



Paralegal

Extreme

Career

Makeover

2015

9:00 – 10:00 a.m.

**Understanding Human Trafficking in Ohio:
Strategies and Solutions**

Presented by: Michelle Hannan, MSW, LISW-S,
Director of Professional and Community Services, The
Salvation Army SWONEKY Division

10:00 – 11:00 a.m.

Process Service in Ohio

Presented by: Pete Bendo, Encore Process Service

11-12 noon

**Common Unauthorized Practice of Law (UPL)
Issues for Paralegals; How Complaints are
Investigated by the Office of Disciplinary Counsel**

Presented by: Scott J. Drexel, Disciplinary Counsel,
Office of Disciplinary Counsel, Supreme Court of Ohio

12 noon – 12:45 p.m. - Lunch and Networking

**12:45 – 1:30 p.m. – Keynote Speaker – Honorable
James E. Green**

1:30 – 2:30

Substance Abuse in the Legal Profession

Presented by: Jack L. Moser Jr., Attorney at Law

2:30 – 3:30 p.m.

Professional Networking Tactics for Success

Presented by: Elizabeth Bitonte and Jennifer Williams

9:00 – 10:00 a.m.

Effectively Using Case Information Online

Presented by: Xenia Palus, Director of Communications
and Chris Kopech, B.A., M.S., Communications &
Training Specialist, Franklin County Common Pleas
Court Clerk's Office

10:00 – 11:00 a.m.

**Data Privacy and Getting in Shape for Breach
Season**

Presented by: Scott Ganow, Esq., Faruki Ireland & Cox
P.L.L., Attorneys at Law

11-12 noon

Cyber Attacks and Data Security Breaches

Presenters: Josiah Wilkinson, Assistant General
Counsel and Mark E. Storts, Assistant General Counsel,
Nationwide Mutual Insurance Company

12 noon – 12:45 p.m. - Lunch and Networking

**12:45 – 1:30 p.m. – Keynote Speaker – Honorable
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Cyber Security

Presented by: Justin Root, Special Agent, Cyber Crimes
Unit, Office of Ohio Attorney General Mike DeWine

2:30 – 3:30 p.m.

Records Management in the News

Presented by: Martin D. Susec, Assistant General
Counsel, Nationwide Mutual Insurance Company

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Paralegal

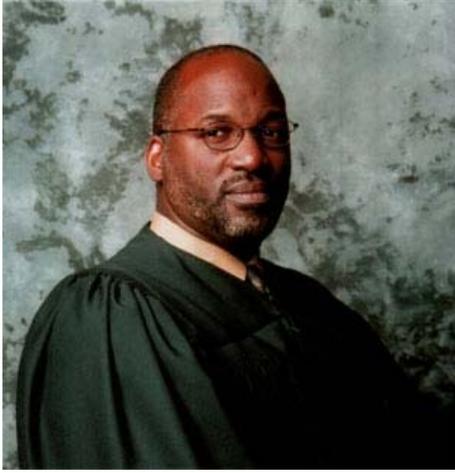
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Course Descriptions & Presenter Bios



Judge Green has served as a judge in the Franklin County Municipal Court for twenty (20) years after being appointed by Ohio's Governor in 1995. He has won four (4) contested elections. As a judge, he has presided over more than 300,000 cases, signed over 700 search warrants and performed over 1,800 weddings. Prior to assuming his judicial role, Judge Green served for five (5) years as an administrator with the Ohio Supreme Court. Judge Green also served for five (5) years as an Assistant County Prosecuting Attorney.

Judge Green has served as a member of the American Bar Association's Standing Committee of Professionalism, the Ohio Center for Law Related Education and the Ohio State Bar Association's Professionalism and Ethics Committee. He was a founding board member of The Court Appointed Special Advocates of Franklin County and was one of the first mentors with Franklin County Children Services' SIMBA Program. He serves and has served as a member of numerous other community, civic and professional organizations.

Judge Green places a high priority on education. He has taught at Columbus State Community College for the past 28 years and regularly speaks at area elementary, middle and high schools. Judge Green founded and supported a scholarship fund at his high school alma mater. Judge Green sponsors a shadowing program that allows students in middle school, high school, college and law school to spend a day with the judge. Each year, he coordinates the Franklin District Competition for the Ohio High School Mock Trial Competition, which involves over 250 students and some fifty (50) judges and lawyers.

Judge Green was educated in the Akron Public School System (Akron, Ohio), The University of Akron (B.A. Psychology)(1980), the Ohio State University College of Law (Juris Doctor)(1984) and the Northern University School of Law (Post Doctoral Training)(1987).

Prior to attending law school, James worked as a carpenter – cabinetmaker for ten (10) years. During the same time period, he served as a member and officer of the National United Church Ushers Association where he twice competed for the National Championship in the Finals of the church ushers' drill team competition.

Judge Green is married, the father of three (3) children and six (6) grandchildren. He enjoys leisurely riding and cross-country travel with his wife Rhesa and is Goldwing motorcycle (G-Kat) and on her three-wheeled Cam-Am Spyder (Spidy). Judge Green enjoys designing and building functional and space saving cabinets and storage systems. Judge Green dreams of having his own court TV show upon retiring from public service.

Understanding Human Trafficking in Ohio: Strategies and Solutions

Presented by: Michelle Hannan, MSW, LISW-S, Director of Professional and Community Services, The Salvation Army SWONEKY Division

This workshop will explore the nature and scope of human trafficking around the world, in the US and in Ohio. Participants will learn about the impact of human trafficking on victims, how to identify and report human trafficking and how to get involved in Ohio's anti-trafficking efforts.



Michelle Hannan, MSW, LISW-S is the Director of Professional and Community Services for The Salvation Army's Southwestern Ohio/Northeastern Kentucky Division. In 2007, she was able to help The Salvation Army launch its anti-trafficking efforts in Central Ohio. Joining the Divisional Social Services team in 2012, Michelle had the privilege of helping to launch anti-trafficking efforts in Cincinnati.

Today, in Central Ohio and Greater Cincinnati, Michelle provides leadership for The Salvation Army's Anti-Human Trafficking Programs. The anti-human trafficking ministries offer comprehensive victim services programs in each community, including 24/7 anti-trafficking hotlines, Street Outreach, Drop in Centers and comprehensive case management for trafficked persons.

Michelle has the privilege of coordinating the Central Ohio Rescue and Restore Coalition, a network of over 100 organizations and individuals working together to combat human trafficking. She oversees The Army's leadership of the End Slavery Cincinnati coalition In addition to serving as Chair of the Commission's Victim Services Committee

Contact Information: The Salvation Army SWONEKY Division, 966 East Main Street, Columbus, OH 43205, 614-437-2149, mhannan@use.salvationarmy.org

Effectively Using Case Information Online

Presented by: Xenia Palus, Director of Communications, Franklin County Common Pleas Court Clerk's Office and Chris Kopech, B.A., M.S., Communications & Training Specialist, Franklin County Common Pleas Court Clerk's Office



Following 14 years employment at the City of Columbus' Finance Department and almost 3 years as Membership Manager, Wexner Center for the Arts, Xenia *jumped* at an opportunity offered to her in February 2001 to join Experience Columbus as Director of Membership, which she held until April 2010. Currently Xenia serves as Director of Communications for Franklin County Clerk of Courts Maryellen O'Shaughnessy.

As Director, Xenia, manages all communications for the Clerk as well as designs, creates, produces, develops and manages material branding and related promotional and informational content. Assignments included production of business cards, promotional and informative pamphlets, Annual Reports and an agency newsletter, "The Clerk's Quarterly." Xenia serves as the office's media representative and liaison to its customers in the legal community and all auto dealers.

A proud "Polar Bear" (graduate of Columbus North High School) she unashamedly divulges her graduation year—1974, BEST CLASS EVER. Xenia received her BA from THE Ohio State University. Coincidentally, she is a proud resident *in the University District* (note: NOT campus.)

Xenia is very active in her community serving on boards and committees such as United Way of Central Ohio, ShadowBoxLive, Thurber House, DRACies, COSI and many others.

Franklin County Clerk of Courts representatives and experts in their roles, Xenia Palus, Communications Director, and Christopher Kopech, Communications Associate will present "Let Our Makeover Help Your Makeover" at PACO's 2015 all day workshop. Xenia and Chris will review the Clerk's website resources not limited but to include a review of Case Information Online, the Clerk's award winning eFiling content full virtual resources' page, and other online resources that enable any paralegal to produce well informed legal documents or know where to find those for future use.



Christopher Kopech has been employed full-time in the Franklin County Clerk of Courts Office for over six years, and began his public service employment as a summer intern in 2004. In 2010, Chris was promoted to *Business Operations Specialist*, where he worked to craft and enhance agency operations for the people of Franklin County. More recently,

Chris was promoted to *Communications & Training Specialist*, working specifically with the Director of Communication and Clerk of Courts Administration, cultivating communications strategies and implementing marketing endeavors.

Chris has developed numerous training programs about e-Filing in the Clerk of Courts Office, which he presented over 100 times to 1,500+ legal professionals in Central Ohio and throughout the state. In addition, Chris developed training for e-Filing in the Domestic and Appeals Divisions that was presented in concert with the Columbus Bar Association and given for CLE credit. Chris also manages and produces video content for the Clerk of Courts' YouTube Channel, which has over 200 subscribers and more than 12,000 views since its inception.

In December, 2014, Chris and several colleagues spoke at e-Courts 2014. Their presentation, "e-Filing in Franklin County" was given before 500+ attendees, and live-streamed around the world. Topics in which Chris presented include script writing, creation of promotional materials, designing and creating the visual aspects of the presentation, creating two distinct web properties about the presentation, and producing a seven-minute video introducing the presentation

Chris grew up in, and attended Upper Arlington High School. He received his Bachelor of Arts in Mass Communication from Miami University in 2008 and his Masters of Science in Marketing and Communication from Franklin University in 2012.

Data Privacy and Getting in Shape for Breach Season

Presented by: Scott Ganow, Esq., Faruki Ireland & Cox P.L.L., Attorneys at Law

Is data privacy or security impacting your company's business or firm's practice? Do the seemingly endless news stories about data breaches have your clients coming to you with questions about managing risks or help in getting out of data security jams? Do you feel like you do not even know where to start to break down the complicated tapestry of data privacy and security law currently on the books? In this session, you will receive an interactive overview of the current landscape of data protection laws impacting clients and attorneys today. The goal of this session is to provide attendees a foundational awareness of the current compliance requirements for data protection and practical ways to integrate them into existing client business, as well as into their own law practice. Additionally, we will address emerging matters challenging attorneys such as managing client confidentiality/privilege, data security, and compliance obligations for law firms, such as those that come with HIPAA/HITECH. Lastly, the hope of this presentation is to give attendees insight into how sound data governance prepares any entity to better respond to a data breach, keeping harm and costs to a minimum.

Attorneys and paralegals are not only the advocates and counselors on these issues, sometimes they find themselves at the center of storm. Furthermore, legal professionals have to be more and more wary of the impact of technology on their ethical and professional obligations, especially showing a duty of care to keep client information and the unauthorized disclosure or use of confidential information.



Scot Ganow joined FI&C in its Dayton office in 2013. A former chief privacy officer for healthcare and pharmaceutical informatics companies, Scot also holds the Certified Information Privacy Professional certification. He has presented and written extensively on the topics of data protection and de-identification, and moderated panels on privacy, to include speaking at the IAPP Global Privacy Summit in Washington.

As a privacy officer, Scot served as the privacy subject matter expert in the early stages of First Amendment litigation which ultimately went to the Supreme Court of the United States as *Sorrell v. IMS Health, Inc.* Scot assisted trial counsel in understanding de-identification technology and distinguishing patient privacy matters from the commercial information at issue in the case.

As an attorney, Scot assists clients in all areas of the data life cycle, including: Policy development, implementation and assessment, Identifying, evaluating and managing privacy and security risks, Third party management, to include onward transfer agreements and audit, Incident response management, Training and awareness programs, Drafting and negotiating data protection agreements, and De-identification of personally identifiable information. Scot also has experience as a data breach coach, helping his clients work through the complicated and varied issues surrounding the unauthorized access or disclosure of personally identifiable information. Scot also assists clients in compliance with the Fair Credit Reporting Act.

Scot attended Baylor University and the University of Dayton School of Law, completing the accelerated two-year Program in Law and Technology. Scot clerked for the University of Dayton General Counsel's Office and the Cincinnati Reds General Counsel. Scot is the Legislation and Government Relations Chair for the Health Law Section of the Federal Bar Association. Scot is an adjunct professor of law at the University of Dayton School of Law, where he will teach privacy law starting in 2016.

Process Service in Ohio

Presented by: Pete Bendo, Encore Process Service

Do you know the laws for Process Serving in Ohio? What kind of papers are you having served? Does your Process Server need to have a license in Ohio to serve or be court appointed? Who can you serve at a corporation or at a residence? We will discuss the answers to these questions and the Ohio Rules of Civil Procedure regarding Process Serving and the importance of using a process server who will professionally complete the service properly and promptly to move your case forward.



Pete Bendo is a process server with Encore Process Service in Columbus, Ohio. His professional career in the legal services industry began 20 years ago when he began as a fraud investigator and process server in Los Angeles. Mr. Bendo currently owns Connor Kingston & Associates in St. Clairsville, Ohio, a professional services firm that provides services for the legal, insurance and banking industries as well as a federal government agency. Mr. Bendo is a veteran of the Ohio military reserve, a public official with the Village of Bethesda, Ohio, a youth baseball coach and is engaged in various civic activities and local politics. Mr. Bendo is married to Tiffany Bendo and together they are raising their two sons, Connor and Kingston.

Common Unauthorized Practice of Law (UPL) Issues for Paralegals; How Complaints are Investigated by Office of Disciplinary Counsel

Presented by: Scott J. Drexel, Disciplinary Counsel, Office of Disciplinary Counsel, Supreme Court of Ohio

The line between permissible paralegal activity and the 'unauthorized practice of law' is not always clear. This presentation will discuss paralegal conduct that may have unauthorized practice of law (UPL) implications and how the Office of Disciplinary Counsel investigates UPL complaints.



Effective October 29, 2013, Scott J. Drexel was appointed by the Ohio Supreme Court and the Board of Commissioners on Grievances and Discipline to a four-year term as Disciplinary Counsel for the State of Ohio.

Prior to becoming Disciplinary Counsel for the State of Ohio, Mr. Drexel spent more than 31 years with the State Bar of California, including four years as its Chief Disciplinary Counsel, 17 years as the Administrative Officer and Chief Counsel to the State Bar Court and 10 years as Chief Assistant General Counsel.

Following his retirement from the State Bar of California in 2009, Mr. Drexel spent two years as a legal advisor for the Department of Justice's Professional Responsibility Advisory Office (PRAO) in Washington D.C. From September 2011 until his appointment as Disciplinary Counsel for Ohio, Mr. Drexel acted as an expert witness on legal ethics and professional responsibility issues and represented attorneys involved in the disciplinary system in California.

Mr. Drexel has also taught law school classes in Professional Responsibility and Legal Ethics. In 2007, he was selected by the Los Angeles and San Francisco Daily Journal legal newspapers as one of the Top 100 Lawyers in California.

Cyber Attacks and Data Security Breaches

Presenters: Josiah Wilkinson, Assistant General Counsel and Mark E. Storts, Assistant General Counsel, Nationwide Mutual Insurance Company

This discussion will provide an overview of recent data security breaches and consider how legal departments can more effectively guide their IT counterparts to prepare and ultimately react to cyber attacks. We will explore the key functions of effective cybersecurity legal advisors, examine the "universal truths" of data security breaches, and finally we'll wrap up with practical real world guidance.



Mark Storts is an Assistant General Counsel for Nationwide Mutual Insurance Company. He works in Nationwide's Office of Privacy, Technology, Information and Contract Services. Mark provides guidance on information security and privacy law, data governance, and data breach incident response. He is a Certified Information Privacy Professional (CIPP), a Certified FAIR Risk Analyst and a HIPAA Associate. Mark received his law degree from Capital University Law School in 2000.



Josiah Wilkinson is an Assistant General Counsel for Nationwide Mutual Insurance Company. He works in Nationwide's Office of Privacy, Technology, Information and Contract Services. He advises Nationwide IT on data security, privacy, and contract matters. Prior to working in legal, he worked in Nationwide's Information Security department for over 7 years. He is a Certified Information Systems Security Professional (CISSP) and a Certified Information Privacy Professional (CIPP). Josiah received his law degree from Capital University Law School in 2006.

Substance Abuse in the Legal Profession

Presented by: Jack L. Moser Jr., Attorney at Law

Legal Practitioners are more at-risk for substance abuse than most other professionals. The stress of Law School, Paralegal School, Bar Exams, Certifications, and ultimately the job itself can lead some in the profession to seek refuge in drugs, alcohol, or other addictions. This session highlights the dangers of substance abuse and addiction in the legal field, explains that help is available to legal professionals, and shows how to use it. Participants will learn to recognize substance abuse patterns, understand the impact substance abuse may have on home life and work environment, as well as strategies to guide treatment and recovery.



Attorney Jack Moser practices law throughout the state of Ohio. He owns and operates Jack Moser Law Co., LPA in Central Ohio, Jack Moser Law MTV Co. LPA, in Mount Vernon, and BustedForDrunkDriving.com. He can be heard on various radio stations talking about legal issues and especially impaired driving. Jack graduated with a B.A. in Government from the College of William and Mary, in Williamsburg, Virginia. He received his Law Degree from the Capital University Law School in Columbus, Ohio. In addition to his law practice, Jack is a member of the Capital University Law School Paralegal Faculty. He is licensed to practice law in the state of Ohio, the United States District Court for the Southern District of Ohio, the United States District Court for the Northern District of Ohio, the United States Court of Appeals for the Sixth Circuit, and the United States Tax Court. Jack is also a member of the American Bar Association, OSBA, the Columbus Bar Association, the Ohio Academy of Trial Lawyers, the American Association of Justice (formerly the American Trial Lawyers Association), and the Ohio Association of Criminal Defense Lawyers.

Cyber Security

Presented by: Justin Root, Special Agent, Cyber Crimes Unit, Office of Ohio Attorney General Mike DeWine

This presentation will address cyber-related and user-related vulnerabilities that can lead to data security incidents. We will review phishing emails, malware, social engineering attacks, encryption, and other trending issues relating to data security.



Justin Root is a Special Agent in BCI's Cyber Crimes Unit where he conducts computer-related investigations and forensic examinations of suspect computer systems. Justin previously served as a police detective focusing on computer-crime and white-collar investigations. He spent two years as a task force officer with the FBI's Cyber Crimes Task Force and was commissioned as a Special Deputy United States Marshal. Justin has received training from the National White Collar Crime Center, the Alpha Group Center for Crime and Intelligence Analysis, the Bureau of Alcohol Tobacco and Firearms, and the Drug Enforcement Administration. Justin received his law degree in 2008 with his legal practice focusing on general commercial litigation, information privacy, and data security.

Professional Networking Tactics for Success

Presented by: Elizabeth Bitonte and Jennifer Williams

This presentation will address the importance of networking and how to overcome common roadblocks. Jennifer Williams and Elizabeth Bitonte from local staffing firm Robert Half Legal will provide tips to develop your elevator pitch and set a strategy for in-person and online networking. You'll also learn the best way to ask for assistance from your network, how to make networking a regular part of your day and faux pas to avoid.



Elizabeth Bitonte is an account executive with the Columbus branch of Robert Half Legal, the premier provider of experienced project and full-time professionals for law firms and corporate legal departments.

Prior to joining Robert Half Legal in February 2014, Elizabeth earned her juris doctor at Capital University and spent some time as a practicing attorney. Elizabeth is a member of the Columbus State Community College Paralegal Advisory Committee and the Columbus Metropolitan Club. She holds her Ohio bar license and her work, which has recently been published by the Ohio State Medical Association, is entitled *Medical Records: A Comprehensive Guide for Physicians and Office Staff* (January 2015).

Robert Half Legal is a leading provider of legal professionals on a temporary, project and full-time basis and specializes in the placement of lawyers, law clerks, paralegals and legal support personnel for law firms and corporate legal departments. For more information, visit www.roberthalflegal.com.



Jennifer Williams is a recruiter with the Columbus branch of Robert Half Legal, the premier provider of experienced project and full-time professionals for law firms and corporate legal departments.

Jennifer joined Robert Half Legal in April 2015, and is in her first year of recruiting. She graduated with a bachelor's degree in history and political science from Graceland University in Iowa. In 2013, she earned her doctor of law from Toledo University and became a licensed Ohio attorney in 2014. Jennifer currently volunteers with the Ohio Center for Law Education.

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Records Management in the News

Presented by: Martin D. Susec, Assistant General Counsel, Nationwide Mutual Insurance Company

Think poor record keeping practices can only result in a small court sanction or a slap on the wrist? Think again. Using recent news stories of actual companies, certified records manager and attorney, Martin Susec, will highlight some of the real life consequences of poor records management - from the withholding of millions of dollars in tax refunds to wrongful conceptions and births. Martin Susec will break down the stories, identify the records retention issues, review any applicable records retention laws or retention best practices, analyze any of alternative options that could have been made, and highlight where the companies went wrong.



Martin Susec works within the Discovery Management Unit (DMU) of the Litigation Employment Department (LED) of Nationwide Mutual Insurance Company where he advises and supports fellow attorneys and business units, including the Records & Information Management Unit (RIM), on the proper management of information within the enterprise. In that capacity, he handles a variety of electronic discovery and information management matters and proactively assists in reducing corporate litigation costs and risks. Martin researches and consults on new and proposed laws, standards, or regulatory trends within the field of information management and also identifies risks presented by proposed actions of the business. Upon request, Martin also advises, drafts, and negotiates agreements between Nationwide and its vendors regarding information management.

Mr. Susec graduated from The Ohio State University College of Business with a Bachelors degree in Marketing and International Business in 1992 and the University of Akron School of Law in 1996. While attending law school, Martin earned a Masters of Business Administration in Finance at Akron's College of Business. After law school, Martin worked for ten years at the Ohio Attorney General's Office where he specialized in public records law.

Mr. Susec is a Certified Record Manager and has given several presentations before national conferences within the information management industry. Martin is also an active member of ARMA International.