

APRIL 18-19, 2023 | 8:00-5:30 PM PDT

ANAHEIM, CA

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**TUESDAY, APRIL 18, 2023**

8:00 – 9:00 am	<b>Check In and Continental Breakfast</b> Tiffany Patio		
9:00 – 9:10 am	<b><u>Welcome to the Conference</u></b> By Kesha James, Executive Director, MIE Tiffany Room		
9:10 – 10:15 am	<b><u>Opening Plenary: Leading from Within</u></b> By Julia Wilson, Coach & Consultant, Julia Wilson Coaching Tiffany Room		
10:15 – 10:30 am	Break		
10:30 – 11:45 am	<b><u>RV There Yet? A Roadmap to Diversity, Equity, and Inclusion Implementation</u></b> Tiffany Room	<b><u>How and Why Hackers Hack</u></b> Garden Ballroom	<b><u>Best Practices in New Employee Onboarding</u></b> Harbor Ballroom
11:45 – 1:15 pm	<b>Lunch</b> Tiffany Patio		
1:15 – 2:30 pm	<b><u>Successful Strategies for Collaborating with Consultants</u></b> Tiffany Room	<b><u>Understanding Cybersecurity Insurance Like a Pro</u></b> Garden Ballroom	<b><u>Leading Cohesive Teams</u></b> Harbor Ballroom
2:30 – 2:45 pm	Break		
2:45 – 4:00 pm	<b><u>Leadership Development of Office Managers and Executive Assistants</u></b> Tiffany Room	<b><u>Using Your Case Management System Effectively</u></b> Garden Ballroom	<b><u>You're Speaking My Language: Influencing Styles</u></b> Harbor Ballroom
4:00 – 4:15 pm	Break		
4:15 – 5:30 pm	<b><u>We Knead the Dough: Grants Management 101</u></b> Tiffany Room	<b><u>How to Make Sense of the Current Technology Landscape</u></b> Garden Ballroom	<b><u>Got Wellness? Creating an Effective Wellness Program for Your Organization</u></b> Harbor Ballroom

## WEDNESDAY, APRIL 19, 2023

8:00 – 9:00 am	<b><u>Continental Breakfast</u></b> Tiffany Patio Join your colleagues for optional discussions over breakfast. <b>Garden Ballroom</b> – Discussing recent and upcoming LSC program visits. <b>Harbor Ballroom</b> – Discussing the use of affinity groups for staff engagement.		
9:00 – 10:15 am	<b><u>Listserv Live: Hot Topics in Legal Aid Administration</u></b> By Ashley Lowe, CEO, Lakeshore Legal Aid; Kate Marr, Executive Director, Community Legal Aid SoCal; and Alison Paul, Executive Director, Montana Legal Services Association  Tiffany Room		
10:15 – 10:30 am	Break		
10:30 – 11:45 am	<b><u>Strategic Planning/ Strategic Thinking: Using the Strategic Planning Process to Promote Transformation</u></b>  Tiffany Room	<b><u>Roundtable Discussion: Effective Use of Physical Space for a Hybrid Workplace</u></b>  Garden Ballroom	<b><u>A Trauma-Informed Approach to Difficult Conversations</u></b>  Harbor Ballroom
11:45 – 1:15 pm	Lunch — Enjoy lunch nearby with a colleague		
1:15 – 2:30 pm	<b><u>Developing Your Organization’s Leadership Pipeline</u></b>  Tiffany Room	<b><u>Navigating Benefits Options for Employee Satisfaction</u></b>  Garden Ballroom	<b><u>Roundtable Discussion: Exploring Issues in Union Relationships</u></b>  Harbor Ballroom
2:30 – 2:45 pm	Break		
2:45 – 4:00 pm	<b><u>Building Staff Capacity &amp; Effectuating Change</u></b>  Tiffany Room	<b><u>Employment Law: Hot Topics, Trends, and Tips</u></b>  Garden Ballroom	<b><u>Fireside Chat: How to Meet Administrative Needs without a Mega- Budget</u></b>  Harbor Ballroom
4:00 – 4:15 pm	Break		
4:15 – 5:30 pm	<b><u>Closing Plenary: Liberating the Leader Within You</u></b> By Nachama Wilker, CEO, Thrive Partnerships  Tiffany Room		

APRIL 18, 2023

**WELCOME TO THE 2023 MIE NATIONAL CONFERENCE FOR LEGAL SERVICES ADMINISTRATORS**



**PRESENTER:** Kesha James, Executive Director, MIE  
9:00 – 9:10 am  
Tiffany Room

**OPENING PLENARY: LEADING FROM WITHIN**

**PRESENTER:** Julia Wilson, Coach & Consultant, Julia Wilson Coaching  
9:10 – 10:15 am  
Tiffany Room



The 2023 MIE National Conference for Legal Aid Administrators presents an opportunity for each of us to step away from our daily responsibilities and think about a bigger picture for ourselves and our roles in our organizations. Julia Wilson

will kick off the conference with thoughts on how to develop a framework for our own unique approach to leadership that weaves together self-awareness, self-compassion, purpose, and resiliency.

**RV THERE YET? A ROADMAP TO DIVERSITY, EQUITY, AND INCLUSION IMPLEMENTATION**

**PRESENTER:** Tenille Kaus, Director of Diversity, Equity, Inclusion, and Advancement, The Legal Aid Society of Cleveland  
10:30 – 11:45 am  
Tiffany Room



In recent years, organizations have recognized a need for Diversity, Equity, Inclusion (DEI) plans, DEI professionals, DEI training, and strategic plans that focus on DEI. In this session, Tenille N. Kaus will help you move from strategies to implementation. This session

will be interactive and allow participants to look at DEI strategies and trainings. Participants will then have an opportunity to design implementation tactics and list evaluation measures. This session will also focus on making sure your organization has the right support and infrastructure in place to implement DEI initiatives. No matter where your organization is on its DEI journey, you will leave with tools to help you implement your strategies.

**HOW AND WHY HACKERS HACK**

**PRESENTER:** Roger Grimes, Computer Security Consultant, KnowBe4, Inc.  
10:30 – 11:45 am  
Garden Ballroom

**PRESENTER BIOGRAPHIES**

Sam Abel-Palmer  
Leah Ashe  
IV Ashton  
Sharon Baptiste  
Sonya Bellafant  
Jane Bonner  
Tiffany Brosnan  
Tamiko Chatman  
Jenny Chou

Sandra Chung  
Ayesha Cotton  
Jefferson Coulter  
Jennifer van Dulmen  
Mari Floyd  
Victoria Gautney  
Roger Grimes  
Kesha James

Tenille Kaus  
Ashley Lowe  
Yvonne Mariajimenez  
Kate Marr  
Laurie McFalls  
Trisha Mason Parsad  
Alison Paul  
Mēghan Scott  
Melinda Taylor

Maureen Terjak  
Whiquitta Tobar  
Carlie Vaughn  
Lambreni Waddell  
Anne Ward  
Nachama Wilker  
Lorilei Williams



Attend this presentation given by 34-year cybersecurity veteran, Roger A. Grimes, author of 13 books and over 1,300 articles on computer security, to learn why hackers hack and how they hack. Roger will discuss their motivations and discuss

how today's real-world mix of malware and human-directed sophisticated attacks, like ransomware, happen. The presentation will include a video demonstration by world renowned hacker, Kevin Mitnick, getting around multifactor authentication like it wasn't even there. It's an attack that would work against over 90% of today's multifactor solutions. Most importantly, learn the four best computer security practices that, if you do well, will significantly lower your risk of being a cyber victim. This is an entertaining, informative, and practical talk that will help make you a better cybersecurity defender.

Waddell, Chief of Staff, Neighborhood Legal Services of Los Angeles County; Julia Wilson, Coach & Consultant, Julia Wilson Coaching

1:15 – 2:30 pm

Tiffany Room



This interactive session will include an overview of the roadmap to successful consultant contracting and a facilitated discussion for participants about each stage of the consulting process from pre-consulting steps through implementation and evaluation. Panelists will provide examples of various consulting experiences in a variety of substantive areas.

## BEST PRACTICES IN NEW EMPLOYEE ONBOARDING

**PRESENTERS:** Carlie Vaughn, Human Resources Director, Indiana Legal Services; Anne Ward, Chief Financial Officer, Indiana Legal Services

10:30 – 11:45 am

Harbor Ballroom



In response to employee feedback, Indiana Legal Services (ILS) has revamped its employee onboarding process to

create a successful model for new employee transitions. Come to this session to learn about ILS's committee-based approach to designing this new model, and explore best practices in components of onboarding: documentation, appropriate timelines, tech resources, relationship building across the organization, and logistics.

## UNDERSTANDING CYBERSECURITY INSURANCE LIKE A PRO

**PRESENTER:** Roger Grimes, Computer Security Consultant, KnowBe4, Inc.

1:15 – 2:30 pm

Garden Ballroom



Cyber insurance is harder than ever to get, even when you understand it. Join Roger A. Grimes, 34-year cybersecurity veteran and author of 13 books, as he explains the ins and outs of cyber insurance. He will explain the good, the bad, and help you to avoid

the gotchas. He will include examples of several different cybersecurity insurance policy questionnaires and discuss what the future of cyber insurance looks like.

## SUCCESSFUL STRATEGIES FOR COLLABORATING WITH CONSULTANTS

**PRESENTERS:** Sam Abel-Palmer, Executive Director, Legal Services Vermont; Maureen Terjak, Director of Advocacy, Colorado Legal Services; Lambreni

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## LEADING COHESIVE TEAMS

**PRESENTER:** Trisha Mason Parsad, Leadership Development Consultant & Executive Coach, Trisha Mason Parsad & Associates

1:15 – 2:30 pm  
Harbor Ballroom



Have you ever wondered what you could be doing more of or less of to improve your team's performance? Why some leaders seem to have such high performing teams and others don't? Leading Cohesive Teams will provide you with insights and tools to strengthen your team's outcomes. You will learn about the five areas required of every effective leader who wishes to have the greatest impact on their team.

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## LEADERSHIP DEVELOPMENT OF OFFICE MANAGERS AND EXECUTIVE ASSISTANTS

**PRESENTER:** Tamiko Chatman, Deputy Director, Acadiana Legal Service Corporation

2:45 – 4:00 pm  
Tiffany Room



This session will focus on developing the roles of office managers and executive assistants to meet your organization's needs. We will explore the ideal skill set that office managers and executive assistants should possess and discuss the job description language to attract ideal applicants. We will discuss current and best practices within attendees' organizations and the industry in general. We will consider possible training for these roles as well as the tasks for which these roles can be responsible.

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## USING YOUR CASE MANAGEMENT SYSTEM EFFECTIVELY

**PRESENTER:** IV Ashton, President & Founder, LegalServer

2:45 – 4:00 pm  
Garden Ballroom



During this conference session, attendees will be provided with practical strategies and techniques for optimizing modern features in case management systems to enhance client services. Participants will better understand the key capabilities of their CMS and discuss ways to leverage digital tools to streamline workflows and improve efficiency. Topics covered in this session will include methods for enhancing data capture, tracking important metrics related to grants and case outcomes, and gaining key insights for decision-makers through reports, data analytics, and visualizations. Additionally, attendees will learn about integrating their CMS with other systems, including popular automations. By the end of the session, participants will understand how to use their case management system to its fullest potential, allowing them to streamline their work and provide better support to their clients.

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## YOU'RE SPEAKING MY LANGUAGE: INFLUENCING STYLES

**PRESENTER:** Trisha Mason Parsad, Leadership Development Consultant & Executive Coach, Trisha Mason Parsad & Associates

2:45 – 4:00 pm  
Harbor Ballroom



Have you ever wondered why your exchanges fall flat when trying to influence others? You're Speaking My Language: Influencing Styles, will help you learn the art of influencing and how to leverage it to build stronger relationships, yielding the outcomes you desire.

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## WE KNEAD THE DOUGH: GRANTS MANAGEMENT 101

**PRESENTERS:** Sharon Baptiste, Director of Grants, Brooklyn Legal Services; Sandra Chung, Director of Grants Management and Compliance, Neighborhood Legal Services of Los Angeles County; Victoria Gautney, Grants Manager, South Coastal Counties Legal Services; Melinda Taylor, Grants Manager, Colorado Legal Services

4:15 – 5:30 pm

Tiffany Room



This session will cover the three key areas of effective grants management and will allow participants to learn and discuss strategies for effective grants management. Panelists will provide tools and tips for navigating grants across an organization's team, including planning, implementation, and management strategies.

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## HOW TO MAKE SENSE OF THE CURRENT TECHNOLOGY LANDSCAPE

**PRESENTER:** IV Ashton, President & Founder, LegalServer

4:15 – 5:30 pm

Garden Ballroom

Keeping up with the latest technological advancements can be overwhelming in today's fast-paced world. With new products and services emerging constantly, it's challenging to know which technologies are worth



investing time and money in and which are simply passing fads. This conference session is designed to help attendees navigate the complex world of technology and make informed decisions about which technologies are ripe to help legal aid agencies

meet the overwhelming demand for their services. The session will explore the latest trends in technology, including generative AI (artificial intelligence), and examine the challenges organizations face in adopting and implementing new technologies. Upon completing this session, attendees will have a deeper understanding of the current technology landscape and a framework to make informed decisions regarding which technologies to embrace.

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## GOT WELLNESS? CREATING AN EFFECTIVE WELLNESS PROGRAM FOR YOUR ORGANIZATION

**PRESENTER:** Jane Bonner, Director of Human Resources, Georgia Legal Services Program

4:15 – 5:30 pm

Harbor Ballroom



This workshop goes over the necessary steps to create a successful wellness program designed for your organization. Attendees will walk away engaged, educated, and motivated to incorporate wellness into their lives both

in and out of the workplace, and to effectively design a Wellness Program from beginning to end.

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APRIL 19, 2023

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## BREAKFAST DISCUSSION: LSC VISITS

**FACILITATORS:** Jenny Chou, Deputy Director, South Coastal Counties Legal Services; Ayesha Cotton, Managing Attorney, Community Legal Aid, Akron

8:00 – 9:00 am

Garden Ballroom

Join your peers and colleagues in the Garden Ballroom for an optional discussion over breakfast about recent and upcoming LSC program visits. Share your experience



working with LSC staff and ask other attendees for advice on how best to prepare for upcoming reviews.

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### BREAKFAST DISCUSSION: STAFF AFFINITY GROUPS

**FACILITATORS:** Whiquitta Tobar, Chief Equity and Inclusion Officer, Community Legal Services, Philadelphia; Lambreni Waddell, Chief of Staff, Neighborhood Legal Services of Los Angeles County

8:00 – 9:00 am  
Harbor Ballroom



Participate in this optional breakfast discussion with peers and colleagues to explore staff affinity

groups as a strategy to increase staff engagement with the organization and enhance retention efforts. Chat and brainstorm with other attendees about common considerations and issues in launching, maintaining, and supporting staff affinity groups.

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### LISTSERV LIVE: HOT TOPICS IN LEGAL AID ADMINISTRATION

**PRESENTERS:** Ashley Lowe, CEO, Lakeshore Legal Aid; Kate Marr, Executive Director, Community Legal Aid SoCal; Alison Paul, Executive Director, Montana Legal Services Association

9:00 – 10:15 am  
Tiffany Room

MIE Listservs are a useful way to connect with national colleagues for advice and wisdom on issues facing your organization. Listserv Live: Hot Topics in Legal Aid



Administration will provide similar insights as a panel of organizational leaders explore issues currently affecting our work, such as hybrid operations, staff recruitment and retention, equity issues, work-life integration, and more!

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### STRATEGIC PLANNING/STRATEGIC THINKING: USING THE STRATEGIC PLANNING PROCESS TO PROMOTE TRANSFORMATION

**PRESENTERS:** Sam Abel-Palmer, Executive Director, Legal Services Vermont; Jennifer van Dulmen, Executive Director, van Dulmen Consulting

10:30 – 11:45 am  
Tiffany Room



Many agencies think of strategic planning as an annoyance, an exercise required

by grant funders that eats up resources and takes time away from the agency's work. This session will help you to rethink the purpose of strategic planning as a vital tool for agency transformation. Many strategic plans wind up as little more than a to-do list of vague tasks that may or may not ever happen—or the plan sits untouched on a shelf until the next one is written. Instead, we will look at the strategic plan as a core exercise in strategic thinking for the deployment and expansion of your agency's resources as you move into the future. We will look at a range of ways to develop and craft a dynamic and flexible strategic plan that can be adapted to changing circumstances and be integrated into your core operations.



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## ROUNDTABLE DISCUSSION: EFFECTIVE USE OF PHYSICAL SPACE FOR A HYBRID WORKPLACE

**FACILITATORS:** Leah Ashe, Executive Director, Northeast New Jersey Legal Services; Kate Marr, Executive Director, Community Legal Aid SoCal

10:30 – 11:45 am

Garden Ballroom



Join this roundtable discussion to explore challenges and solutions in managing

facilities that respond to the needs of today's operations. In particular, this conversation will consider how space can bring people together who are not in-person all the time, be used effectively when folks do not have the same consistent needs (e.g., alternating in-person shifts), and how to evaluate whether space changes are needed (e.g., renovations or moving).

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## A TRAUMA-INFORMED APPROACH TO DIFFICULT CONVERSATIONS

**PRESENTER:** Lorilei Williams, Attorney, Law Office of Lorilei Williams

10:30 – 11:45 am

Harbor Ballroom



Legal services advocacy constantly exposes legal workers to trauma and requires all to communicate through trauma exposure and across differences in intersectional identities. This training is designed to help you rethink your approach to communication entirely

and lead you to increased sustainability, collaborative communication, and reduced conflict. This training will introduce a framework for trauma-informed & antiracist advocacy and provide strategies relating to emotional regulation & communication. This training will guide participants through internalized, interpersonal, and systemic shifts needed to effectively engage in trauma-informed communication strategies.

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## DEVELOPING YOUR ORGANIZATION'S LEADERSHIP PIPELINE

**PRESENTER:** Nachama Wilker, Founder & CEO, Thrive Partnerships

1:15 – 2:30 pm

Tiffany Room



How does your organization recognize and develop the potential of your people and their ideas? Leadership is not only for top managers. Come to this interactive session to reflect on connecting your employee engagement to leadership development, learn the essential

components of an equitable leadership pipeline, assess the strengths and challenges of your agency's pipeline, and identify next steps you can take to strengthen your pipeline for internal development.

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## NAVIGATING BENEFITS OPTIONS FOR EMPLOYEE SATISFACTION

**PRESENTERS:** Jane Bonner, Director of Human Resources, Georgia Legal Services Program; Mari Floyd, Human Resources Manager, Colorado Legal Services; Carlie Vaughn, Human Resources Director, Indiana Legal Services; Anne Ward, Chief Financial Officer, Indiana Legal Services

1:15 – 2:30 pm

Garden Ballroom



This panel discussion will explore how to navigate options for benefits that are responsive to employee needs while making sense for the organization. Panelists will discuss the types of insurance and retirement benefits, among others, offered to their employees, how data can help inform those offerings, and how to decide when new options or vendors should be explored. Ways to manage organizational costs will also be explored.



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## ROUNDTABLE DISCUSSION: EXPLORING ISSUES IN UNION RELATIONSHIPS

**FACILITATOR:** Lorilei Williams, Attorney, Law Office of Lorilei Williams

1:15 – 2:30 pm

Harbor Ballroom



Join this roundtable discussion to explore challenges and solutions in managing relationships among members of unions and management. Share your experiences with negotiations and operations in a union shop, discuss how those experiences could be improved, and learn

strategies for stewarding the working relationships central to this work moving forward.



the use of goals and feedback, and how to set realistic expectations for growth.

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## BUILDING STAFF CAPACITY & EFFECTUATING CHANGE

**PRESENTERS:** Jefferson Coulter, Executive Director, Legal Aid Society, Louisville; Yvonne Maria Jimenez, President & CEO, Neighborhood Legal Services of Los Angeles County; Alison Paul, Executive Director, Montana Legal Services Association; Mēghan Scott, Manager of People & Culture, Montana Legal Services Association; Maureen Terjak, Director of Advocacy, Colorado Legal Services

2:45 – 4:00 pm

Tiffany Room

This session will cover building staff capacity through training, supervision, leadership development, and changing work culture. Seasoned legal aid leadership will discuss what to do, what not to do, promoting retention of talent, what leadership looks like today, and how to invest in all of your staff to produce optimal results for clients. We will cover staff professional development strategies,

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## EMPLOYMENT LAW: HOT TOPICS, TRENDS, AND TIPS

**PRESENTER:** Tiffany Brosnan, Partner, Snell & Wilmer

2:45 – 4:00 pm

Garden Ballroom



and other topics.

In this session, Snell & Wilmer employment attorney Tiffany Brosnan will discuss what's trending when it comes to employment legislation and litigation and provide tips to help employers avoid lawsuits, including information about pay transparency, leave issues, layoffs,

## ADMIN ON A BUDGET: GETTING IT ALL DONE WITHOUT A MEGA-BUDGET

**PRESENTERS:** Sonya Bellafant, Executive Director, New Mexico Legal Aid; Jennifer van Dulmen, Executive Director, van Dulmen Consulting; Laurie McFalls, Director of Operations, Legal Services Alabama

2:45 – 4:00 pm

Harbor Ballroom



CFO, COO, HR, Bookkeeper, Training Coordinator, Executive Assistant, Admin Assistant, Accountant, Compliance Manager, Grants Manager, and others... There are so many roles and needs to make a legal services program run effectively and efficiently,

but few programs have the resources to fill all these roles with full time staff. So, what are the best practices in strategically deploying resources to ensure program needs are met? We will look at a range of strategies and options for flexibly meeting the need to ensure high quality core program administration.

## CLOSING PLENARY: LIBERATING THE LEADER WITHIN YOU

**PRESENTER:** Nachama Wilker, Founder & CEO, Thrive Partnerships

4:15 – 5:30 pm

Tiffany Room



If we give ourselves a few minutes, we can easily identify the leaders we admire. Given a few more minutes, we can even see the kind of leader we want to become. What we often cannot see is how to evolve from where we are to become the kind of leader we admire. Join us for our

closing session focused on the behaviors of exemplary leaders at all organizational levels. We will focus on how you can display the characteristics you admire and identify a few activities you can take home to help you move closer to liberating the leader within you.

## PRESENTERS

**SAM ABEL-PALMER** is the Executive Director of Legal Services Vermont, Vermont's LSC grantee, a position he has held since 2016. He previously served as Director of Intake for Vermont Legal Aid, as a staff attorney in Vermont Legal Aid's Disability Law Project, and as a civil rights investigator with the Vermont Human Rights Commission. He is a member of the Vermont Board of Bar Examiners, and of the NLADA Civil Council. In a previous lifetime, he taught theater history and dramatic literature at DePauw University, Dartmouth College, and the University of Vermont. Sam may be reached at [sabel-palmer@legalservicesvt.org](mailto:sabel-palmer@legalservicesvt.org).

**LEAH B. ASHE** is the Executive Director of Northeast New Jersey Legal Services (NNJLS), which provides civil legal services to individuals and families in vulnerable communities in Bergen, Hudson, and Passaic Counties. NNJLS serves more than 11,000 people annually, in areas including housing, public benefits, family, immigration, and consumer law. Leah joined the organization in 1998 as a public benefits attorney and served in several management positions prior to becoming Executive Director, including Managing Attorney of the Public Benefits Unit from 2007-2022 and Deputy Director from 2014-2022. She has led multiple projects including NNJLS's latest outreach plan, its Ryan White program, and most recently a program-wide initiative for diversity, equity, and inclusion (DEI). She received her JD from Emory University School of Law and her undergraduate degree from Rutgers University. Leah may be reached at [lashe@lsnj.org](mailto:lashe@lsnj.org).

**IV ASHTON** is an attorney committed to uniting technology and justice to serve vulnerable populations worldwide. IV began his legal career internationally, overseeing the development of a database tracking human rights violations in Kosovo and helping develop several online tools for various ministries of justice throughout the Balkans. In 1999, IV co-founded Illinois Legal Aid Online (ILAO), which provides legal training and support to pro bono attorneys and pro se litigants involved with the justice system. In 2001, he founded LegalServer, a web-based case management platform that hundreds of nonprofit agencies and public defenders use. Most recently, IV created houston.ai, a web-based platform applying machine learning to streamline legal processes for agencies supporting individuals who cannot afford attorneys. IV may be reached at [ivashton@legalserver.org](mailto:ivashton@legalserver.org).

**SHARON BAPTISTE** is the Director of Grants and Contract Management for Brooklyn Legal Services (BLS) in NYC. Before coming into this role, she worked as an Executive Secretary and then the Director of Intake and Administration for BLS which sparked her interest in grants work. She took on the role of Director of Grants just months before the COVID-19 pandemic started and had to navigate an unstable financial time for non-profits. Before joining BLS, she was in college working on her BS in International Criminal Justice which led to her interest in the legal field. She is originally from South Africa and came to the USA on an au pair visa. Sharon may be reached at [sbaptiste@lsnyc.org](mailto:sbaptiste@lsnyc.org).

**SONYA BELLAFANT** is the Executive Director of New Mexico Legal Aid. Previously, she was the founding Executive Director for 603 Legal Aid in Concord, NH. She has also served as a staff attorney in the Columbia office of the Legal Aid Society of Middle Tennessee and the Cumberland, Director of the Tennessee Senior Law Alliance (TSLA), and attorney with several legal programs in Michigan, including Legal Aid of Western Michigan, Legal Aid & Defender, Legal Services of the Eastern Michigan, UAW Legal Services, and the Michigan Pension Rights Project (Assistant Director). Sonya is originally from Detroit, Michigan and is a graduate of Michigan State University College of Law; she earned her Bachelor of Arts in Journalism through Oakland University. She is licensed to practice law in Michigan, Tennessee, New Hampshire, and Illinois. Sonya provides consultation and training on various topics and subject matters involving management, legal skills and advocacy, and professional development for MIE and National Institute for Trial Advocacy (NITA), and various organizations nationwide. Sonya may be reached at [sonya@nmlegalaid.org](mailto:sonya@nmlegalaid.org).

**JANE B. BONNER** serves as Director of Human Resources for Georgia Legal Services Program (GLSP), a statewide legal services program with 10 offices throughout Georgia. Jane is responsible for all facets of Human Resources, partnering with Executive and Senior Leadership teams to establish and implement key HR initiatives. Jane has over 25 years of experience in HR, including talent acquisition and development, compensation and benefits, inclusion and diversity programs, and health and wellness. Prior to joining GLSP, Jane served as Director of Finance & Administration for both South Arts, a nonprofit regional arts organization, and Georgia Law Center for the Homeless, a nonprofit law firm serving people with

low incomes. Jane earned a Bachelor of Science degree in Criminal Justice from Georgia State University and a Masters in Public Administration with a minor in Urban Management from Clark Atlanta University. A native of Savannah, GA, Jane has called the metro Atlanta area – where she lives with her husband, daughter, and their Yorkie – home for over 40 years. Jane may be reached at [jbonner@glsp.org](mailto:jbonner@glsp.org).

**TIFFANY BROSNAN** is a partner at Snell & Wilmer, a full-service law firm with more than 450 attorneys across the United States and in Mexico, whose practice is concentrated in employment litigation and counseling. Her employment-related counseling includes advising employers regarding wage and hour problems, leaves of absence, layoff planning, termination, and disciplinary matters. Tiffany provides training to employers, including mandatory sexual harassment training. She also conducts independent workplace investigations. In litigation, Tiffany represents employers in individual matters and class actions including allegations of wrongful termination, whistle blower claims, discrimination, harassment, unfair competition, misappropriation of trade secrets, and wage and hour violations. Tiffany may be reached at [tbrosnan@swlaw.com](mailto:tbrosnan@swlaw.com).

**TAMIKO CHATMAN** currently serves as the Deputy Director of Acadiana Legal Service Corporation. Prior to becoming Deputy Director, she served over 5 years as a public service staff attorney focused on representing children in Child in Need of Care proceedings and patients in mental health proceedings. She has experience as a law school academic counselor and instructor, as a private attorney, and as a certified wellness and career coach. Tamiko has over 15 years of management experience. She was the business and office manager of a private and public law firm, a medical office, and a large Catholic church. Her management experience includes, but is not limited to, human resources management, operational management, organizational design and development, strategic and succession planning, employee recruiting and coaching, and financial budgeting and implementation. Tamiko received her Bachelor of Science from Xavier University (New Orleans, Louisiana), her Juris Doctorate from Southern University Law Center (Baton Rouge, Louisiana), and her Master of Business Administration from the University of Phoenix. Tamiko may be reached at [tchatman@la-law.org](mailto:tchatman@la-law.org).

**JENNY CHOU** is the Deputy Director of South Coastal Counties Legal Services, Inc. since July 2020. As Deputy Director, Jenny is part of the senior management

team focusing on organizational development and DEI efforts. Jenny most recently was a Senior Attorney and Racial Justice Fellow at the Center for Law and Education (CLE), where her legal work focused on ensuring a quality education for public school students, in particular students who are most impacted by exclusionary policies and practices that adversely affect their educational opportunities. Jenny also led CLE's Pro Bono Education Law Project in partnership with Choate, Hall and Stewart and the Charles Hamilton Houston Institute for Race and Justice at Harvard Law School. Prior to joining CLE, Jenny directed the EdLaw Project where she represented low-income, mostly court-involved students in Boston who were deprived of an effective education. Her work at the EdLaw Project was recognized through the Jay D. Blitzman Youth Advocacy Award. Jenny brings other legal experience including AAPI focused legal initiatives at the Asian Outreach Unit of Greater Boston Legal Services, consulting for MLP Boston, criminal and civil litigation at Stern, Shapiro, Weissberg and Garin, and at the Legal Aid Society in NY. She has also worked in marketing for a software company and co-founded an internet e-commerce company. Jenny is a graduate of Wellesley College and Boston College Law School. Jenny may be reached at [JChou@sccls.org](mailto:JChou@sccls.org).

**SANDRA CHUNG** (she/her) is the Director of Grants Management and Compliance at Neighborhood Legal Services of Los Angeles County (NLSLA). Prior to her current role, she managed grants as the supervisor of the Lawyers Preventing and Ending Homelessness Project (PEHP) as well as the Workers' Rights team at NLSLA. Before joining NLSLA, Sandra was the Project Director of the Survivor and Family Empowerment (SAFE) Project at Asian Americans Advancing Justice - Southern California, where she managed and oversaw grants that supported domestic violence family law work. She started her legal career as a staff attorney at the Legal Aid Foundation of Los Angeles (LAFLA), and she is dedicated to increasing access to justice through legal aid. Sandra currently serves as a Board of Director for the Legal Aid Association of California (LAAC). Sandra may be reached at [SandraChung@nsls.org](mailto:SandraChung@nsls.org).

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## Sheraton Park Hotel



### Thank You Volunteers!

Thank you to our Presenters and our outstanding Conference Planning Committee: Jennifer van Dulmen, Wendy Horvath, Yvonne Mariajimez, Jamel Pacha, Mēghan Scott, Melinda Taylor, Lambreni Waddell, and Anne Ward.

Conference sessions have not been approved for CLE credit in any jurisdiction. MIE is happy, however, to support any attendees who choose to apply individually to their state's organization for CLE credit with conference materials and/or attendance verification.

## MEAL OPTIONS NEARBY TO CONSIDER

### THE ANAHEIM GARDENWALK

[anaheimgardenwalk.com](http://anaheimgardenwalk.com)

10 Minute Walk from Sheraton Park Hotel



### DOWNTOWN DISNEY DISTRICT

[disneyland.disney.go.com/destinations/downtown-disney-district/](http://disneyland.disney.go.com/destinations/downtown-disney-district/)

15 Minute Walk from Sheraton Park Hotel

### THE OUTLETS AT ORANGE

[simon.com/mall/the-outlets-at-orange/dining](http://simon.com/mall/the-outlets-at-orange/dining)

10-15 Minute Drive from Sheraton Park Hotel



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