



2015 Human Resources & Security Conference

July 16-17, 2015

The Ritz-Carlton, New Orleans

Thursday, July 16, 2015

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>
9:00am - 10:00am (Joint)	Elder Abuse Red Flags Lois Simpson, Advocacy Center <i>Audubon (1st Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	Moving from Satisfaction to Engagement to Retention: The HR Leader's Role Paul Hasney, Imagine Consulting, LLC <i>Fountainbleu (1st Floor)</i>
11:30am-1:00pm (Joint)	Luncheon with Security Awards and Sponsor Spotlight <i>Salon I (2nd Floor)</i>
1:00pm - 2:00pm	Foibles & Frustrations, or Strengths & Skills? A View Through a Different Lens Emily Stich, The Protocol & Etiquette Institute, LLC <i>Fountainbleu (1st Floor)</i>
2:00pm - 2:15pm	Break
2:15pm - 3:15pm	Affirmative Action Plan Changes Bobbie Ibieta, Pinnacle HR Consulting Services <i>Fountainbleu (1st Floor)</i>
3:15pm - 3:30pm	Break
3:30pm - 4:30pm	Understanding I-9 Violations & Penalties Patricia Bollman, Patricia A. Bollman, a Professional Law Corporation <i>Fountainbleu (1st Floor)</i>

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8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>
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10:00am - 10:15am	Break
10:15am - 11:15am	Fraud is Here to Stay Jeff Aucoin, Horne LLP <i>Broadmoor (1st Floor)</i>
11:30am-1:00pm (Joint)	Luncheon with Security Awards and Sponsor Spotlight <i>Salon I (2nd Floor)</i>
1:00pm - 2:00pm	HSIN and the New Louisiana Drivers Licenses/IDs Sgt. Jared Sandifer, Louisiana State Police <i>Broadmoor (1st Floor)</i>
2:00pm - 2:15pm	Break
2:15pm - 3:15pm	Credit Card Fraud Kevin Bodden, Sr. Special Agent, United States Secret Service <i>Broadmoor (1st Floor)</i>
3:15pm - 3:30pm	Break
3:30pm - 4:30pm	Crime Trends Mark Woodward, 3SI Security Systems <i>Broadmoor (1st Floor)</i>



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Friday, July 17, 2015

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>
9:00am - 10:00am	FLSA, FMLA & Unemployment Compensation Fred Preis, Breazeale, Sachse & Wilson, L.L.P. <i>Fountainbleu (1st Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	Industry Trends in Staffing the Retail Bank Branch Jamie Eads, Bancography <i>Fountainbleu (1st Floor)</i>
11:15am - 11:30am	Break
11:30am - 12:00pm	Well-Ahead Louisiana Renee Underwood, Louisiana Department of Health and Hospitals - Office of Public Health <i>Fountainbleu (1st Floor)</i>
12:00pm - 12:30pm	Roundtable Discussion <i>Fountainbleu (1st Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast & Registration <i>Broadmoor Foyer (1st Floor)</i>
9:00am - 10:30am	Using Crime Prevention Through Environmental Design (CPTED) to Make Our Banks Safer Carol Dodgen, Dodgen Security Consulting, LLC <i>Broadmoor (1st Floor)</i>
10:30am - 10:45am	Break
10:45am - 11:15am	Roundtable Discussion <i>Broadmoor (1st Floor)</i>
11:15am - 11:30am	Break
11:30am - 12:30pm	Cyber Security: What you Need to Know Lisa Traina, Traina & Associates <i>Broadmoor (1st Floor)</i>

Who Will Benefit

Human Resources Managers/Directors; Additional Human Resources Staff; Security Officers; Security Staff

Conference Sponsors



ADMIRAL SECURITY SERVICES





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Conference Highlights

Joint Session:

- **Elder Abuse Red Flags - Lois Simpson, Advocacy Center - Thursday, July 16, 2015 - 9:00am-10:00am**
This session will focus on the definition, prevalence, and common signs of elder abuse, and will provide answers to frequently asked questions, including how to report the abuse of seniors

Human Resources Tract:

- **Moving from Satisfaction to Engagement to Retention: The HR Leader's Role - Paul Hasney, Imagine Consulting, LLC. - Thursday, July 16, 2015 - 10:15am-11:15am**
In today's workplace employee satisfaction is not good enough. Satisfied team members must move to the engaged level because engaged team members add more value and are more likely to stay. What can HR leaders do to help their organization move from satisfied to engaged? In this presentation the focus will be on daily practical activities that HR leaders can do to "move the needle" from satisfaction to engagement. Ideas presented include: The difference between satisfaction and engagement; keys to "moving the needle"; the HR leader's role in engagement; and what can the HR leader do to retain the best and brightest?
- **Foibles & Frustrations, or Strengths & Skills? A View Through a Different Lens - Emily Stich, The Protocol & Etiquette Institute - Thursday, July 16, 2015 - 1pm-2pm**
Our differences are the only things we have in common. But do we see them as irritations, aggravations and something to change in other people? Or can we help managers recognize and develop their staff's skills and strengths while shaping their team into a more cohesive whole? Find out in this interactive and engaging session that will fill your toolbox!
- **Affirmative Action Plan Changes - Bobbie Ibieta, Pinnacle HR Consulting Services - Thursday, July 16, 2015 - 2:15pm-3:15pm**
This session will include a brief overview of affirmative action, the new regulations and how will they affect you. It will also cover the new OFCCP Scheduling Letter and Itemized Listing as well as what's on the horizon.
- **Understanding I-9 Violations and Penalties - Patricia Bollman, Patricia A. Bollman, A Professional Law Corporation - Thursday, July 16, 2015 - 3:30pm-4:30pm**
Proper completion and maintenance of an employer's Form I-9s (Employment Eligibility Verification Form) has never been more critical than it is now. In the past few years, Immigration and Customs Enforcement has begun the random inspection of Form I-9s and has been imposing substantial sanctions for violations. Most I-9 audits find numerous violations in an employer's Form I-9s because personnel completing the Form I-9 are unaware of many of the statutory requirements. In addition, E-Verify adds another level of compliance that employers must make sure they are handling properly. Ms. Bollman will discuss the legal requirements for I-9 and E-Verify compliance and current cases that have had an impact on I-9 and E-Verify compliance and penalties.
- **FLSA, FMLA & Unemployment Compensation - Fred Preis, Breazeale, Sachse & Wilson, L.L.P. - Friday, July 17, 2015- 9:00am-10:00am**
The most significant labor/employment issues facing Banks today include Federal Wage & Hour Compliance, Family and Medical Leave Act expansion, and Unemployment Compensation claim handling. This session will cover those matters including the latest updates and other issues with which HR deals with on a daily basis.
- **Industry Trends in Staffing the Retail Branch Bank - Jamie Eads, Bancography - Friday, July 17, 2015- 10:15am-11:15am**
This session will focus on the state of the retail bank branch, from a staffing, productivity and efficiency standpoint as well as provide a briefing of trends related to how the branch is and should be staffed in the future. It will also discuss the impact and importance that Human Resources personnel can have in working with Retail Administration on all the staffing changes occurring in the retail branch.



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Human Resources Tract (Continued)

- **Well-Ahead Louisiana - Renee Underwood, Louisiana Department of Health and Hospitals - Friday, July 17, 2015– 11:30am-12:00pm**

Well-Ahead Louisiana is a campaign started by the Louisiana Department of Health and Hospitals aimed at improving the health and wellness of Louisiana citizens. Well-Ahead Louisiana promotes and recognizes smart choices in the spaces and places we live and work every day that make it easier for us all to live healthier lives, from going tobacco-free to ensuring healthy lunch options or supporting workplace fitness programs.

- **Roundtable Discussion - Friday, July 17, 2015 - 12:00pm-12:30pm**

This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the human resources area.

Security Tract:

- **Fraud is Here to Stay - Jeff Aucoin, Horne LLP - Thursday, July 16, 2015 – 10:15am-11:15am**

This session will focus on the profile of the typical fraudster lurking within your organization, common schemes in the banking industry, and other risks overlooked by most banks. The session will also include exercises to engage participants and help them fight fraud upon returning to the office.

- **HSIN and the new Louisiana Drivers Licenses/IDs - Sgt. Jared Sandifer, Louisiana State Police - Thursday, July 16, 2015– 1:00pm-2:00pm**

This session will discuss the security features of the new Louisiana drivers license/IDs as well as HSIN.

- **Credit Card Fraud, Senior Special Agent Kevin Boddin, United States Secret Service - Thursday, July 16, 2015– 2:15pm-3:15pm**

A presentation on recent incidents along the I-10 corridor between Texas and Louisiana, involving the organized trafficking of counterfeit, re-encoded credit cards, a history of US Secret Service and their duties and presence in the state of Louisiana.

- **Bank Robbery Crime Trends - Mark Woodward, 3SI Security Systems - Thursday, July 16, 2015– 3:30pm-4:30pm**

Join us for this session led by Mark Woodward, Regional Coordinator for 3SI Security Systems' Law Enforcement Division, who will discuss the various crimes that are related to robberies in the United States, what 3SI is seeing as a company and how to catch the criminals that are committing these acts. Robberies can be very dangerous and costly whether in the financial or retail world.

- **Using Crime Prevention Through Environmental Design (CPTED) to Make our Banks Safer - Carol Dodgen, - Dodgen Security Consulting, LLC Friday, July 17, 2015– 9:00am-10:30am**

Crime Prevention Through Environmental Design (CPTED) is defined as the proper design and effective use of the built environment to deter crime. Applying this philosophy can lead to a reduction in fear and actual occurrence of crime. We will discuss the principles of CPTED and how to apply these principles to make your bank more inviting to customers and less attractive to criminals.

- **Roundtable Discussion - Friday, July 17, 2015 - 10:45am-11:15am**

This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the security area.

- **Cyber Security: What you Need to Know - Lisa Traina, Traina & Associates - Friday, July 17, 2015– 11:30am-12:30pm**

Cybersecurity is a huge issue and the FFIEC is expecting much more of financial institutions concerning preparedness for cyber events. It is no longer just an "IT" issue. This session will provide the basic facts you need to know to help your bank prepare. Topics will include why breaches are now considered inevitable, the current threat landscape, top information security myths and prevention and protection.



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Registration Information *(for additional registrations, please make copies)*

Registrant 1

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____
 Cell Phone _____

Registrant 2

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____
 Cell Phone _____

Payment Options

Check (Made payable to the Louisiana Bankers Association)

Visa MasterCard American Express

Card # _____ Expiration Date _____

Amount to be charged on card \$ _____

Name on Card (Please Print) _____

Billing Address _____

Signature _____

Registration Fee

\$350, per LBA member
 \$650, per non-member

Registration Fee

\$350, per LBA member
 \$650, per non-member

Location

The Ritz-Carlton, New Orleans
 921 Canal Street
 New Orleans, LA 70112

Cancellation Policy

Due to commitments we must make to secure a class, we need your help. If you must cancel your registration, please do so by July 10, 2015 to avoid a \$150 cancellation fee. Any registrant who does not cancel will be billed the full registration fee and sent the manual. Substitutions are welcome at no additional charge.

Submit registration and view roster in the Education Section of LBA's Website, www.lba.org

Room Block Information at The Ritz-Carlton, New Orleans

For Reservations: Call (800) 826-8987
(Mention Louisiana Bankers Association HR & Security Group)

Or Book Online:

For Deluxe King Accommodations (Group Code: SUCSUCA):
 Online Reservation Link:
<https://reservations.ritzcarlton.com/ritz/reservation/availability.mi?propertyCode=MSYRZ&groupCode=SUCSUCA>

For Deluxe Double Accommodations (Group Code: SUCSUCB):
 Online Reservation Link:
<https://reservations.ritzcarlton.com/ritz/reservation/availability.mi?propertyCode=MSYRZ&groupCode=SUCSUCB>

The LBA has contracted for a set number of sleeping rooms at The Ritz-Carlton, New Orleans based on the last few years' attendance. We will monitor the room pickup and add rooms if available. We encourage you to make your reservations early to receive the LBA's discounted rate of **\$139.00+ tax**. The deadline for the room block is **June 23, 2015**. After that date, reservations will be made based on availability and the hotel may not be able to honor the discounted rate.