

THE RESOLUTION EXPERTS®

ATLANTA
BOSTON

CHICAGO
DALLAS
INLAND EMPIRE
IRVINE, HQ

LAS VEGAS
LOS ANGELES
NEW YORK
ORANGE

PHILADELPHIA
SACRAMENTO
SAN DIEGO
SAN FRANCISCO

SAN JOSE
SANTA MONICA
SANTA ROSA
SEATTLE

WALNUT CREEK
WASHINGTON DC

BRIDGES

Volume 3 | Issue #3

A newsletter for JAMS Associates | Spring, 2010

In This Issue:

- Editor's Note
Pages 1 - 2
- Our History and Who We Are Today
Pages 2 - 3
- Spring Fever
Pages 3 - 4
- NEW JAMMers - JAMSbook
Pages 4 - 5
- Spring Into Action & Get Organized
Pages 5 - 6
- Julie's Tax Tip
Page 6
- In Memoriam
Page 7

EDITOR'S NOTE: SPRING IS HERE

L. Martinez

"An optimist is the human personification of Spring." ~S. Bissonnette

This quote "rings true" for many during this time of year. It's a "do over", a "fresh start", a chance to be "out with the old" and "in with the new." Spring forward, Spring fever, and Spring cleaning are all terms that people associate with this time of year. This season can instill a sense of optimism about things to come.

In this edition of Bridges, our stories focus on this optimism that also represents the spirit of JAMS, particularly as we begin strong in 2010. While other organizations have, and continue to flounder, JAMS is doing well as Chris Poole recently communicated:

"Our business has proven to be very stable...Clearly, it is too early in the year to identify trends, but we have had such a good start that I am increasingly optimistic that healthy growth is again in our future."

This is great news and sets the tone for the positive things happening at JAMS.

One of our stories focuses on the history of JAMS Society and how "seeds" planted by our founder Judge Warren Knight have "bloomed" into a nationwide benevolent force to be reckoned with. Soon, our clients will be able to see all the good work our associates and neutrals do via a great JAMS Society collateral piece that will be proudly displayed in all of our Resolution

Centers nationwide, providing the well deserved and positive recognition for JAMMers' volunteer efforts.

In another article, Christina Emanuele describes just how meaningful Spring is for our East Coast JAMMers and why it can be such a monumental time for them each year.

The focus of Melissa Milburn's article is "Spring cleaning", for our desk and email inbox, that is, providing tips on dedication to organization, and prioritization with a focus on efficiency.

We once again celebrate our "new kids on the block" with the current edition of JAMSbook, introducing the newest associates that have been added to the JAMS family.

Continued on page 2



Laura Martinez, VP, HR

“Editor’s Note” Continued...

Julie Sager provides her regular “tax tip” that will hopefully help your dollars “grow” for the purpose of college savings accounts, and there is a friendly reminder about our “paperless pay-

roll” conversion coming up in June.

We hope you enjoy this edition of Bridges and continue to encourage you to speak up if you are interested in being a Bridges contributor or simply have a great idea for a feature story or

regular newsletter spot. All ideas and suggestions are welcome.

Looking ahead to a year filled with growth and optimism,

- Laura

OUR HISTORY AND WHO WE ARE TODAY

Planting the Seeds that Grew into the JAMS Society M. Malfatti

“I planted the seed...the associates made it grow...it was really Carolyn’s idea... [and] how proud I am to have such a great crew running JAMS,” says Judge Warren Knight, JAMS Founder, as he reflects back to the inception of the JAMS Society and what it contributes to JAMS core values as a company; one he describes so fittingly, as being a “good neighbor.”

JAMS Society Captains nationwide do a great job keeping us involved and updated with events and information about how our contributions and dedication positively impact our local communities. You can quickly glance

on the JAMS Portal homepage and see that JAMS Society was created in 2002 to recognize and support volunteer efforts and community involvement of our associates. As a tribute to the JAMS Society, let’s take this moment to learn about JAMS Society’s roots which stem from a simple idea Judge Knight shared with his wife, Carolyn, almost 10 years ago. The following words of Judge Knight celebrate the ongoing efforts and recent collaborations of our JAMS Society members:

“One evening at dinner...my wife Carolyn mentioned that a charitable orga-

nization she was involved with had its genesis in an employee group from a large local institution. I mentioned this to my SMT and the JAMS Society was born. It then served as the catalyst to get the panelists motivated to start the JAMS Foundation. I can’t begin to tell you how proud I am personally of (our associates and neutrals)...I never imagined I’d be reading such a wonderful report as was just forwarded to me concerning the commitment of so many...It means more than you realize for me to know that the folks who run the engine of the firm I started have

Continued on page 3



Haiti Relief Fundraiser: The SF JAMS Society Captains, Julie McCool, Erin Walsh and Lucia Fischer, hosted a guest bartending fundraiser in North Beach and raised over \$600.



JAMS Founder, Judge Warren Knight



St. Jude Fundraiser: Ginny Drew and Christine Turlo support a JAMS Society fundraiser for the Irvine JAMS Society chapter.

“Our History” Continued...

banded together and done so much for so many. My most sincere thanks and deepest gratitude to (all) for being such good neighbors. I am proud of (our associates). This is what puts a ‘heart’ in JAMS. Well done!”

The extent of the JAMS Society’s impact on our communities is difficult to contain in email updates and newsletters, because each minute of volunteered time and dollar contributed affects the lives of so many in need. When we consider the recent devastations in our global communities such as the Haiti earthquake; diseases that affect millions (i.e. our partnership with the Susan G. Komen Foundation for cancer research); and our local assistance with schools and children in need, just to mention a

few of our projects, the JAMS Society truly makes us feel personally connected to the community through volunteer efforts. This helps us to feel good about being part of a company that cares not only about its people, but our “neighbors” as well.

A great example of the exponential impact the Society can have is demonstrated by one of our recent efforts that answered a need for relief in devastated Haiti as a result of a catastrophic magnitude 7.0 earthquake. What started as a “small seed of desire” to help, grew into a group effort that raised over \$20,000 in relief funds for the Haitian people. This is not the only project of impact. Other society chapters have donated clothing to children in need in Uganda, participated in international

ocean clean-ups, raised funds for St. Jude’s Research Hospital, and one Society chapter is supporting an inner-city teacher who practices special education inclusion for a pre-Kindergarten classroom.

All of the wonderful projects previously mentioned are merely a “snapshot” of the many efforts our JAMS Society captains voluntarily organize on a regular basis with a goal of making a difference in the lives of those in need. As a company, we celebrate our JAMS Society captains and members for your continued dedication to one of JAMS core values, “giving back”. Thank you to Judge Knight for initially “planting the seed”, that has grown into so much help for our local communities.

SPRING FEVER

C. Emanuele

Spring has sprung! For many JAMmers, this may not seem like anything monumental, but for East/Central (E/C) JAMmers there is a definite sigh of relief when the treacherous winter is finally over. We annually endure a harsh winter season from Mother Nature. Wearing multiple layers of clothing to stay warm as well as heavy snow boots as we trudge to work through several feet of snow, gets old quickly. In our region we have experienced commuters stranded due to cancelled flights. Buses and train service suspended, multiple school closings, power loss, dangerous driving conditions, and businesses, including our Federal Government, taking unheard of “snow days”. It’s true, our

Nation’s Capital was basically closed for business for several days because of snow. Now it seems just as the temperature is rising, the rain is flooding in. We saw record snowfall in the month of February and then experi-

enced record rainfall in March. Would you believe some people even have to use rowboats to get to their homes in parts of Rhode Island and New Jersey? It’s true, which begs the question,

Continued on page 4



Photos after a snow storm in New Jersey taken by author, and her dog Daisy.

“Spring Fever” Continued...

“Can the E/Cers catch a break?”

I am happy to report that there is a glimmer of hope and that hope is Spring.

Springtime in the E/C region brings promise of good things to come. The air no longer forms ice crystals in your nose, but instead is filled with the fragrance of blooming trees, and fresh grass. We are awakened by the sound of birds chirping instead of snow plow trucks. We are thrilled to be able to wear regular shoes when walking to work. Our bodies feel lighter as we peel off layers of clothes to expose our skin

to the sun, and vitamin D, for the first time in several months. We can now walk confidently on the sidewalks and streets, no longer displaying the “side step shuffle” necessary to avoid a dangerous fall on black ice. Am I exaggerating? No, this is truly the profound effect this season has on E/Cers.

On the first nice day of the season, a frenzy of people escape outside, eager to experience the beginning of Spring. Suddenly restaurants become “hot spots” for outdoor dining. Previously abandoned playgrounds are now filled with children’s voices, full of life. Many adults are excited to “dig out” golf clubs,

tennis racquets and running shoes that have been hibernating in closets since the holidays. In the East, everyone seems to have an extra “pep in their step” and smiles on their faces.

Is it possible sunshine is responsible for all of this? It is amazing what warm weather will do to people stuck inside for a few months. E/Cers begin to display a different mentality inside and out, a rejuvenation of sorts. Are they sick? Do they need medical attention? Not at all. This, my friends, is what we E/Cers call Spring Fever and we never want to be cured!

jamsbook M. Bowen

Welcome to all of our newest JAMmers! In this edition of Bridges, the following question was posed to our newcomers, “What does Spring mean to you?” Here’s what some of the newest JAMS team members had to say. Enjoy!



Ian Kizu-Blair, AACS, San Francisco Resolution Center:

“I celebrate Spring by randonneuring (long distance cycling), and backpacking in the Sierras. I also enjoy the sunshine, and sitting out on the fire escape with my cat Tarden.”



Nichelle Brown, AACS, Los Angeles Resolution Center:

“I LOVE SPRING! My Spring cleaning consists of cleaning everything, from files and old clothes to mental, spiritual and financial reassessments. It’s my time for renewing EVERYTHING!”



Todd Drucker, PDM – EC Region/New York Resolution Center:

“Spring is a time for renewal. For me, that means heading outdoors as much as possible with friends and family. It’s also about finding additional energy to dedicate to work and life. Take advantage of the opportunity and head outside!”



Jon Moss, BM, Chicago Resolution Center:

“Since it is finally warm enough to go outside, my goal this Spring is to forgo the Spring cleaning and immerse myself in Chicago’s culinary culture. I plan to spend some quality time eating deep dish pizza, Chicago style hot dogs (with all the trimmings), Italian beef sandwiches and hopefully some nice BBQ. Once in a while I will try to get in some golf – I have to do something that resembles exercise at some point.”

J jamsbook continued



Noebeth Toro, AACS, New York Resolution Center:

“Springtime is one of my favorite seasons. Most likely because it brings about feelings of renewed interests and new beginnings. This Spring I plan to take as much advantage of the fact that I live in one of the greatest cities in the world and take the time to really see New York through the eyes of a tourist. After living here for over 20 years it’s sad to say that my relatives from out of state know more things about New York than I do!”



Seamus Tuohy, AACS, San Francisco Resolution Center:

“I take long walks down to the beach at sunset, and ride horses bareback in the ocean’s break. That, or, read a book in my backyard with a glass of wine.”

SPRING INTO ACTION & GET ORGANIZED M. Milburn

Now that Spring is here, many people begin to think about “Spring cleaning”. The term “Spring cleaning” usually invokes thoughts of “cleaning house”, but it’s also a good time to clean up your desk or inbox.

Every day we encounter more and more information. Many feel they are “too busy” to take the time to organize the info right away so it just begins to pile up either on desks, and/or in email inboxes. Desktops begin to look like a “war zone”. I personally have experienced this

struggle. There are some who are of the philosophy that ‘a cluttered desk is a sign of a cluttered mind.’ Conversely, many see nothing wrong with piles of paper covering their desktops, even spilling onto office chairs, and cubicle floors. They use terms like “creative”, and quote adages like ‘a cluttered desk is a sign of genius’ and ‘a messy desk is only a sign of a messy desk.’ Regardless of the philosophy you embrace, I think we can all agree that almost everyone can benefit from reducing clutter. It is important to do what works for you as long as you are being efficient. Here are a few fundamental guidelines that apply to both ends of the spectrum:

DESK:

- **DESIGNATE:** One desk drawer to office supplies. Keep pens in a holder and dispose of out of ink pens.
- **REARRANGE:** For ergonomical purposes, experts recommend

you place your computer at a 90 degree angle to your desk. If you’re right handed, place your phone on the right side of your desk; do the reverse if you’re left handed.

- **DEDICATE:** A specific time for desk cleanup, putting it on your calendar makes it a priority.
 - When the time comes, create space for the following files (Keeping in mind the question: Do I have this somewhere else or can I get it from someone?):

“*Working papers*” – These are papers that are needed for ongoing work.

“*Reference papers*” – These are papers that may be needed in coming weeks.

“*Archive papers*” – These are papers that are important but

Continued on page 6



“Spring Into Action” Continued...

- to which you probably no longer need to refer.
- Go through every piece of paper on your desk, place each one in the appropriate file. Evaluate each piece only once. Most experts say you should trust your gut about this first evaluation, don't file away to say you will decide later. Your first instinct is usually the best for this.
 - Start with the oldest documents, those are usually the farthest from your chair.
 - Throw out those papers that are of no use, or that exist elsewhere. If you really don't need it, toss it (or shred if appropriate.)
 - File all loose papers. Since “working papers” represent

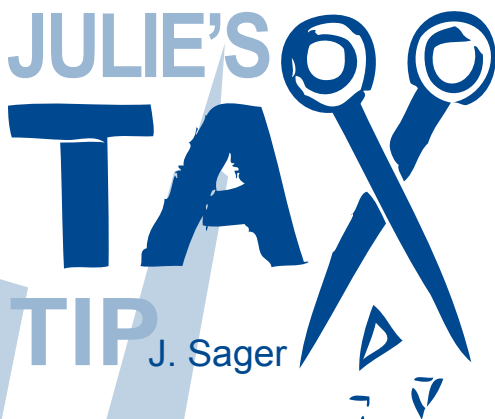
80% of your work, file them in your desk or within arm's reach. Store reference papers in a your filing cabinet. Box your archive papers, and store under your desk.

EMAIL INBOX:

- **SET UP:** Create a folder system within your inbox so that you are able to organize your task-related and reference emails.
- **SCHEDULE:** Uninterrupted time to process and organize your email daily.
- **THE FOUR D's OF DECISION MAKING:**
 - **Delete** it: Does the message contain information that you can't find elsewhere; contain information that you will need in the next six months or have information that you are required to keep? If not delete it.

- **Do** it: Can I DO IT in less than two minutes? If you can, just do it now.
- **Delegate** it: If you can delegate it, delegate it right away and then delete the email or move it to a reference folder.
- **Defer** it: If it is something that you cannot complete in under 10 minutes, defer it and deal with it after you are done processing your e-mail.

Your desktop doesn't have to be sterile and completely devoid of paper, although it can be if that helps. Your goal is to organize your desktop so it maximizes your efficiency. If that means a few more piles on your desk than the person next door, that is okay - provided everything you kept helps you meet your goal of increased efficiency. Happy organizing!



College can be very expensive. Unfortunately I know from experience. But there are better options for investing now than there were 20+ years ago. Consider a 529 Plan.

A 529 Plan is simply an investment account for college savings sponsored by a state or state agency. Although your contributions are made with after tax dollars (which is not different than putting money in a savings account), the investment grows tax deferred and is federally tax free if the money is used for qualified higher education expenses. You control the account and designate the beneficiary. Change your mind? You can change the beneficiary. The account owner, **YOU**, maintains ownership. There are many invest-

ment options available and many states offer their own plan. You can participate in your state's or any number of states' plans. It's easy to enroll and information is available through your state provider. In California it is www.scholarshare.com.

For those Grandparents out there, this is a good way to help the grandchildren off to a great start. Gift tax limits for contributions are increased substantially and there can be other benefits.

Now is the best time to start saving.

IN MEMORIAM M. YVONNE CLEMENTE

ADR CONSULTANT, SOUTHWEST REGION

September 29, 1970 – April 3, 2010 | Years of Service at JAMS – October 1990 – July 2009

“Memory is a way of holding on to the things you love, the things you are, the things you never want to lose.”

Those who had the privilege of working with Yvonne knew that she filled many essential roles to her colleagues, clients, and neutrals as well -- mentor, teacher, mediator, trusted confidante, champion, and consummate professional. She was an invaluable asset to JAMS and “a light” to all those who had the joy of knowing her. Yvonne left an indelible imprint on all of our lives. May our fond and positive



memories of her remain in our hearts forever.

“God saw you getting tired and a cure was not to be. So He put His arms around you and whispered “come to me.” With tearful eyes we watched you, and saw you pass away. Although we loved you dearly, we could not make you stay. A golden heart stopped beating, hardworking hands at rest. God broke our hearts to prove to us, He only takes the best.”

**We will miss you, dear Yvonne.
Love your JAMS Family**



Friendly Reminders

Paperless Payroll Rollout

Period Worked	Pay Day
May 16 - End of Month	May 31, 2010 (full paycheck)
June 1 - 8, 2010	June 15, 2010 (hold back)
June 9 - 23, 2010	June 30, 2010
June 24 - End of Month	July 7, 2010
July 1 - 15, 2010	July 22, 2010
July 16 - End of Month	August 7, 2010
August 1 - 15, 2010	August 22, 2010

From this point forward, our paydays will be on the 7th and 22nd of every month. Please remember to change your payment billing cycles prior to the rollout date.

Have a great idea?
Remember to send
your idea to our
JAMS
Suggestion
Box