



President's Column:

By Jennie A. Eichelberger



The practice of law as we know it seems to slowly be getting back to normal. In-person trials have resumed and are increasing with more frequency across Mississippi. Other court proceedings and depositions are transitioning from virtual zoom to in-person proceedings. Law firms are transitioning from remote work to being back in the office. While things are returning to the pre-pandemic practice of law, I find myself wondering which of the modifications made within the court system and law firm structure we will see going forward. I imagine that courts may continue to use zoom for conferences and motion hearings, and we will see more client conferences on zoom. Expenses can be saved on cases by conducting depositions by zoom. It will be interesting to watch and see how this pandemic evolved the practice of law.

CABA was thrilled to host our first in-person event at our Annual Golf Tournament on March 22 at The Country Club of Jackson. The turnout was fantastic for the tournament with 104 registered golfers who enjoyed a

fun afternoon of golf and beautiful weather. Thank you to Jake Bradley, the chair of the event and to John Hawkins as co-chair of the event. We are pleased to be able to dedicate the proceeds of the golf tournament to the Mississippi Volunteer Lawyers Project.

Judge LaKeysha Greer Isaac and Alison O'Neal, co-chairs of the Women's Initiative Committee organized a CLE entitled "Switch Off COVID-19 Stress" which was held by zoom on February 25. The attendees heard from a qualified line-up of speakers and was very well attended.

The Evening Honoring the Judiciary will be held on May 13 at The Country Club of Jackson and we hope that you will join us. The event will feature "A Conversation with Rob McDuff and Wayne Drinkwater." There will be safety measures in place to address COVID-19 concerns and adhere to local regulations. Watch for your invitations and don't forget to RSVP as advance registration is required this year.

The Diversity Committee is planning a couple programs via zoom so watch your inbox for announcements of these upcoming events.

Thank you to the CABA Board, our committee chairs and members and our Executive Director for all their hard work to ensure that we have a successful year. 🍀

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Evening Honoring the Judiciary

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An Evening HONORING the
JUDICIARY Banquet



Thursday, May 13, 2021 at 7:00pm • Country Club of Jackson

Back in the Saddle, Again

By Terryl Rushing

More than a year ago, on March 24, 2020, to be exact, employees at the Cochran Courthouse in Jackson were advised to snatch up their laptops and head home to telework. Since then, as so many of us have done, I managed to set up a pretty nice home office. It started out in the dining room, right in front of the bay windows. Yeah, I knew that was the only place where the Christmas tree would work, but who knew we'd still be doing this December? Then my base of operations had to be moved to a spare bedroom, which had to be painted. And decorated. There was only one small window, rather than a large bay window with a southern exposure. The lighting was so bad, I had to install some more fixtures, so that I would look 30 on Zoom calls. Okay, 40. Ish... So what would happen just as I put the finishing touches on my home office?

As the numbers of COVID19 cases began dwindling, this past Monday, March 15, we were advised to drag our laptops back, along with ourselves, to the courthouse. So, Sunday night, I began gathering supplies for the first day back. The essentials—coffee, cream, sweeteners, snacks, TUMS... Oh, better pack up the laptop. And shoes; I'll probably need those. And real clothes, with appropriate undergarments. No more Jammie Justice. And the badge, without which entry to pretty much everything is denied.

Monday morning, I crept in quietly before 8:00 to avoid one of those awkward, stay in your corner, elevator rides. Well, as quiet as you *can* be with four full bags of absolutely essential items. After the bags were dumped on the floor, I re-introduced myself to the Keurig. I hit the power button, and its green eye stared at me, unblinking, as if to challenge my return. At least my favorite coffee cup was still there.

The next stop was the fridge (notice I haven't actually cranked up the laptop yet). Thankfully, I had tossed all the perishables during one of my quarantine visits, so there were no "It's either very old meat or very new

cheese" decisions. The freezer? There's some frozen lunches up there that I'll wade through, but I've discovered that even frozen stuff can deteriorate in a year. The food cupboard has some items that are, no doubt, sketchy at this point, but I'll save the expiration and best-by date review for another day, although I have learned that soft drinks, like beer, can get pretty skunky with age.

When I walked into my office and flipped the switch, the lights blinked at me before coming on, as if annoyed to be awakened. Okay, to the desk, which is surprisingly clean—the product of another quarantine visit. My office phone is apparently unplugged from some vital piece of equipment and not working—a fact that I had noticed months ago and refused to report, so that I wouldn't have to learn how to check messages remotely. Guess I'll have to call—wait, email—about that. Finally, I could sit back in my chair to assess the new situation.

Things have changed.

The return to work directive is not universal, so many of the people who would normally be at the courthouse are still working from home. The parking lots are only half-filled, and the hallways are pretty empty, as is the "smoker's lounge" on the south side of the building. A couple of my work buddies retired during quarantine, so there will be fewer distractions up here, but a lot less fun. My battery powered wall clock died, neglected and alone, while I was gone. My office plant would have joined it if I hadn't snagged it early on and taken it home, but the fake ficus is thriving, thank you very much. Since I wasn't here last fall, I didn't order a new Day Planner. And now, are you kidding me? They're all out of stock. Well, except the one with the Mandalorian on the cover. He's actually kind of cute; maybe I can find a Barbie lunchbox to go with it.

I'll be re-learning to work in an 8-hour shift, rather than 3 hour shifts with a walk, or a load of laundry, in between. And I miss my wingman—the dog who has let me bounce ideas off her for months, so long as I drop the occasional piece of sandwich. Greeting our mail

carrier had become a high point in my day; I'm sure she's going to miss me. And I had gotten to know my neighbors, the checkers at Kroger, and the Waste Management guys. Now I have to re-learn the names of everybody up here.

Apparently, I've changed during the last year, too. It's only been a year, right? About halfway up the stairs yesterday, it felt like I was ten years older, kind of like Rip Van Winkle. Years ago, I spent two fun-filled hours in one of the elevators in this building, so I resolved to take my phone with me every time I rode one. Now I've resolved to take it with me every time I enter a stairwell, in case I need to call for help. The doors have gained weight, too; at least, they're heavier than they used to be, and I've had to enlarge the fonts on my monitors another 25%.

Somebody asked me yesterday if I was "back back." Like, permanently. I'm not sure at what point can we be confident that there will not be another surge, or some other need to telework. But for now, I'm "back back." And I celebrated by brushing my teeth with Jackson water. 🍃



The Rollback of Agency Deference

By D. Nathan Smith¹



In its 2018 decision, *King v. Miss. Military Dept.*,² the Mississippi Supreme Court, in one fell swoop, announced “we abandon the old standard of review giving deference to agency interpretations of statutes.”³ The Court, overruling *Miss. Methodist Hosp. v. Miss. Div. of Medicaid*,⁴ defined this “old standard” as a duty of deference, which derives from the realization that the everyday experience of the administrative agency gives the agency familiarity with the “particularities and nuances” of the problems committed to its care *which no court could hope to replicate*. (emphasis mine).

There’s a lot to process in this announcement. The overruled case, *Miss. Methodist Hosp.*, speaks to the *decision* of an administrative agency. This decision is reached by an application of law (typically statutory) to facts by the agency. Agencies’ interpretations of statutes are reflected in several ways, including written regulations, technical bulletins, informal oral advice, letter ruling requests, and both published and unpublished opinions on internal appeals. According to the *King* court, agency interpretations of statutes are entitled to no deference, and are essentially reviewed *de novo* anytime an appeal is made beyond the agency. However, the nuts and bolts of how

this plays out are less clear. For example, does *King* apply only to the agency’s interpretation of a statute in reaching its decision? Or does *King* non-deference (to coin a phrase) also apply to written regulations which the agency has promulgated in order to interpret statutes? Let us dig a little deeper into the Court’s reasoning.

King’s plaintiff was dismissed from her employment at the Mississippi Military Department because, in the opinion of the Adjutant General, she used her supervisory position for personal gain. Aggrieved, she appealed to the Mississippi Employee Appeals Board, claiming that she was a state-service employee. The Department argued, and the Board agreed, that the Board did not have jurisdiction to hear the appeal. The appeal made its way through circuit court, where it was again affirmed in favor of the Adjutant General, and finally was appealed to the Mississippi Supreme Court.

At issue was the interpretation of potentially “conflicting” statutes. *King* claimed that Miss. Code Ann. § 25–9-107(b) did not specifically exclude her position from state service, and if she was a state service employee, she was entitled to review by the Board. The Department, on the other hand, argued that Miss. Code Ann. § 33–3-11(a) specifically provides that the Adjutant General may remove any employee of his department “at his discretion.” The court found, correctly, that “the terms of a specific statute control the terms of a general statute.” Thus, Miss. Code Ann. § 33–3-11(a) trumps the inference in Ms. *King*’s favor under Miss.

Code Ann. § 25–9-107(b), and the Adjutant General may terminate her employment at his discretion and without review.

Since the Supreme Court *agreed* with the Board’s decision that it lacked jurisdiction, and agreed with the circuit court’s affirmation of the Board’s decision, it wasn’t necessary for the court to “abandon” a standard of review to reach its conclusion. Nevertheless, it did, and it began by noting that it will only review an agency decision to determine whether it is supported by substantial evidence. The analysis could have stopped here, but the court took the opportunity to separate agency decisions with respect to statutory construction, and any other aspect of the agency’s decision, such as fact-finding. As stated above, the court noted that it has traditionally afforded “great deference to agency interpretations of statutes,” but that it will now cease to do so. The court found that “only statutes are at issue in the case *sub judice*,” further narrowing the scope of its announcement. The court then gave two reasons for its announcement: first, that its previous standard of review of agency decisions was confusing and vague, and second, that deference to an agency interpretation of statute would violate the principal of separation of powers found in Article 1 of the Mississippi Constitution, sections 1 and 2.

While the Court was united in issuing the announcement in *King*, it splintered when it issued a decision on a Medicaid reimbursement agency appeal in *Central Miss. Medical Center v. Miss. Div. of Medicaid*.⁵ The plaintiff hospital

1. Nathan is a licensed attorney and the Director of Advancement at Mississippi College School of Law. 245 So.3d 404 (Miss. 2018). The Court reasoned that it previously had applied a double-standard to agency review, “[i]n addition to the contradiction inherent in *de novo* but deferential review, writing on the one hand that we give great deference to

agency interpretations of statutes and, then, with the next strike of the computer keyboard, writing that no deference will be given if the agency’s interpretation contradicts the best reading of the statute, creates a confusing and vague standard. The same can be said of claiming to give deference while simultaneously claiming that the Court bears

the ultimate responsibility to interpret statutes.” 3. The court specifically stated “we announce today” when referring to the new standard of review, leaving no doubt that an affirmative change was made. 4. 21 So.3d 600 (Miss. 2009). 5. 294 So.3d 1121 (Miss. 2020).

Continued on page 4...

in *Central Miss.* was assessed a \$1.226 million bill for overpayment of Medicaid funds. Finding no relief in the internal Medicaid appeals process, the hospital appealed to chancery court, where the court found that the decision of the agency was supported by substantial evidence. On appeal to the Supreme Court, the five-Justice majority began by reciting the familiar, and some might say “old standard,” for reviewing an agency decision: whether “the order of the agency 1) was supported by substantial evidence, 2) was arbitrary or capricious, 3) was beyond the power of the agency to make, or 4) violated some statutory or constitutional right of the complaining party.” The court then reverted to previous caselaw, stating “an agency’s interpretation of a rule governing the agency’s operation is a matter of law that is reviewed *de novo*, but with great deference to the agency’s interpretation.” Going further, the court stated “[o]ur courts are not permitted to make administrative decisions and perform the functions of an administrative agency. Administrative agencies must perform the functions required of them by law.” Finally, the majority capped off the standard of review by giving a hat tip to *King*, stating, “This deference is not to be confused with the lack of deference accorded to an agency in the interpretation of a statute, which is properly reserved to the courts of this State.” With the standard thus articulated, the Court deferred to the Department of Medicaid’s decision, finding that “the DOM’s actions were neither arbitrary nor capricious, nor did the DOM exceed its authority or violate CMMC’s constitutional rights.”⁶

Two Justices concurred in result, but opined that no judicial deference should be extended to “an executive agency’s interpretation of its rules and regulations.” Two dissents were also issued, each of which were joined by various of the remaining Justices. Justice Coleman opined, or rather lamented, that “inconsistency and self-contradiction mark the history of deference by courts to executive-branch

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May 31	Memorial Day & Jefferson Davis’s Birthday
July 4	Independence Day
September 7	Labor Day
November 11	Veteran’s Day
November 26	Thanksgiving Day
December 25	Christmas Day

agency regulatory interpretation.”

Thus, it appears that under *King*, no deference is given to an agency’s interpretation of statutes. However, under *Central Miss.*, an agency’s interpretation of its own regulations which interpret a statute is given “great deference.” But we are not completely finished yet.

Several months after *Central Miss.*, the Mississippi Supreme Court issued a decision in *HWCC-Tunica, Inc. v. Miss. Dep’t. of Revenue*.⁷ The appellant in *HWCC-Tunica* argued that Miss. Code Ann. Section 27–77-7(5), which statutorily imposed a standard of review, was unconstitutional. In question was that portion of the statute which provides “[a]t trial of any action brought under this section, the chancery court shall give no deference to the decision of the Board of Tax Appeals, the Board of Review or the Department of Revenue, but shall give deference to the department’s interpretation and application of the statutes as reflected in duly enacted regulations and other officially adopted publications.” The court found “no difference between this case and *King*.” The court held

that “the deferential standard prescribed in Code Section 27–77-7(5) is unconstitutional because it violates the separation of powers doctrine of our state constitution.”

But what about *Central Miss.*? *Central Miss.* found that deference to an agency’s interpretation of its regulations is given deference. How is that different from an agency’s “interpretation and application of the statutes ‘as reflected in duly enacted regulations?’” The court in *HWCC*, even absent its finding that 27–77-7(5) was unconstitutional, opined that “giving a *de novo* but deferential review is a contradiction.”⁸ The court did afford, however, that none of its decisions prevent or prohibit “Mississippi courts from looking to regulations for information and guidance.”⁹ In any case, the holdings appear to confirm that there is no deference given to an agency’s interpretation of a statute (*King*); most likely no deference is given to an agency’s written interpretation of a statute (*King* and *HWCC*); and great deference will possibly be given to an agency’s interpretation of its written interpretation of a statute (*Central Miss.* majority).

6. Language which closely tracks the court’s historic deference to agency decisions.
7. 296 So.3d 668 (Miss. 2020).
8. Which, somewhat ironically, contradicts the

holding in *Central Miss.* that agency interpretation of its regulations is reviewed *de novo*, but with great deference.
9. “Deference,” according to the Oxford Dictionary,

means humble submission and respect. Perhaps “guidance” is simply meant to be a degree lower than deference.

Continued on page 5...

What about workers' compensation? Does the rollback of agency deference have any bearing on Professor Larson's historical bargain between employer and employee? Interestingly enough, the Court conducted a *de novo* review of a Workers' Compensation Commission decision in *Total Transp., Inc. of Miss. v. Shores*¹⁰ back in 2007. In that case the Court reviewed both law and fact in reversing a decision of the Commission. More recently though, in *Seals v. Pearl River Resort*¹¹ the Supreme Court overruled the Court of Appeals in fully deferring to the findings of the Commission. The Court found (this will look familiar) that 1. in worker's compensation cases this Court reviews the *decision* of the Commission¹², 2. the Commission's decision will be affirmed unless it "lacks the support of substantial evidence, is arbitrary or capricious, is beyond the commission's scope or its power, or violates constitutional or statutory rights," and 3. if a decision is supported by substantial evidence, it will almost necessarily not be arbitrary or capricious. This is consistent with years of caselaw that has given deference to findings of the Commission.

Even more recently the Mississippi Court of Appeals almost verbatim repeated the deferential standard of review for decisions of the Mississippi Workers' Compensation Commission in *Cooper Tire & Rubber Co.*

*v. Loveless*¹³. In that case, the Commission awarded benefits to a claimant for the loss of use of her foot. The claimant's expert opined that her repetitive activity at work was the "possible" cause of her injury. The carrier argued on appeal that the claimant hadn't carried her burden of proving a sufficient connection between the injury and her work.¹⁴ The Court of Appeals dismissed this argument, stating that it will affirm the Commission's *decision*, if it is supported by "substantial evidence." The Court reiterated that substantial evidence is a lower burden than preponderance of the evidence. In doing so, the court deferred to a Commission decision which, at least in one commentator's mind, almost rose to the level of reversing the long-standing and statutorily-butressed burden of proof on a claimant to show that an injury arises out of and in the course and scope of employment.¹⁵ For our purposes, the point is that the court could have used this case as an opportunity for examining a question of law, but instead adopted a traditional and highly deferential standard of review.

One explanation for the deferential treatment of appeals from the Workers' Compensation Commission is simply that statutory law in the realm of Workers' Compensation, with a few notable exceptions, is not fluid. The statutory framework was fought over and

affirmed in previous years, and absent an overhaul, questions of law are less likely to be presented. The Board of Tax Appeals, on the other hand, wasn't created until 2008, and the appeal process from assessments of the Mississippi Department of Revenue has been in flux since then. Also, with a portion of Section 27-7-7(5) being invalidated, it remains to be seen how the Court will treat appeals from the Board of Tax Appeals.

If there is one thing we can glean from this line of cases, it is that the Mississippi Supreme Court intends to afford little to no deference to an agency's interpretation of a statute. Practitioners whose clients who are aggrieved by the decision of an agency should consider the extent to which the agency's decision relies on statutory analysis, as this could potentially serve as grounds for relief. Another potentiality is that the one-two-three punch of *King*, *Central Miss.*, and *HWCC* could open the floodgates to appeals from agency decisions. But ultimately, after laying out the reasoning of these cases, I have struggled to find a reliable conclusion. There can be no doubt that a change has occurred in appellate review of agency decisions, but Justice Coleman's concerns regarding inconsistency of review appear to still be present. ➔

- 10. 968 So.2d 400 (Miss. 2007). I remember this case from my time clerking at the Mississippi Court of Appeals. The facts are remarkable, so much so that the case should probably be viewed as an anomaly.
- 11. 301 So.3d 585 (Miss. 2020).
- 12. As opposed to the findings of the administrative judge, although the Commission can adopt the findings of the AJ as its own.
- 13. 2021 Miss. App. LEXIS 75 (Feb. 23, 2021).

- 14. Despite the nebulous mandate that workers' compensation laws be construed liberally in favor of the employee, Miss. Code Ann. § 71-3-1(1) states that "this chapter shall not be presumed to favor one party over another and shall not be liberally construed in order to fulfill any beneficent purposes." Mississippi case law has consistently held that the initial burden, however light, is on the employee to make a *prima facie* case of compensability.

- 15. Thomas Robinson, J.D., noted assistant to Professor Larson, describes this as potentially moving the burden of proof from being on the employee to being more of an equilibrium between employee and employer. However, given the historic favor given toward compensability, he ultimately opines that this was probably the correct result. *But see* the discussion in footnote 14, above.

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By Chad Hammons¹

Debtors' Exam in Columbia: Getting Back to Normal?

In the last installment of *Blue Plate Highways*, I lamented the fact that the pandemic has disrupted the normal ebb and flow of legal life here, as it has in every other area of life in Mississippi and the country. Judges clamped down on courtroom appearances, clients limited visits to their offices, and Zoom depositions became the norm. I've had a few foreclosures since the world turned upside down, and a handful of actual court appearances—where I actually sat at a counsel table and then made a presentation to a real live judge—but not much more than that.

Thankfully, the Covid freeze seems to be thawing. Some things will never revert to the status quo *ante*, but my sense is that judges are opening up somewhat, and people are getting a little more comfortable with the idea of face-to-face depositions and meetings.

I still haven't had a real deposition since the pandemic started, but I recently had a judgment debtor examination at the Marion County Courthouse in Columbia. The exam was scheduled for 1:30 on a Friday afternoon, so I planned accordingly and got to Columbia in time for lunch. It was my first trip there in about 20 years.

Pulling into town, I immediately saw several dining prospects, but I kept going toward the courthouse. My first impression of downtown and the square was that Columbia has actually maintained its central business structure and identity. Unlike so many other small towns in Mississippi, there did not appear to be any boarded-up, abandoned buildings.

After driving around for a couple of minutes, I found a place called **Second Street Bean**, a block or two from the courthouse. Walking

in, I noticed immediately that I was the only customer wearing a mask. Not only that, the place was at capacity and I had to wait in line about 10 minutes to place my order.

In small-town Mississippi, you can usually find some combination of about four different types of restaurants: (1) a meat 'n three; (2) a Mexican joint; (3) an Asian buffet; and (4) a place that serves chicken salad sandwiches where groups of ladies like to have lunch. **Second Street Bean** hews to archetype #4. In addition to being the only person not wearing a mask, I was literally the only guy in the spot, except for the owner and one of the kitchen workers.

The menu had a variety of sandwiches, salads, pasta salads, and the like. I stuck with the chicken salad sandwich, a scoop of pasta salad, and a couple of chocolate chip cookies straight out of the oven. Carbolicious. After eating, I visited the art gallery and gift shop, in the room adjacent to the dining area.

All in all, a really good choice.

In addition to the nice lunch experience, I took the opportunity to knock around Main Street after my debtor's exam. My first stop was to drop in and say hello to Drew Foxworth. Drew and I had never met, but had worked as co-counsel on a couple of cases a few years ago, so it was good to put a face with a name, albeit socially-distanced in his conference room.

After chatting with Drew, I walked down a few storefronts and went into **Cook and Fortenberry Drugs**, which has a classic old "Walgreen Agency" sign hanging above the doorway. Next, I went across the street to **Hill Hardware Company**, a downtown institution in Columbia since 1901. It is a great old hardware store, with century-old, wide-plank wooden floors, and a large model train running overhead. It's the kind of throwback hardware store that carries BB guns, which I greatly appreciate. I bought a few items there and then ambled back toward my car, but not

before stopping at a men's store.

All in all, I dropped a little more than \$100 into the local economy of Columbia between lunch and three retail stops. Maybe that's an idea: economic development through litigation-driven tourism. Somebody tell the governor that small-town Mississippi needs "tort reform" to be relaxed so that lawyers from other places will spend money on court appearances and depositions in these little towns.

While there, I noticed a crew dismantling a scaffolding over what appeared to be an old depot building on Main Street across from the courthouse, and across from Drew Foxworth's office. Per Drew, it had held a large Christmas ornament installed as part of Columbia's holiday decorations. During the holidays, local folks could have their picture taken on top of the building, by the giant ornament. They apparently also had community caroling when the ornament was lit.

Take THAT, Mayberry!

I remarked to Drew that Columbia seems to be not only surviving, but thriving by Mississippi standards. He agreed, and attributed it to local leadership. Of course, it doesn't hurt when the wealthiest people in the state live in your town...

On the way back to Jackson, I stopped in Prentiss to get gas and a coke. Rounding out the afternoon's small town experiences, a young mother was having quite a time with her caterwauling son. It made for a bit of a scene in the store. The purity of the moment inspired an instant *haiku*:

DISAPPOINTMENT

*In rural C-Store,
Bleating boy beseeches mom.
No pork rinds today.*

Hopefully, we are past the worst, and getting back to some semblance of normal. I need more outings like that one. ➡

1. Chad Hammons is a partner at Jones Walker LLP.

29th Annual GOLF OUTING

March 22, 2021 · Country Club of Jackson

The 29th Annual Lawyers Golf Outing was held on Monday, March 22nd at the Country Club of Jackson. Proceeds from the tournament were donated to the MS Volunteer Lawyers Project. Shown are scenes from the tournament. A Big Thank You to all of our tournament sponsors for making this event possible.

EVENT PHOTOS



29th Annual
GOLF OUTING
 EVENT PHOTOS



Caba 21

1st Flight	2nd Flight	3rd Flight
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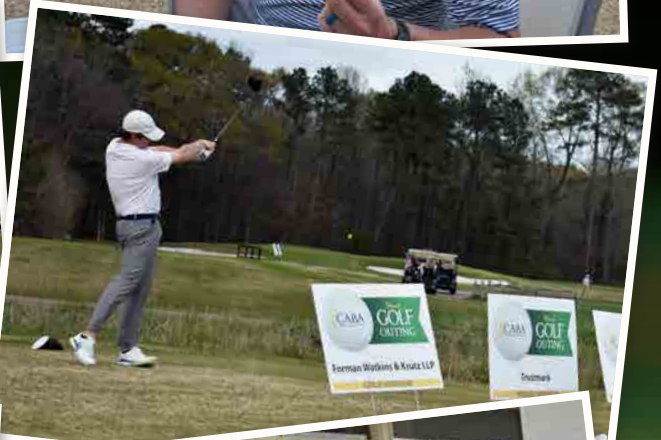
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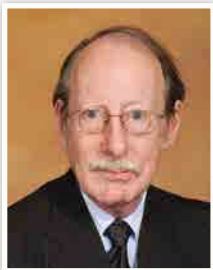


» On Computing

Focused on the Contemporary Lawyer



Helpful Tips for Windows 10...



By Joel Howell

Windows 10 is here to stay and will probably only be updated hereafter. There are a number of tips and tricks to navigation that either you did not know about or perhaps have forgotten. Thanks to CNET and the Internet, here are some nuances that can help.

Minimizing all windows except the active one can have a surprising effect on performance. You can minimize a crowded internet window quickly by selecting the tab you want to remain open, hold the mouse down and move the window back and forth quickly. In no time, all other open windows will minimize, allowing you to have only the tab you've been shaking open.

Did you know there is a 'secret' start menu on the Windows 10? The traditional method is clicking the Windows icon on the bottom left of the screen. However, there are two ways to access this second start menu: either by pressing the **Windows key + X** or **right click the Windows icon / start button**.

You can also create an event in your calendar without having to open that app. Here are the steps: (1) open Taskbar, click the box with the time and date in it (this will be in the right corner of your screen); (2) click the date of the event; (3) put the event name, time and location (tip: if you have multiple calendars, click the down arrow next to the event name field to choose the one you want to add it to.); (4) click save. Now the event will appear on your calendar app across all connected devices.

Sometimes a screenshot is the only way to capture the information needed. This might seem like something many people know about, but this is a tool so useful, it is worth mentioning. Here are the two most common / useful methods. First, if you want to take a screenshot of the entire screen, type the following: **Windows key + Print Screen Key**. This will allow capture of the entire screen, creating a picture and saving the picture to the screenshots folder. Second, to take a screenshot of just a portion of the screen then they should do the following: hit the **Windows key + Shift + S** (all at one time). This will open a tool called the Snip & Sketch, allowing you to click and drag to create a screenshot of the desired portion and not the entire screen. This will be saved to your clipboard (much like copying and pasting).

A neat trick for quicker shortcut options is to open items that are on your Taskbar using keyboard shortcuts. If a program is pinned on the Taskbar (the bar at the bottom of your screen), you don't have to click the icons to open them. Instead, you can type the following as a shortcut: **Windows key + [Number key]**. (Tip: The number you hit will correspond with the position of the program on the Taskbar.)

Apps can take up a lot of space on your computer. If you are experiencing lag time, it never hurts to know how much space the apps on your computer is taking up. These are the steps to figure that out: **Settings > System > Storage**. Then, click on the drive you want to search (most likely "This PC"), and click **Apps & games**. This should list all the apps installed on your computer and show how much space they are using. You might be surprised to find some apps running in the background that you forgot to close out.

Apps can really drag your computer's performance and battery life down. One way to help your computer's performance is by shutting down background apps that are running while you are unaware. Good news is that you can stop these apps from running in the background and make your computer run faster in the process. First, go to **Settings > Privacy > Background apps**. Then, to stop all apps from running in the background, toggle **Let apps run in the background** to **OFF**. (Tip: you might want to have some apps you want to keep running in the background like location services. In that case, you can choose which apps to run in the background individually by going down the list and clicking the box).


Did you know there are ads in your Start menu? When running Windows 10 with default settings, there might be ads on the right side of your Start menu. These are termed "suggestions," by Microsoft, but they are actually ads for Windows Store apps you can buy. Luckily, you can get rid of them easily: (1) go to **Settings > Personalization > Start**; (2) toggle the setting called **Show suggestions occasionally** in Start to the **off** position.

Background scrolling might seem simple, but it can save a lot of time when working on two documents simultaneously. If you find yourself having two documents open at the same time on your screen (think an internet browser and a Word document). Users can arrange both screens so that they can be read side-by-side. If you are in a Word document but need to scroll through the internet tab, all you have to do is hover the mouse or touchpad to the window and scroll. This

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should be a default setting, but if it's not here are the steps to enable or disable this feature. Go to **Settings > Devices > Mouse**, then toggle **Scroll inactive windows when I hover over them** and turn it **ON**.

Computers can be a distraction at times. In Windows 10, you can put your computer on “do not disturb” mode for a while. Just go to **Settings > System > Focus Assist**. Once the menu is up, you can choose from three options: off, priority, or alarms. First, the off option allows for users to get all notifications from apps and contact off their screens. Second, the priority option allows users to only see

selected notifications from a priority list you customize, the rest will be sent to your action center. Third, the “alarms only” option allows for all notifications to be hidden except for alarms. 



Questions or comments?

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