

Healthcare Human Resources Association of Minnesota - An Affiliated Chapter of ASHHRA - American Society for Healthcare Human Resources Administration & American Hospital Association



## Letter from the President

*By Chad Engstrom*

Today, we are faced with the most significant health crisis we have ever seen. Our families and members are unsure of what tomorrow will bring, as well as facing extreme hardships, challenges, and decisions. This is a difficult time for everyone and I hope everyone is staying healthy. I want to thank you for being a member of HHRAM.

We have cancelled the 2020 Spring Conference due to the Covid-19 pandemic. This global health crisis is a unique challenge that has impacted so many. I would like to express concern and support for all our HHRAM members, as well as their families and all others affected by this outbreak.

Our thoughts will continue to be with all of you as we continue to face these unprecedented times. We hope to see all of you at the HHRAM Fall conference scheduled for October 7-9, 2020 at Pier B in Duluth, Minnesota. Please stay safe and well.

### 2020 Goals:

1. **Increase membership by 3%:** Connect with MN ASHHRA members and share the benefits of HHRAM.
2. **Increase conference attendance:** Increase attendance to 65 for the Spring conference and 55 for the Fall conference.
3. **Business Partners:** Attract one new business partner and connect with current business partners who have not attended a conference in a couple of years.
4. **Offer two webinars:** Partner with another ASHHRA chapter utilizing our current business partners.
5. **Better promote HHRAM:** Review HHRAM branding and use social media promote HHRAM activities.
6. **Newsletters and Eblasts:** Create and communicate two HHRAM newsletters and 10 eblasts in 2020.
7. **HHRAM Scholarship:** Increase awareness of the HHRAM scholarship by communicating four touchpoints.

Achieving these goals will help us increase the value of your HHRAM membership, recruit and retain members and business partners, and ensure we continue to strengthen our position as a strong chapter.

### Inside this issue:

|                                |   |
|--------------------------------|---|
| 2020 Goals                     | 1 |
| 2020 Budget                    | 2 |
| New HHRAM Board Members        | 3 |
| 2020 HHRAM Board Meeting Dates | 3 |
| Spring Conference              | 3 |
| New Members                    | 4 |
| Salary Survey                  | 5 |
| Fall Conference                | 5 |
| Member Spotlight               | 5 |
| Dept. of Labor Wage Law        | 6 |
| HHRAM Education Scholarship    | 7 |
| Benefit Survey                 | 8 |
| ASHHRA Update                  | 9 |

## 2020 Budget:

Our 2020 budget reflects assertive goals to increase our 2020 conference attendance and overall HHRAM membership. With the spring conference cancelled, we will see an impact to the budget below. Please spread the word about HHRAM and the benefits of being a member. Our Minnesota HHRAM chapter continues to be financially stable and strong.

| Account #    | Income  | 2018 Budget         | 2018 Actual         | 2019 Budget          | 2019 Actual           | 2020 Budget         |
|--------------|---|---------------------|---------------------|----------------------|-----------------------|---------------------|
| <b>45000</b> | <b>Investments</b>                            |                     |                     |                      |                       |                     |
| 45030        | Interest-Savings, Short term CD               | 60.00               | 49.81               | 50.00                | 168.21                | 168.00              |
|              | <b>Total 45000 - Investments</b>              | <b>\$ 60.00</b>     | <b>\$ 49.81</b>     | <b>\$ 50.00</b>      | <b>\$ 168.21</b>      | <b>\$ 168.00</b>    |
| <b>46400</b> | <b>Other Investments</b>                      |                     |                     |                      |                       |                     |
| 46435        | ASHHRA Chapter Awards                         | 1,000.00            | 750.00              | 1,000.00             | 1,000.00              | 1,000.00            |
|              | <b>Total 46400 - Other Income</b>             | <b>\$ 1,000.00</b>  | <b>\$ 750.00</b>    | <b>\$ 1,000.00</b>   | <b>\$ 1,000.00</b>    | <b>\$ 1,000.00</b>  |
| <b>47200</b> | <b>Program Income</b>                         |                     |                     |                      |                       |                     |
| 47245        | Salary Survey Revenue Sharing                 | 6,500.00            | 13,463.01           | 8,400.00             | 3,534.43              | 8,500.00            |
|              | <b>Total 47200 - Program Income</b>           | <b>\$ 6,500.00</b>  | <b>\$ 13,463.01</b> | <b>\$ 8,400.00</b>   | <b>\$ 3,534.43</b>    | <b>\$ 8,500.00</b>  |
| <b>47230</b> | <b>Membership Dues Income</b>                 | <b>\$14,000.00</b>  | <b>\$13,305.00</b>  | <b>\$15,000.00</b>   | <b>\$15,500.00</b>    | <b>\$15,000.00</b>  |
| <b>49000</b> | <b>Conference Income</b>                      |                     |                     |                      |                       |                     |
| 49010        | Spring Conference Registrations               | 12,000.00           | 8,350.00            | 10,500.00            | 6,750.00              | 10,000.00           |
| 49011        | Spring Conference Business Partners           | 19,000.00           | 26,500.00           | 20,000.00            | 24,250.00             | 25,500.00           |
| 49015        | Fall Conference Registrations                 | 12,000.00           | 12,590.00           | 13,000.00            | 11,150.00             | 12,375.00           |
| 49016        | Fall Conference Business Partners             | 20,000.00           | 21,500.00           | 21,000.00            | 25,500.00             | 23,500.00           |
|              | <b>Total 49000 - Conference Income</b>        | <b>\$ 63,000.00</b> | <b>\$ 68,940.00</b> | <b>\$ 64,500.00</b>  | <b>\$ 67,650.00</b>   | <b>\$ 71,375.00</b> |
|              | <b>Total Income</b>                           | <b>\$ 84,560.00</b> | <b>\$ 96,507.82</b> | <b>\$ 88,950.00</b>  | <b>\$ 87,852.64</b>   | <b>\$ 96,043.00</b> |
| Account #    | Expenses                                      | 2018 Budget         | 2018 Actual         | 2019 Budget          | 2019 Actual           | 2020 Budget         |
| <b>60100</b> | <b>ASHHRA National Conference</b>             | <b>\$ 7,500.00</b>  | <b>6,107.45</b>     | <b>\$ 8,000.00</b>   | <b>\$ 6,004.16</b>    | <b>\$ 7,500.00</b>  |
| <b>61000</b> | <b>Conference Expense</b>                     |                     |                     |                      |                       |                     |
| 61002        | Spring Conference Expense                     | 25,000.00           | 18,370.48           | 28,000.00            | 35,420.37             | 30,000.00           |
| 61003        | Fall Conference Expense                       | 30,000.00           | 30,969.46           | 35,000.00            | 38,796.45             | 35,000.00           |
|              | <b>Total 61000 - Conference Expense</b>       | <b>\$ 55,000.00</b> | <b>\$ 49,339.94</b> | <b>\$ 63,000.00</b>  | <b>\$ 74,216.82</b>   | <b>\$ 65,000.00</b> |
| <b>62100</b> | <b>Contract Services</b>                      |                     |                     |                      |                       |                     |
| 62110        | Accounting & Management Fees                  | 7,794.36            | 7,788.00            | 7,794.36             | 8,242.60              | 8,100.00            |
| 62150        | Outside Contract Services (tax return)        | 500.00              | 485.00              | 500.00               | -                     | 500.00              |
|              | <b>Total 62100 - Contract Services</b>        | <b>\$ 8,294.36</b>  | <b>\$ 8,273.00</b>  | <b>\$ 8,294.36</b>   | <b>\$ 8,242.60</b>    | <b>\$ 8,600.00</b>  |
| <b>62190</b> | <b>Education</b>                              | <b>\$ 300.00</b>    | <b>\$ 750.00</b>    | <b>\$ 750.00</b>     | <b>\$ 500.00</b>      | <b>\$ 750.00</b>    |
| <b>64000</b> | <b>Membership Expense (ASHHRA dues/misc)</b>  | <b>\$ 320.00</b>    | <b>\$ 320.00</b>    | <b>\$ 320.00</b>     | <b>\$ 320.00</b>      | <b>\$ 525.00</b>    |
| <b>65000</b> | <b>Operations</b>                             |                     |                     |                      |                       |                     |
| 65020        | Postage Mailing Service                       | 150.00              | 0.47                | 250.00               | 145.03                | 240.00              |
| 65030        | Printing and Copying                          | 250.00              | 17.31               | 250.00               | 896.11                | 250.00              |
| 65040        | Supplies, Mileage, Sales Tax                  | 2,800.00            | 2,104.50            | 2,800.00             | 2,460.91              | 2,800.00            |
| 65060        | Scholarships (2 Education, 1 ASHRA, 2 HHRAM)* | 3,500.00            | 1,500.00            | 3,500.00             | 2,500.00              | 3,500.00            |
| 65070        | Technology                                    | 1,422.00            | 1,127.88            | 2,700.00             | 4,756.88              | 3,084.00            |
| 65080        | Advertising                                   |                     |                     |                      |                       | 1,000.00            |
|              | <b>Total 65000 - Operations</b>               | <b>\$ 8,122.00</b>  | <b>\$ 4,750.16</b>  | <b>\$ 9,500.00</b>   | <b>\$ 10,758.93</b>   | <b>\$ 10,874.00</b> |
| <b>65100</b> | <b>Other Expenses</b>                         |                     |                     |                      |                       |                     |
| 65100        | Other   | \$ 150.00           | -                   | \$ 150.00            | \$ 58.48              | \$ 132.00           |
| 65120        | Insurance                                     | 525.00              | 525.00              | 525.00               |                       | 1,558.00            |
|              | <b>Total 65100 - Other Expenses</b>           | <b>\$ 675.00</b>    | <b>\$ 525.00</b>    | <b>\$ 675.00</b>     | <b>\$ 58.48</b>       | <b>\$ 1,690.00</b>  |
| <b>68300</b> | <b>Travel and Meetings</b>                    |                     |                     |                      |                       |                     |
| 68310        | Board and Committee Meetings                  | 700.00              | 409.93              | 600.00               | 354.15                | 600.00              |
| 68320        | Education Meetings                            | 500.00              | 58.94               | 500.00               | -                     | 500.00              |
|              | <b>Total 68300 - Travel and Meetings</b>      | <b>\$ 1,200.00</b>  | <b>\$ 468.87</b>    | <b>\$ 1,100.00</b>   | <b>\$ 354.15</b>      | <b>\$ 1,100.00</b>  |
|              | <b>Total Expense</b>                          | <b>\$ 81,411.36</b> | <b>\$ 70,534.42</b> | <b>\$ 91,639.36</b>  | <b>\$ 100,455.14</b>  | <b>\$ 96,039.00</b> |
|              | <b>NET INCOME</b>                             | <b>\$ 3,148.64</b>  | <b>\$ 25,973.40</b> | <b>\$ (2,689.36)</b> | <b>\$ (12,602.50)</b> | <b>\$ 4.00</b>      |

## Once more: Our 2020 New Board Members

We are excited to welcome two new members to our 2020 board. Please join me in welcoming the following board members:

- **Laurie Daniels – Communications and Marketing Director:** Laurie works at the North Memorial Ambulatory Surgery Center at Maple Grove, where she serves as the Human Resources Director.
- **Jane Kolias – Salary Survey Coordinator:** Jane works at The University of Minnesota Physicians as the Compensation Manager.

## HHRAM Board Meeting Dates for 2020

|                        |  |
|------------------------|--|
| February 21:           | Conference Call                                    |
| March 13:              | Conference Call                                    |
| April 17:              | Conference Call                                    |
| May 13:                | Conference Call                                    |
| June 19 <sup>†</sup> : | Conference Call                                    |
| August 14:             | In Person – MNGI Digestive Health, Minneapolis, MN |
| September 18:          | Conference Call                                    |
| October 6:             | In Person – Pier B, Duluth, MN                     |
| November 20:           | In Person  |

## 2020 Spring Conference - Cancelled

*The HHRAM Board has been monitoring the COVID-19 situation and the impact it has on healthcare organizations across Minnesota and the country. During this pandemic, along with the increase to our human resources daily duties and knowing that when we reach a safe environment there will be rebuilding responsibilities to be done, we have decided to cancel the upcoming HHRAM Spring Conference scheduled for May.*

*For those who have registered, we will either refund or hold your registration fee for either the Fall 2020 or Spring 2021 conference.*

*Our thoughts are with you all as we continue to face unprecedented times. We hope you are doing well and look forward to seeing you at the HHRAM Fall Conference scheduled for October 7-9, 2020 at Pier B in Duluth, MN!*

## Welcome to our New Members!

**Summer Benoit**

Presbyterian Homes  
Benefits and Compensation Manager

**Ashley Boyd**

Bluestone Physician Services  
HR Administrator

**Sarah Donnay**

Lake Region Healthcare

**Christy Duncan**

South Lake Pediatrics  
HR Generalist

**Rebecca Fossand**

Mille Lacs Health System  
VP of Human Resources

**Leah Gerard**

20-20 RMP, LLC  
Business Manager

**Patricia Jones**

Bluestone Physician Services  
VP Human Resources

**Michael Moberg**

Jackson Lewis  
Principal

**Beth Peterson**

Health Star Home Health  
Director of Human Resources

**Sheri Priebe**

Three Links  
Director of Human Resources

**Jon Terry**

Marsh & McLennan Agency  
Employee Health & Benefits Thought Leader

**Kyle Williamson**

Olmsted Medical Center  
Employee Relations/Comp Coordinator

**Annie Bergeson**

Bluestone Physician Services  
Sr. HR Business Partner

**Tina Cubas**

Sholom  
Manager, Compensation and Benefits

**Laura Drieling**

Bluestone Physician Services  
HR Operations & Benefits Partner

**Hilary Emerson**

North Homes, Inc.  
Human Resource Director

**Becky Foster**

Sanford Health  
Employee Relations Specialist

**Lissa Johanson**

Lake Region Healthcare

**Felicia Mead**

Bluestone Physician Services  
Talent Acquisition Partner

**Brittany Myers**

Glencoe Regional Health Services  
HR Generalist

**Kari Plafcan**

Centracare

**Betsy Schmaltz**

Cuyuna Regional Medical Center

**Aaron Tetzlaff**

St. Luke's  
HR Generalist



## HHRAM Healthcare Wage & Salary Survey – Looking Ahead to 2020!

The HHRAM Healthcare Wage & Salary Survey, designed by the HHRAM Compensation Committee, is our annual analysis of compensation data for healthcare organizations in the Upper Midwest. Administered by Lockton, it is relevant, robust, and a great value for your organization. It covers more than 400 job titles along with comprehensive pay practices information. Over 180 healthcare employers located in MN, ND, SD, WI, and IA consistently participate in this survey. It has been a trusted resource for more than 20 years.

What does that mean for you? It gets better every year. When you participate in the survey, you can be sure the data you'll receive is up-to-date and valuable for achieving your business goals.

Thank you again to everyone who participated in the 2020 survey. Your participation makes the data more valuable for all our members. Pricing for the 2020 HHRAM Healthcare Wage & Salary Survey is now available online at [hhram.org](http://hhram.org). Our tiered pricing ensures a great value for all participants, and we will continue to offer a \$25-\$50 discount for participating HHRAM members.

### 2020 Fall Conference – Save the Date!

**OCTOBER 7-9, 2020**

The 2020 HHRAM Fall Conference will be held at Pier B in Duluth, MN, with breathtaking views of Lake Superior, the aerial lift bridge, waterfront dining, and just 5 minutes from Canal Park.



### Member Spotlight



**Jane Kolia** is a new 2020 HHRAM Board member. She serves as HHRAM's Salary Survey Coordinator. She is currently employed as the Compensation Manager at the University of Minnesota Physicians.

#### ***Tell us a little bit about yourself:***

I was born and raised in Maplewood MN. I've been in Healthcare HR Compensation for over 20 years. I am a wife, mother, and grandmother. I love spending time with my family and I enjoy sports (hockey and baseball) and any outside activities. I have a granddaughter Elouise Jane (3½), grandson Oliver (4 months) and a grand dog Maia (2).

#### ***How long have you been a member of HHRAM?***

I have been in Compensation for many years. I've been involved with HHRAM on and off for over 20 years. I was on the HHRAM Committee back when I worked at Allina Health.

#### ***What do you most enjoy about HHRAM?***

I enjoy the networking opportunities. I also appreciate having peers in the industry to bounce ideas and/or questions off when I'm struggling for direction.

***What do you enjoy most about working in HR?***

I enjoy helping others. I really want to make sure employees feel valued at their jobs and are paid fairly. They should understand how and why they are paid a certain salary. I know I can't please everyone but I want to try. Since I have been in the business a long time, I like educating new HR colleagues on Compensation.

***What is a typical day like for you?***

I do a lot of consulting with managers and my HR colleagues (Business Partners and Recruiters) on salary offers, equity requests, job descriptions, and market reviews.

***What's your favorite tip for someone in our industry?***

Be willing to learn and be open to doing any task.

***What would you do (for a career) if you weren't doing this.***

I had originally wanted to do television broadcasting. I think hosting a show like the Twin Cities Live Program would be fun. I don't want to be reporting only the news. I like all the interesting segments they get to do.

***What is the best professional advice you've received.***

Work hard. Treat others fairly.



***U.S. Department of Labor:  
Wage and Hour Division Unauthorized Hours Worked***

As many of you know, during our 2019 HHRAM fall conference, the MN Wage Theft Law was a big topic of discussion and it became apparent there is an industry wide confusion on the intent, implementation, and interpretation of this law. As an association dedicated to supporting our members through advocacy and education to ensure excellence in our healthcare Human Resources Professionals, three of our board members (Chad Engstrom, Shannon Demgen and Lisa Smude) met with Senator Eric Pratt on December 18th to discuss our concerns with this new law. Grant Collins, an attorney with Felhaber Larson, also joined us. On January 10th, we sent an email detailing this meeting and what we had learned.

Since that time we also met with the Department of Labor and Industry on January 15th to gain additional insight on the enforcement of this law from their perspective. Below is a recap from that meeting.

- Employee Notice form-Employer Signature not required to meet the requirement. Some employers are using the Employee Notice rather than an offer letter so that is why the employer signature line was put on the form.
- Don't need to go back and notify all employees hired before July 1st, 2019, but by doing so it may make the future notifications easier. (State of MN decided to do this because they referenced the CBA so that employees could refer to that rather than be notified of every change.)
- If you aren't using state provided form, make sure you are including the language options in your offer letter. In future notifications you don't need to include the language options. You would default to their first language selections.
- If you reference the CBA or policy in your first notification and instruct the employees on how to find things in it like benefits, PTO, etc., you don't need to send out change notifications for those items. If an employee can look at both the initial notification and the CBA/policy and understand the requirement notification items you are meeting the requirement.
- She talked a lot of limited resources and they are focusing enforcement on industries with a history of not paying employees correctly (Construction, did also mention Home Health and Hospice)
- The different language translations are now online. It is not required to interpret other employment documents into different languages, just the employee notice form. However, if you refer to a CBA or a policy in the employee notice form and the employee selects a different language, you need to translate those documents OR go into detail on the employee notice form to answer those questions and satisfy the requirement.



- For policy brief description, it can be as simple as having the PTO policy title name stating what it is. So instead of Policy #14536 say that it is the PTO Policy. That is enough.

## ***A Day at the Capitol...Part 2***

Shannon Demgen and Chad Engstrom testified regarding the Minnesota Wage Theft Law in front of the Senate Jobs and Economic Growth Finance and Policy Committee on February 19<sup>th</sup>, 2020. The Minnesota Department of Labor and Industry testified and shared their efforts to bring Minnesota companies into compliance with the new law. Approximately ten others (including Shannon and Chad) representing companies/organizations testified. Shannon and Chad sat with the Minnesota SHRM Legislative Director, Justin Terch, while we testified so it was great to see many voices representing the Human Resources profession. It was interesting to hear the various feedback and concerns about the law.

Some of the feedback included: Companies understand and agree with the intent of the law that most companies want to be honest, pay employees the wages owed to them for the work they perform, and treat employees well. The committee was encouraged to lessen the administrative burden to employers who are doing the “correct things” and focus on the industries or companies with high percentages of employee theft. The short implementation window and lack of clarity led to an undue burden on Minnesota employers and many feeling they needed to notify all employees of wages and gather signatures. Confusion between best practices stated in the DOLI communication verses what is required under the law. It was clear that employers want to be able to communicate to employees in the manner they find best rather than complete another administratively burdensome form. We also encouraged the committee to consider updating the law to be similar to California Wage Theft in respect to a notice must be provided in the language the employer normally uses to communicate employment-related information to employees.

It will be interesting to see if and what changes are made with this legislative session. We will keep everyone posted and will share more information at the spring conference.

## **HHRAM Conference and Education Scholarships**

HHRAM will provide one HHRAM member with a scholarship to attend the ASHHRA Annual Conference & Exposition, August 22- 25 in Denver, Colorado. Total scholarship award is \$1,500, per individual. Applications are being accepted through April 1, 2020.

### **HHRAM Conference Scholarship:**

HHRAM will provide one HHRAM member with a scholarship to attend the Fall Conference Oct. 7th-9th, 2020 in Duluth, Minnesota. The scholarship package includes one conference registration fee. Applications are being accepted through September 1, 2020.

### **Education Scholarship:**

HHRAM has established a scholarship program to encourage undergraduate and graduate level academic pursuits for a career in healthcare and or healthcare human resources. HHRAM members, HHRAM member’s dependent children, employees from a HHRAM member’s workplace or current HHRAM members pursuing PHR or SPHR Certification are eligible to apply. This scholarship awards \$1,000 and may be used to pay for tuition, books, supplies, certification test and fees associated with academic pursuits in healthcare and/or healthcare human resources. Applications for the Fall semester are being accepted through July 1, 2020.

Visit the HHRAM website to obtain an application! Please email the HHRAM Scholarship Director, Christina Draper at [ChristinaDraper@catholichealth.net](mailto:ChristinaDraper@catholichealth.net) if you have any questions.

## Gallagher's 2020 Benefits Strategy & Benchmarking Survey



Don't miss your opportunity to complete Gallagher's 2020 Benefits Strategy & Benchmarking Survey.

By participating in this year's survey research, your entire organization gains complimentary access to an unparalleled data set, including:

- 2020 U.S. National Report: See where you stand compared to your competitors to better compete for talent, inspire employee engagement and improve organizational wellbeing at the right cost structure (valued at \$650).
- Best-in-Class Benchmarking Analysis: Learn what top employers are doing differently to build a better workplace and confidently position your organization for success.
- Executive Summary: Quick reference of key insights and implications.
- Participation has never been easier. We're saving you time by pre-populating your survey with your 2019 responses — just verify your answers and respond to a few new questions. This link can be shared with anyone in your organization.

COVID-19 is changing the landscape of business and workforce dynamics around the world. The 2020 Benefits Strategy & Benchmarking Survey U.S. National Report will explore the most recent total compensation data through the lens of this global pandemic, to help organizations plan for success in this new environment.

To accommodate any disruption your organization may be experiencing, we have extended the Benefits Strategy & Benchmarking Survey submission deadline to May 1, 2020.

Complete the survey and get the insights you need to confidently navigate unprecedented economic uncertainty. Please be sure to verify all prepopulated data and provide responses for any new questions. Let me know if there is anything I can provide to help.

If you did not receive an email regarding this Benefits Survey and your organization would like to participate, please contact us at [HHRAMinc@gmail.com](mailto:HHRAMinc@gmail.com).

### ASHHRA Update

By Karen Gillespie, ASHHRA Regional Consultant – Region 6

#### ASHHRA Membership

The American Society for Health Care Human Resources Administration (ASHHRA) is the nation's only membership organization dedicated to meeting the needs of human resources professionals in health care. Visit [ASHHRA.org](http://ASHHRA.org) and click on the link to register or renew your membership today!

#### Certified in Healthcare Human Resources – CHHR

Invest in your future by earning the Certified in Healthcare Human Resources (CHHR) professional designation. Nationally recognized, CHHR is the premier credential based on sound assessment that delivers both internal and external rewards. Visit [www.ashhra.org](http://www.ashhra.org) for more information.



## Updates and Resources on Novel Coronavirus (COVID-19) from ASHHRA

See the link below for resources and information available on the ASHHRA website regarding COVID-19.

<https://www.ashhra.org/updates-and-resources-novel-coronavirus-covid-19-0>

## Save the Date for #ASHHRA20

**ASHHRA 56th Annual Conference & Exposition**

Registration is available at [www.ashhra.org](http://www.ashhra.org).

Aug. 22-25, 2020; Denver, CO; #ASHHRA20

**ASHHRA20**  
CONNECT INNOVATE TRANSFORM  
**AUG. 22 - 25 DENVER**

## Health Care HR Week

**We Are**   
**Health Care HR**

Please share with us how you celebrated Healthcare HR week. Please email your posters and pictures to Shannon Demgen at:  
[Shannon.demgen@mngi.com](mailto:Shannon.demgen@mngi.com)