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PRESIDENT'S MESSAGE by Dana Jorna, Pa.C.P.

Dear fellow members,

Happy September! Yes, you read that right, September is upon us, which means fall is right around the corner. I sincerely hope that everyone and their families have been doing well as we continue to navigate this pandemic. While I am sure summer vacations looked a lot different this year than last, I hope you were able to spend time with your families and recharge for the months ahead. September also means that our monthly Board meetings will continue the first Thursday of every month. We have been holding meetings remotely since May, with the hope of in-person meetings beginning in October. If you have any interest in attending a board meeting please reach out to any current board member so we can provide you with the meeting location.

Another sign that summer is nearing its end is that we are nearing MCPA Board elections which take place in our November member meeting and CLE. If you or anyone you know would like to become an MCPA board member, please send a biography and picture to me at: MCPAPres@gmail.com. We would benefit from anyone who is interested in promoting the paralegal profession and has ideas on how to do so. Our meetings are held once a month and usually last an hour. This is a great opportunity to work with professionals from different practice areas and firms as a unit to collaborate and move the organization forward. We are always looking and open to new ideas on how to improve the organization and meet our members' needs.

CONTINUED ON PAGE 2

Lastly, we will be resuming monthly CLEs in September. A flyer should be out soon, if it hasn't been distributed already. I thank everyone for their patience as we navigated the new frontier, webinars! We have been lucky in receiving support from the Montgomery Bar Association, who allowed us to use their platform in the spring and will continue to give us access on an as needed basis for upcoming CLEs. We expect both September and October's CLEs to be webinars. We are looking for someone to speak in November, so if you know of anyone who is interested or have a topic/speaker in mind, we would love to hear from you and would be more than willing to reach out to proposed speakers ourselves.



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“Great vision without great people is irrelevant.”— Jim Collins

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- ◇ Subscription to the National Paralegal Reporter, the official bi-monthly magazine of the NFPA;
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LOCAL PROFESSOR AND STUDENTS LEAVE IMPACT ON CRIMINAL JUSTICE SYSTEM

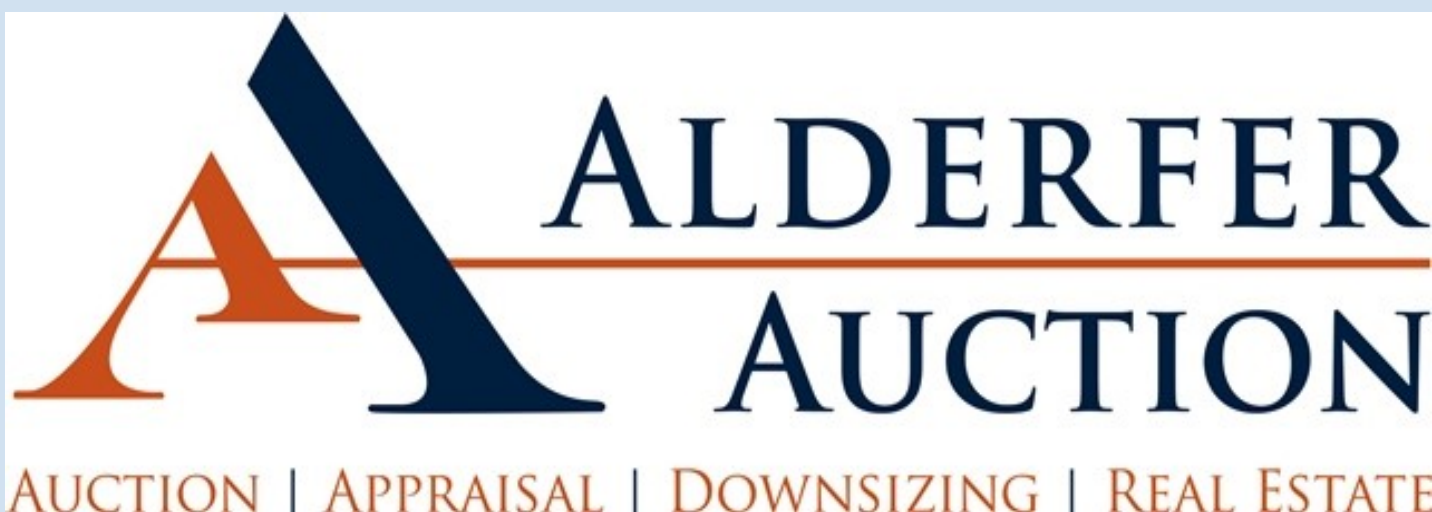


KAREN D. MANZANARES, JUNE 5, 2020

A Brooklyn tale now lives through *The City of Brotherly Love*. Inspired by Jim Inciardi, professor at the University of Delaware, Jill McCorkel continues his mentoring marking her legacy at Villanova University. McCorkel pursued her studies at the University of Delaware specifically to be mentored by James A. Inciardi, professor of Sociology and Criminal Justice and founder of the Center for Drug and Alcohol. Inciardi, born and raised in Brooklyn, New York, was a researcher who conducted seminal studies on drug abuse and criminal activity. Under his mentorship, McCorkel became involved in visiting women inmates as part of an experimental research program. In the course of conducting this research McCorkel met many families who would ask her to look at a case or suggest someone who could help them. This was McCorkel's beginning of a difficult uphill battle; a relay race with our justice system. Inciardi died of cancer in November 2009. However, McCorkel had picked up the baton before his death. She interviewed women inmates throughout the 1990's when mandatory minimums that extended harsh sentences gave rise to mass incarceration in women's prisons. Today, a professor of Sociology and Criminology at Villanova University, she leads her students to volunteer and witness change.

In reviewing cases of females serving life sentences, McCorkel and her students assisted in finding justice for Cynthia Alvarado, a Philadelphia woman sentenced to life in prison without possibility of parole. One night, McCorkel's husband, Brad Mellinger, asked her if she could look up a case – Alvarado's case. It was no coincidence Bellinger had served as a juror on Alvarado's case. He wanted to know what happened, and what her sentence was. McCorkel looked up Alvarado's docket, turned to her husband and said, "Alvarado was sentenced to life without possibility of parole." Bellinger was shocked and in disbelief. He then asked McCorkel if she could make this case part of the many cases she and her students were to review. Of course, McCorkel agreed and started with a letter to Alvarado. In her letter, McCorkel expressed to Alvarado she wanted to review her case and see if she could help. She told Alvarado her husband had served as a juror in her case. Alvarado wrote McCorkel back and approved her contacting her lawyer to see if they could help. Bellinger was not only willing to come forward, but even went as far as consulting an attorney. He wanted to see what he could do to help and made sure he was legally able to discuss the case after serving as a juror. Bellinger was the juror who at the time of trial kept sending the judge questions regarding accomplice liability. He was convinced Alvarado was not guilty of conspiracy and this sentence was unjust. Alvarado's lawyer, while thankful, felt that a juror coming forward in this case would have no influence.

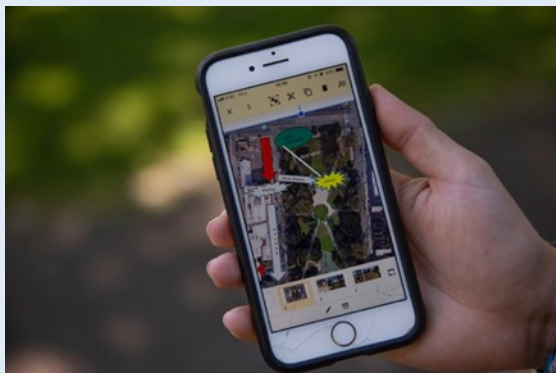
In July 2019, Alvarado's lawyer was successful after filing a Habeas Corpus Petition arguing ineffectiveness of counsel and the improper instruction to jurors interpreting accomplice liability. However, now the District Attorney could either appeal this decision or retry Alvarado. This case was delayed and passed on from one Assistant District Attorney to another, which is not unusual. Finally, an offer was made for Alvarado to plead guilty to third degree murder or the DA's office would move to retry the case.



Again, McCorkel and her husband Bellinger stepped in. They both wrote letters to DA Larry Krasner and the Chief of the Philadelphia Homicide Unit, Anthony Voci. McCorkel wrote her letter from a social science perspective. Bellinger took this chance to confirm and explain the only way he, as a juror, was willing to consider her guilt by accomplice liability was if assisting after the fact would qualify.

Amid all the drama, McCorkel remained calm as Jay Wright. She gathered up her “players” and again reached out to Alvarado’s lawyer to offer their help. The students wanted to help, volunteer and be a “free resource.” Alvarado’s lawyer accepted the help and had the students flag the Habeas Corpus Petition with anything they did not understand, anything they thought was missing, and what, in their opinions, were and weren’t good arguments. The students on their own also did research on the detectives who had investigated the Alvarado case. They found one detective who had worked on Alvarado’s case had been fired due to tampering with evidence and other criminal charges.

The students were extremely involved in not only reviewing the case but also visiting and recreating the crime scene.



A map of the crime scene Villanova students created based on transcripts from Cynthia Alvarado’s trial.

In the final round of negotiations, Alvarado’s lawyer wrapped up a letter to the DA including what students had uncovered regarding the termination of the detective who had worked on Alvarado’s case. The negotiations finally led to a new deal that resulted in Alvarado’s immediate release from prison. In March 2020, right before the rest of the world went on lockdown, Alvarado was freed.


McCorkel and her “team of wildcats” attended Alvarado’s sentencing hearing along with Alvarado’s family and friends.

One student, Anna DalCortivo, now attending the University of Minnesota, flew back to attend the hearing and show support. McCorkel and her students did not stop working and volunteering after “the game was over.” They volunteered their knowledge, their skills, their time, and they showed emotional support and then helped Alvarado with planning and reentry into society.

Amongst all the shutdown of sports and schools, students are now awaiting to return to “practice.” McCorkel is already planning on gathering up her students late this summer and prepared for Fall Semester 2020.



From left, Villanova professor Jill McCorkel, Senior students Ryan Keller, and Hannah Webb, visiting the crime scene at Fairhill Square, where the crime occurred

When:	September 29, 2020 6:00 P.M.	
Where:	Via Webinar	
Topic and Speaker:	PROCEDURES FOR UNCONTESTED ADOPTIONS Presented by Helen E. Casale, Esquire Hangley Aronchick Segal Pudlin & Schiller <i>**Applying for approval of CLE 1.0 (S) by NFPA and Keystone Alliance**</i>	
Cost:	<u>Free</u> for MCPA Members \$10.00 for NFPA affiliated members (evidence required) \$20.00 for non-members	
Collection:	MONTGOMERY COUNTY OFFICE OF CHILDREN & YOUTH To donate supplies to the Montgomery County OCY, please visit their Amazon wishlist at: (https://www.amazon.com/hz/wishlist/ls/1668FD8RG09L6ref=wl_share)	
RSVP:	To register please visit: https://attendee.gotowebinar.com/register/880869752106636299 For any questions, please contact: Jennifer Echikson, Pa.C.P. jechikson@dischellbartle.com	

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EDITOR'S CORNER—WORD OF THE MONTH

ENDOGENOUS

en-DAH-jen-es

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Compassion & Communication – Keys to Dealing with Challenging Clients

Paralegals regularly use communication skills in order to do their job. For example, clients in the throes of divorce generally do not project the best version of themselves. Some behave like overwrought toddlers who missed their nap time: They whine, lash out, reverse course, and demand constant attention. Some behave like this because it is simply their nature—an unfortunate way to navigate life—but mostly it's because of the stress of their current situation. As a paralegal, I have seen it all.

Whether their behavior is a result of their personality or their situation, a little compassion and understanding can go a long way. Top notch communication skills are needed in these types of situations.



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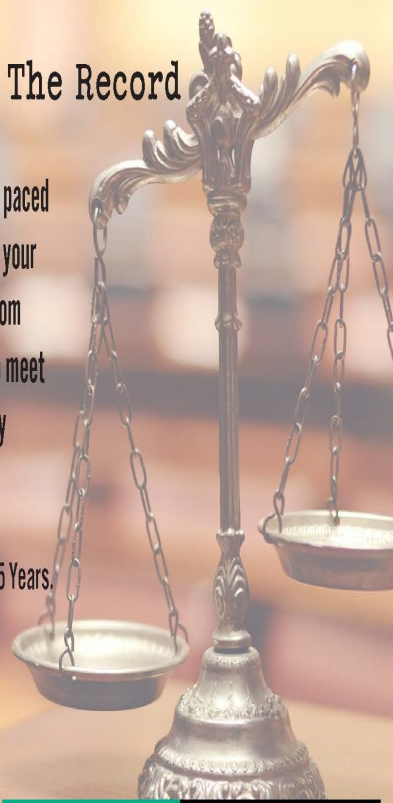
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If a difficult client does slip through, what's the best way to deal with them?

Difficult behaviors can often be attributed to anxiety. Keep your clients in the loop by calendaring time once a week or biweekly to speak with them. Letting clients know that you're thinking about them and that they matter will alleviate some of their anxiety.

Acknowledge the client's feelings and frustrations while gently refocusing them on the task at hand. When a client sobs on the phone about how long their case is taking, say, "It sounds like you're having a really difficult time right now. I'm sorry you're going through that. Finishing your financial disclosures may lighten some of your worries."

Keep a virtual paper trail. After a phone call with a client, memorialize your conversation with a quick email. This is not only a "CYA", but also a reminder to your client (and you) of your discussion and any pending action items.

For those clients who want to speak with you on a daily basis even when there's nothing going on, don't be afraid to let their call roll to voicemail. Respond to them with an email, acknowledging their call and setting up a time to speak the following day.


Of course, the best way to deal with a difficult client is to avoid having them as a client in the first place. Vet new clients carefully. Research if they're involved in multiple lawsuits; if they were rude to the receptionist or intake specialist; and listen to how they refer to others during your initial consult: Is everyone else the "bad" guy? Are they a perpetual victim? If so, politely decline the case and refer them to someone else.

CONTINUED ON NEXT PAGE

If a client moves from being difficult to abusive, it's time to alert the attorney or office manager about the situation. Even the best communication skills sometimes can't diffuse the situation. Most law firms' retainer agreements have a clause that abusive behavior by a client is grounds to terminate the contract. Asking the attorney or office manager to step in to remind the client of the agreement may be sufficient to stop the behavior.

Finally, while we cannot change the behavior of others, we can manage our emotional reactions. Keeping your cool, sense of perspective, and sense of humor will help you handle the most difficult clients and situations.

<https://myparalegalplace.com/>



“...effective communication requires more than an exchange of information. When done right, communication fosters understanding, strengthens relationships, improves teamwork, and builds trust.”

-Liz Papadopoulos, OCT
“Let's Chat”, *Professionally Speaking: The Magazine of the Ontario College of Teachers*,
March 2014 (8).

Published in NFPA Blog: The Paralegal Corner

Maintaining Your Personal Well-Being During Rapidly Changing Times
By Ronell B. Badua

Facing a new reality, the times we are living is now the changing face of a world which is more connected than apart. These are perilous times where public health and global security have consumed headlines from our daily lives leaving us with the feeling of uncertainty or fear of what's to come.

To avoid psychological distress or anxiousness, here are some self-care tips.

Build a Routine

While forgoing your routine commute to work from the comfort of your couch may sound like the ultimate dream, staying productive in a time of isolation or mandated employer guidelines can become easily depressing, difficult and drastically stressful.

Replicate an in-office experience and maintain a clear communication path with your supervising attorney/colleagues. Create a structured daily routine while taking breaks in between.

Keep In Contact

Avoid being too isolated. Stay in contact with a colleague. Social interaction facilitates closeness. Reach out to a colleague that you can text or call if you feel the need to chat. Check in with family and friends, call or Facetime with regularity – they will need it and so will you. Talk to people you trust about your concerns and how you are feeling.

Children

Amid school closures, children and teens become sensitive to times of uncertainty and adults around them. Like adults, our young loved ones react to stress differently. Be extra patient while reassuring them with facts than rumors. Be a role model. Learn more about caring for children in a disaster.

CONTINUED ON NEXT PAGE

Avoid Information Overload

Practice mindfulness and stress management techniques. Learning to focus on your breathing in silence, relaxation and time-management can help you reduce stress. Meditate. Avoid information overload and set time aside to engage with reliable updates. Having a level of detachment from updates (and social media) can help proper balance between your day-to-day routine. Take some time to unwind and do activities you enjoy.

Maintain a Healthy Diet and Take Care Your Immune System

Be overly cautious and respectfully on your stockpile and supplies. Avoid stressful eating, by eating normal, tasty, nutritional healthy food and snacks. Stock up, but don't live off of nonperishable foods. Vitamin D is known to be good source to help your immune system. Eat vegetables first to leave less room for junk food. Create a structure to your eating and portion. Make sure you also have enough sleep and rest.

Exercise

Help your mental health by getting a little fitness. Exercising is a key element in keeping your immune system high. There are sites that provide instructional workouts from the comfort of your own home. Visit your gym's website and see what available instructional videos are posted or view some tips here for everyone.

Household Action Plan

Take steps to protect yourself, your family and community and prevent illness. Do you have a household action plan to protect your family? Create a household plan of action with the guidance of the Centers of Disease Control.

Maintain social distancing, take precautions, perform hand hygiene frequently, adhere to reliable sources and government instructions. Everyone reacts differently to stressful situations. These are trying times and you are not alone. If you are feeling overwhelmed with emotions please call 1-800-985-5990 or text TalkWithUs to 66746. This is temporary and if we are resilient, we will overcome. Be nice to each other, be safe and healthy and most of all, live aloha.

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Dana is a Litigation Paralegal at the law firm Kane Pugh Knoell Troy & Kramer, LLP. She has been a member of the Montgomery County Paralegal Association since 2013, and a board member since 2018. More recently, she has become the MCPA's Job Bank Coordinator and co-chair of the Community Outreach & Pro Bono committee.

***Tracey Barnes, Pa.C.P.—Vice President***

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Tracey is a Paralegal at the law firm of Dischell Bartle & Dooley P.C. in its Lansdale office. She has been an active member since the organizations inception in 1999 and has been a Board Member, Secretary, Treasurer and President. She is currently the Keystone Alliance of Paralegal Associations Credentialing Chair. In 2017, she was appointed as the CLE-Associations Co-Coordinator for the National Federation of Paralegal Associations (NFPA).

***Christopher Gregg—Treasurer***

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Chris works for the law firm, Kane, Pugh, Knoell, Troy & Kramer as a Paralegal. He has been an active board member for the past 3 years and serves as its Social Media Committee Chair. Chris was born and raised in Willow Grove and still resides there with his family and their dachshund Queenie.

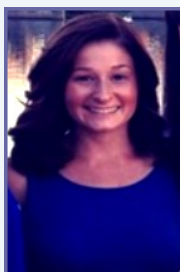
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Deb is a Paralegal at the law firm Kaplin Stewart Meloff Reiter & Stein in its Blue Bell office. She has been a member of the Montgomery County Paralegal Association since 2003, serving as a board member from 2007 through 2011. Debbie has also co-chaired the MCPA Marketing Committee and currently co-chairs the Pro Bono and Community Outreach Committee. She has served as the primary delegate for the MCPA to the National Federation of Paralegal Associations for 10 years.

BOARD OF DIRECTORS**Noreen Messmer, Pa.C.P.**

Noreen is a Paralegal with the law firm of Ford & Buckman, P.C. in Blue Bell and has worked with Sarah Ford, Esquire for over 40 years. She has been a Board member since 2010 and also serves on the Hospitality/Planning Committee. Noreen lives in Blue Bell and is the mother of three and Nana to three granddaughters.

**Trista L. Davis, Pa.C.P.**

Trista is an Estates Administration Paralegal at Kozloff Stoudt Attorneys in Wyomissing. She attended Central Pennsylvania College completing the Paralegal Program and graduated in 2009. In 2014, she received her Pa.C.P. certification through the Keystone Alliance of Paralegal Association. Trista lives in Douglassville with her husband and son.

**Lisa Effrig Lagreca**

Lisa is a Municipal Paralegal at the law firm of Dischell Bartle & Dooley P.C. in its Lansdale office. She recently graduated Summa Cum Laude from Bucks County Community College's Paralegal Program and attends Pierce College. Lisa is a mother of four and grandmother and has been a member of the MCPA since 2018.

**Jennifer L. Echikson, Pa.C.P.**

Jenn is a Family Law Paralegal at the law firm of Dischell Bartle & Dooley P.C. in its Lansdale office. She graduated from Peirce College in 2009 with a Bachelor of Science in Paralegal Studies. She became a certified paralegal through the Keystone Alliance of Paralegal Association in 2015. Jenn is on the planning and outreach committees for the MCPA and is also membership chair of the Family Law Paralegals of Pennsylvania.

**Karen D. Manzanares**

Karen is a Law Clerk for Attorney Michelle A. Fioravanti and recently became a realtor. After graduating from Villanova University she spent 22 years as a law clerk for the Governor's Office, Pennsylvania Department of Transportation (PennDOT) Chief Counsel in King of Prussia.

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