

# PENNSYLVANIA BAR ASSOCIATION

## DEPARTMENT DESCRIPTIONS

Following is a listing of PBA staff by department. Each listing includes the staff person's name, title, phone extension, email address and fax number. The national toll-free PBA telephone number is 800-932-0311. The local telephone numbers is 717-238-6715 for our Harrisburg headquarters.

### Administration

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The Administration Department provides support to association leadership and implements policies and procedures adopted by the Board of Governors and House of Delegates. The insurance/trust fund coordinator serves as staff liaison to the Pennsylvania Bar Insurance Fund and Pennsylvania Bar Trust and is responsible for meeting preparation and follow-up.

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### Committees/Sections

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The Committees/Sections Department provides administrative support to the PBA's committees and sections as well as to the Lawyer Dispute Resolution Program. The Minority Attorney and Women in the Profession conferences are coordinated through this department, as are the various section retreats. The Young Lawyers Division business functions and special projects such as the Statewide Mock Trial Competition are administered through this department.

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## Communications

The Communications Department is responsible for PBA publications and numerous committee/section newsletters. The department promotes programs, policies and members of the association, working closely with the media and other organizations. Providing the association's public relations, the department issues news releases, coordinates publicity for events and meetings, and develops campaigns to promote public understanding of the law.

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## County Bar Services

The County Bar Services Department is the PBA liaison with local bar associations throughout the commonwealth. It is responsible for coordinating PBA presidential visits to county bar functions, the County Bar Directory, county bar malpractice avoidance, Stepping Out and In-firm Malpractice Avoidance programs. The director is liaison to the Professional Liability Committee and the Conference of County Bar Leaders and coordinates the latter's annual two-day seminar.

**Susan E. Etter, Esq.**

*Director of County Bar Services/*

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## Diversity Office

The Diversity Office works with the PBA Diversity Team, PBA Board of Governors and senior staff to develop and execute the PBA's diversity programs and works with the Pennsylvania legal community to provide resources and tools in support of diversity goals, objectives and initiatives.

**Trent Hargrove, Esq.**

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## Education/Special Projects

The education/special projects coordinator is responsible for programs that educate young persons about the rule of law, the history and workings of our form of government, and the peaceful resolution of disputes.

**Susan E. Etter, Esq.**

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## Finance

The Finance Department oversees all association finances, including payroll, investments and production of the budget. This department works closely with the treasurer and executive director to ensure that PBA finances are handled in accordance with policies adopted by PBA governing bodies and with accepted accounting procedures.

**Lisa L. Hogan, CPA**

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## Governance

The Governance Department provides staff support for the PBA Board of Governors and House of Delegates. The department is responsible for all phases of board and House meeting preparation and follow-up and serves as staff liaison to the Nominating Committee and the PBA Leadership Recruitment and Development Committee.

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## Human Resources

The Human Resources Department handles all matters related to PBA personnel. It administers the employee benefits programs, coordinates the staff recruitment process, maintains employee records, provides support to the Pension Committee, and develops and monitors personnel policies and procedures.

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## Legislative Relations

The Legislative Relations Department presents the PBA's positions on legislative matters to the General Assembly. The department monitors and reports information on pending and enacted legislation to committees, sections and local bar associations and also works closely with these bodies to propose and develop legislation.

**Fredrick Cabell Jr., Esq.**

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## Mailroom and Facilities Management

The Mailroom and Facilities Management Department is responsible for the day-to-day operation of the mailroom and the overall management and maintenance of the association's facilities and physical plant.

## Management Information Systems

The Management Information Systems Department assists PBA departments with their computer needs. The department maintains membership files and oversees the operation of the PBA's computer system, including oversight and maintenance of the association's website.

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## Meetings

The Meetings Department advises on meeting site selection and program logistics. It coordinates all major meeting activities and serves as the principal liaison with hotels, travel agencies and other meeting-related entities.

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## Member Services

The Member Services Department is responsible for designing and marketing PBA membership recruitment and retention programs, identifying member needs and developing and implementing benefits and services to meet those needs. Member Services representatives answer questions and assist in providing service to members and prospective members. The PBA Ethics Hotline is coordinated through this department, as are the Law Practice Management Hotline and association marketing services, and the PBA Lawyer Referral Service is administered through this department.

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## Pro Bono Legal Services

The pro bono coordinator is responsible for assisting local bar associations, civil legal aid programs and other groups offering pro bono legal services across the commonwealth.

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## Western Pennsylvania Services

The Western Pennsylvania Services Department is the PBA liaison with county bar officers, staff, PBA members and members of the judiciary in the PBA's western region, comprising the following counties: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, Mc-Kean, Mercer, Somerset, Venango, Warren, Washington and Westmoreland. It is responsible for, in conjunction with other PBA departments, retention and recruitment of members, member services, and coordination and collaboration of PBA and county bar functions.

**Bridget M. Gillespie, Esq.**

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## *Pennsylvania Bar Foundation*

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The Pennsylvania Bar Foundation (PBF), the charitable affiliate of the PBA, improves the public's understanding of the law and appreciation of democracy and strives to ensure that citizens, particularly Pennsylvania's most vulnerable, have full access to the legal system. The PBF accomplishes its mission by making grants, seeking financial support from individuals and organizations, both within and outside of the legal community, and encouraging bar members to donate their time, talent and expertise in service to the public. The PBF's executive director provides direct administration, marketing and fund-raising support and oversight for the organization.

### **E. Marie Queen**

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# Staff Functions Index

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## Have a question about the PBA?

Following is a list of PBA staff members available to answer your PBA-related questions. Staff may be contacted at 800-932-0311 or 717-238-6715. To speed your connection when using the PBA's voicemail system, input the staff member's four-digit extension. Listings of staff member extensions appear on the previous pages.

ABA House of Delegates.....	Sandra Graver
Advertising .....	Coleen Jones
Alternative Dispute Resolution.....	Louann Bell
Board of Governors .....	Kelly Myers
Bookkeeping.....	Ashley Heffernan
Budget.....	Lisa Hogan, CPA
Casemaker Legal Research Service .....	Elizabeth Swivel
Committees .....	Louann Bell; Ursula Marks
Conference of County Bar Leaders.....	Susan Etter, Esq.
Consumer Legal Information Pamphlets .....	Karla Betts
County Bar Associations .....	Susan Etter, Esq.
Data Processing .....	Al Trosky
Diversity .....	Trent Hargrove, Esq.
Dues.....	Member Services Department
Education/Special Projects .....	Susan Etter, Esq.
Ethics .....	Victoria White, Esq.
Financial Information .....	Ashley Heffernan
House of Delegates .....	Kelly Myers
Internet, Website.....	Daniel Fuentes
Judicial Evaluations .....	Louann Bell
Law Practice Management.....	Ellen Freedman
Lawyer Referral Service .....	Susan Lipnis
Legislative Bills/Information.....	Fredrick Cabell Jr., Esq.
Mailing Labels, Lists .....	Jodi Wilbert
Malpractice-Avoidance Programs .....	Susan Etter, Esq.; Bridget M. Gillespie, Esq.
Media (News Releases) .....	Suzanne T. Cibotti
Meetings .....	Janell Klein; Wendy Loranzo
Meetings (In-house).....	Lisa Jones
Membership Benefits, Services .....	Elizabeth Swivel
Newsletters	
• Editorial.....	Diane Banks; Tina Schreiber; Nancy Wilkes
• Subscriptions.....	Pamela Kance
<i>Pennsylvania Bar Association Lawyers Directory &amp; Product Guide</i>	
• Editorial.....	Tina Schreiber
• Subscriptions.....	Member Services Department
<i>Pennsylvania Bar Association Quarterly</i>	
• Editorial.....	Jeffrey Gingerich
• Subscriptions.....	Coleen Jones
Pennsylvania Bar Foundation .....	E. Marie Queen
Pennsylvania Bar Insurance/Trust Fund .....	Sandra Graver
<i>Pennsylvania Bar News</i> .....	Nancy Wilkes
<i>Pennsylvania Lawyer Magazine</i> .....	Patricia Graybill
Personnel .....	Paul Skolka
Pro Bono.....	David Trevaskis, Esq.
Public Relations .....	Suzanne T. Cibotti
Sections.....	Pamela Kance
Slip Opinions .....	Tameka Altadonna
UPL Information.....	Louann Bell
Western Pennsylvania Services .....	Bridget Gillespie, Esq.
Young Lawyers Division.....	Maria Engles