



# CALSPRO PRESS

THE OFFICIAL QUARTERLY NEWS & OPINION MAGAZINE OF THE  
CALIFORNIA ASSOCIATION OF LEGAL SUPPORT PROFESSIONALS

Volume 4 / Issue 2 / Summer 2011



LEGISLATION

## ■ The Fun Never Ends!

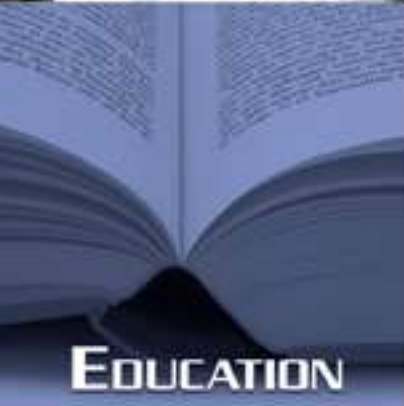
Major issues abound besides budget in Sacramento.



MEMBERSHIP

## ■ Membership Committee

Working to make every dollar count.



EDUCATION

## ■ CALSPRO Certified Process Server CCPS®

The effort to educate continues.



CONFERENCE

## ■ Reno 2011: September 23-25, 2011

“Sell, Service and Succeed”



*Legislative Advocate*  
**Michael D. Belote, Esq.**

*Administrator*  
**Jennifer Blevins, CMP**  
jennifer@camgmt.com

*Publications*  
**John Berkowitz**  
john@camgmt.com

*Webmaster*  
**Michael Cochran**  
michael@camgmt.com

*Advertising*  
**Bonnie Estep**  
bonnie@camgmt.com

*Membership & Education*  
**Stephanie Schoen**  
stephanie@camgmt.com

*Accounting*  
**Tricia Schrum, CPA\***  
tricia@camgmt.com

\*Ms. Schrum's license is on inactive status pending completion of CPE requirements.

CALSPRO is not responsible for the accuracy of any comments herein relating to their own case or actual law. All readers should do research as to the actual legality of any issue. Opinions, viewpoints, or articles published under a byline and appearing in this newsletter do not necessarily reflect the official position of this association. Acceptance of advertisements in no way constitutes professional approval or endorsement by CALSPRO. No anonymous letter to the Editor will be printed. Your name will be withheld upon request.

© Copyright 2011, California Association of Legal Support Professionals. No material may be reproduced without the express written consent of the publisher. Controlled circulation postage paid in Sacramento, CA.

**California Association of Legal Support Professionals**  
2520 Venture Oaks Way, Suite 150  
Sacramento, California 95833  
Phone: (916) 239-4065 • Fax: (916) 924-7323  
Web site: [www.calspro.org](http://www.calspro.org)  
E-mail: [info@calspro.org](mailto:info@calspro.org)



## 2010 - 2011 Officers

**PRESIDENT**  
**Chad Barger**  
661/327-8022 – ph  
661/327-8179 – fax  
cbarger@attorneyscertified.com

**VICE PRESIDENT**  
**K. Paul Wysong**  
619/300-7395 – ph  
paulwysong@hotmail.com

**SECRETARY/TREASURER**  
**Michael Kern**  
213/483-4900 – ph  
213/483-7777 – fax  
mkern@kernlegal.com

**IMMEDIATE PAST PRESIDENT**  
**Steve Janney**  
213/628-6338 – ph  
213/483-2576 – fax  
steve@janneyandjanney.com

## 2010 - 2011 Board of Directors

**Chad G. Barger**  
661/327-8022 – ph  
661/327-8179 – fax  
cbarger@attorneyscertified.com

**Wendy Bowman**  
408/295-3300 – ph  
408/491-9772 – fax  
wendy@sterlingmadison.com

**Cliff Jacobs**  
213/617-1212 – ph  
866/420-1541 – fax  
cjacobs@onelegal.com

**Larry Kirlin**  
559/233-1475 – ph  
559/486-4119 – fax  
l.kirlin@attorneysdiversified.com

**Stephanie Sayler**  
831/384-4030 – ph  
831/384-4031 – fax  
info@saylerlegal.com

**Steve Janney**  
213/628-6338 – ph  
213/483-2576 – fax  
steve@janneyandjanney.com

**Brett Peters**  
805/650-9077 – ph  
805/650-9091 – fax  
brettp@janneyandjanney.com

**Jerry Topolos**  
415/882-2250 – ph  
415/882-2260 – fax  
preferredlegalsf@yahoo.com

**Michael Kern**  
213/483-4900 – ph  
213/483-7777 – fax  
mkern@kernlegal.com

**Robert Porambo**  
619/549-4853 – ph  
619/685-4294 – fax  
rporambo@knoxservices.com

**K. Paul Wysong**  
619/300-7395 – ph  
paulwysong@hotmail.com

## CALENDAR Of Events...

### 2011 BOARD OF DIRECTORS MEETINGS

September 24, 2011 – *Reno*  
December 10, 2011 – *San Jose*

## THANK YOU Advertisers

**Attorney's Certified Services** \_\_\_\_\_ 7  
**Borg Process Servers, Inc.** \_\_\_\_\_ 14  
**DGR Legal** \_\_\_\_\_ 2  
**J&K Investigative Services** \_\_\_\_\_ 5  
**Kern Legal Services** \_\_\_\_\_ 13  
**Rapid RPS.com** \_\_\_\_\_ 10  
**San Diego Service of Process** \_\_\_\_\_ 8  
**Washington Pre-Trial Services** \_\_\_\_\_ 8

## INSIDE This Issue...

**President's Message** \_\_\_\_\_ 1  
**Capitol Report** \_\_\_\_\_ 3  
**Justice Is Served** \_\_\_\_\_ 4  
**Guidelines for Safety in the Field** \_\_\_\_\_ 5  
**Grow Your Business!** \_\_\_\_\_ 6  
**Membership Committee Report** \_\_\_\_\_ 7  
**Continuing Education Report** \_\_\_\_\_ 9  
**43<sup>RD</sup> Conference Information** \_\_\_\_\_ 11

## CALSPRO 43<sup>RD</sup> Conference

**Register now to join your fellow Legal Support Professionals at this year's Conference at the Peppermill Resort in Reno, Nevada, September 23-25.**



# President's Message

CHAD BARGER

It's hard to believe that 2011 is halfway over. Where does the time go? When your Board of Directors and I were sworn in last October, we laid out an ambitious plan to take CALSPro to the next level in terms of membership, marketing and advertising, including an ambitious revamp of the Association's website. I'm proud to announce that these things are happening!

On the legislative front, 2011 has been huge on that battlefield as well. AB 2394 and SB 984 were catastrophic bills that, if passed, would have dramatically changed our profession. Brett Peters and our lobbyist, Mike Belote, played an integral part in defeating these bills. AB 2394 would have authorized the Sheriff's Departments to serve EWO's and **all** writs by electronic means. Based on the bill's definition of "document," it could have arguably included subpoenas and summons and complaints. During one of our meetings with the Assembly Judiciary Committee, our legislative team was able to bring up a plethora of due process concerns and the chaos that would follow. Ultimately, AB 2394 was amended to delete any authority for sheriffs to serve electronically.

SB 984 is a bill we are all familiar with. This bill posed a real and immediate threat to registered process servers and liability. The bill would have required servers to announce, prior to service, their full name, the name of the intended recipient and the fact that they are at the residence to serve legal process. Service times of the first attempt would have been limited from 7:00 am until 8:00 pm. Serves made outside those hours, or without the required announcements, could have resulted in the revocation of a server's registration and a fine of \$25,000. It could

have also imposed a \$10,000 fine for services made at the wrong address. The bill actually made it through the third reading in the state Senate, but after many conversations with the author, SB 984 died and never made it to the Senate floor for a final vote.

On the advertising front, things are moving and shaking. The Advertising Committee purchased a Vendor spot at the Legal Secretaries, Incorporated (LSI) Annual Conference in Los Angeles, and CALSPro staffed our new Vendor Booth there. We are also tentatively planning to attend the California Alliance of Paralegal Association's conference in San Francisco this June. It's time to get the word out as to who we are and what we stand for. I want attorneys, secretaries and other legal professionals to turn to CALSPro members for their legal support needs.

Our continuing education cornerstone continues to grow stronger. In January, we rolled out the new power point presentation of the CCPS workshop. I was privileged to be the first presenter with the new format and was very proud to see it in action. The overwhelming response was excellent and I want to credit Cliff Jacobs for his hard work and forward thinking!

It's time to start thinking about our annual conference this year at the Peppermill in Reno, Nevada. The dates of the conference were changed this year from Columbus Day weekend to **September 23 -25, 2011 to avoid a conflict with Yom Kippur**. I can guarantee that this year's conference is one you won't want to miss. Stephanie Saylor, our conference chair, listened to you and is planning an exciting and eventful conference.

This is your time to come together with friends and associates to play golf, socialize and most important of all, to vote! I invite all members who have never attended conference to make this their first. I challenge all members to step up and run for office, serve on a committee or even chair a committee. As someone once told me, if not you, then who? If not now, then when? Mark your calendar and plan to attend in September.

Finally, I have just returned from the NAPPS Conference in San Antonio, TX. As with our own, this conference is a good time to meet new people, finally put a face to a name, connect with potential customers, and get up to speed on the national front. The discussions are lively and elections are definitely eventful at a NAPPS Conference. For the 2011-2012 term, the new NAPPS officers and directors are; Larry Yellon, President; Mike Compton, 1<sup>st</sup> Vice President; Ron Ezell, 2<sup>nd</sup> Vice President; David Nill, Secretary; Steve Janney, Treasurer; and Bob Musser, John Perez and Eric Vennes, Directors. The prestigious Mac McDonald award was presented to a very deserving John Perez for his dedication and service to NAPPS. We congratulate John for this esteemed honor. I am pleased with the outcome of the NAPPS election and congratulate Steve Janney and David Nill on being re-elected. They have clearly made great contributions to NAPPS and I know that this will continue in the year ahead.

Your board and I are excited to move forward with our program this year, so be on the lookout for our conference materials being sent shortly. Don't miss your chance to register and join us in Reno!

# NEW JERSEY

# DGR

*only*  
**THE ^ Source  
For Legal  
Support**

## The Most Reliable Process Service In New Jersey

 **Local**

*All 21 counties in New Jersey*

 **National**

*Every state in the United States*

 **International**

*Every country in the world*

*We serve around the clock – around the world!*

[www.dgrlegal.com](http://www.dgrlegal.com)

*Email: [service@dgrlegal.com](mailto:service@dgrlegal.com)*



**800-326-0404**

Fax 800-816-9227



PROCESS SERVICE ■ SUBPOENA SERVICE ■ DOCUMENT RETRIEVAL  
MESSENGER SERVICE ■ NOTARY SERVICE ■ FORECLOSURE SERVICES ■ PROPERTY INSPECTIONS





# Capitol Report

**MICHAEL D. BELOTE, ESQ.**

**CALIFORNIA ADVOCATES, INC.**



## Big Issues Besides Budget

**W**ith the state billions of dollars in the red, and legislators coping with the permanent loss of pay if a balanced budget is not enacted by the state constitutional deadline, it may sometimes seem like Sacramento is "all budget, all the time". In fact, hundreds of bills continue to be considered by the legislature, which will not adjourn for the year until mid-September. So while the budget is certainly the big issue, CALSPro members can be implicated in more routine bills as well.

A case in point is SB 890 (Leno). This bill would create special regulation of collections actions by "debt buyers" in the Civil Code and Code of Civil Procedure. CALSPro members may already be aware of debt buyers, who purchase debt after charge off by credit card issuers, cellular service providers, and other creditors. This is a very large industry, with billions of dollars in purchases, sometimes by publicly-traded entities, resulting in tens of thousands of court filings annually.

Sponsors of SB 890 contend that large numbers of debtors are being named as defendants without knowing the basis of the claim, since they may well not recognize the name of the current owner of the debt. Moreover, they allege that too often the wrong party is named in the collections action, and that standards for issuing default judgments are too lenient. Many of the allegations come

from information contained in a Federal Trade Commission report.

The debt buyer industry strongly disputes the allegations and the information in the FTC report, and thus strongly opposes the changes in civil procedure proposed by SB 890. Since CALSPro members routinely serve collections actions brought by debt buyers, we have a natural interest in the bill. But our interest is more than one which merely derives from the interest of debt buyers. The biggest problem for CALSPro is that the bill defines debt buyers as a person or entity who regularly purchases charged off consumer debt, but adds: "Debt buyer includes a person acting on behalf of a debt buyer". This one sentence obviously could cover attorneys, investigators, and others, including process servers and attorney services.

Thus, when SB 890 proposes that debt buyers have specific information in their possession before even filing collections actions, it appears that process servers could be liable for extensive civil penalties if they serve documents which do not comply with the new requirements. In fact, one legislative staff member flatly asked "what is wrong with requiring the process server to serve a document that complies with the law?" The answer, obvious to CALSPro but not to others, is that we are not lawyers, not in the practice of law, and not in a position to vouch for the accuracy of information included in complaints!

SB 890 was the subject of hours of discussion and negotiations, on exceedingly technical points of law. The bill was headed for a vote on the Senate floor. Literally every member of the Senate was contacted in advance of the floor vote. At the last minute, the author of the bill determined not to bring the bill up for a Senate vote. At this point the bill remains on the Senate floor, but it has missed deadlines for enactment this year. Those rules would either have to be waived (unlikely) or the contents of SB 890 would have to be amended into another bill which has met its legislative deadlines. The strong likelihood is that SB 890 will not be enacted this year.

This does not mean that the issue will go away. The proponents of SB 890 are smart, capable advocates, and they will push for enactment sometime during this two-year session. It will be the responsibility of CALSPro to ensure that the definition of "debt buyer" does not make the process server or attorney service the guarantor of all information contained within a collection complaint.

That, along with supporting court funding to keep the courts open and accessible, and monitoring dozens of proposed changes to rules of court. The fun never ends! 🐾



# Justice Is Served

*by Robert Porambo*  
**CALSPRO Director**

The police immediately arrested Mr. Ashford and charged him with several offenses and held him with a \$50,000.00 bail. When I first heard the amount of bail, I could not believe it. If this person had shot a police officer, firefighter, etc. would the bail be so low? I then proceeded to contact the District Attorney's office, who referred me to the arresting agency. I had an extensive conversation with the lieutenant at the Escondido Police Department and explained my disappointment with the bail being set so ridiculously low. She said she would speak with the arresting officer, review the case and contact the D.A. They did ultimately raise the bail to \$100,000.00, which was still low in my opinion, but at least it was a step in the right direction.

There was a jury trial in March of this year and Mr. Ashford was convicted on all charges. The sentencing is set for June. We will all be watching with great interest to see how the court finally concludes this matter. We will revisit this case next issue to report on the conviction.

**A**s many of you may know, one of my long time process servers, Greg Cole, was shot in leg while serving process in November 2009, by an individual named Burke Ashford. Greg normally serves papers for us in the East County area. However, our client wanted a new face on this service to try to personally serve the defendant with the unlawful detainer.

Greg attempted service at approximately 7:30 pm and there was no answer. He then reattempted service at 9:00 p.m. the same night and again there was no answer. Apparently the subject went out the back door to the side of house and fired off a round in the air. When my server heard the gunfire, he turned around and ran to his car. While he was running to his car, the subject shot my server in the back of the leg.

My server left the scene and met with emergency personnel two blocks away. He was then rushed to the hospital where the doctors initially thought it was a straight through shot, however two hours later they discovered the bullet had nicked an artery that required immediate surgery. Greg spent the next five months rehabbing and recovering.

Although Greg is back to work, this frightening experience has left not just a physical scar, but emotional scarring as well. His case drives home for anyone serving process that we must use caution and good judgment in the field. If there is an incident, and just as Greg did, get away immediately. Interacting with an unstable party is never the answer and could lead to unfortunate results.

Our own resident assault advisor, Mark Schwartz, reminds us of guidelines that are always a good idea to keep in mind. Take a minute to review these, even if you have read them before, even if you are an experienced server. I don't think we can ever be reminded enough that our close contact with the public may put us at risk. So, be careful out there. 🐾

*"Guidelines For Safety in the Field" on page 5*



# Guidelines For Safety in the Field

by Mark Schwartz  
Assault Advisor

**Don't think you are always serving the bad guy.** Sometimes the person being served is the good guy. Approach every serve with respect and friendliness but also firmness.

**Not everyone is evading service.** Contrary to a somewhat popular belief (Process Server Rule #1 "They are all evading!"), some people are just not home. Don't think otherwise until you have the facts.

**Don't jump fences, go into backyards etc.** I'm guessing you would get slightly irritated if someone did that at your home or business. I would. The Penal Codes that allow some exceptions to trespass for members of our profession (P.C. 602 (n) and P.C. 602.8) do not allow trespass in all instances!

**Do your homework.** Know the law (start with reading and re-reading the Code Sections mentioned in this article), know the area, know the documents, know the parties if possible (it always is in Family Law or Unlawful Detainer cases), have good tools (GPS or maps, cell phone, camera, tape, etc.).

**If the situation gets out of control,** or if you don't like the look of it when you arrive, leave! No serve is worth risking your safety.

**Even if you do it all right, sometimes things happen.** After all, for the most part, people are not happy to see us. If something does go awry, then be sure to write a narrative of what happened; as soon as you can. Events fresh in your mind are more likely to be remembered. If law enforcement responded to the scene, then obtain the responding officer(s) name and badge number and report number (if one is available).

**Keep in mind** that Penal Codes 241 (Assault) and 243 (Battery) state that if a Registered Process Server is assaulted or battered, the guilty party may be punished "by a fine not exceeding two thousand dollars (\$2,000), or by imprisonment in the county jail not exceeding one year, or by both the fine and imprisonment." Of course, there are certain requirements (aka elements) that must be met and the battery statute allows for even more severe penalties. You can read these code

sections, as well as the trespass statutes mentioned above, in their entirety, at [www.leginfo.ca.gov/calaw.html](http://www.leginfo.ca.gov/calaw.html).

**You must be your own advocate throughout** (including at the scene) this process. Should you ask for citizen's arrest? Should you take pictures? Should you get names of witnesses at the scene? It depends! For example, in one event recently related to me, the server asked to press charges but the officer told her that if she did, the subject probably would, and they would both go to jail. She declined. If officers do respond, stay calm and don't raise your voice. Your demeanor while talking to the officers will be perceived as your overall demeanor. If you are a hothead, it will do you no good. Worse, it will hurt your cause.

**Bottom line, be safe out there!** No serve is worth risking your safety.



# Grow Your Business with CALSPro Advertising!

*by Michael Kern  
Advertising Chairman*

**F**or 2011 CALSPro has resolved to put more focus and emphasis than ever before in marketing the association to the legal profession with the goal of making CALSPro a "household name" equated with quality, reliability and excellence. In support of this, CALSPro is currently revamping its website and executing a search engine optimization plan in order to promote the association as a whole by maximizing its relevance during "process server/serving" searches. In addition, CALSPro has put its newly created trade show booth to good use by becoming a vendor at the Legal Secretaries Inc (LSI) Annual Conference in Los Angeles on May 19<sup>th</sup> and 20<sup>th</sup>. CALSPro president Chad Barger worked the booth all day on Friday, and was relieved by Cliff Jacobs Friday evening; and Cliff worked the booth all day Saturday. Both Chad and Cliff did a great job of "talking up" CALSPro as an association, and the value of becoming

a member. Steve Janney sponsored 2 "Supporting" memberships which were won by Ann Posthill, CCLS, Director and Charitable Projects Chair of the San Diego Legal Secretaries Association; and by Mae Chester, Treasurer, San Fernando Valley Legal Secretaries Association.

CALSPro is planning to attend many other annual conferences and quarterly or monthly meetings over the next few years to firmly establish our presence in the legal support community. While at these conferences and meetings, we will be providing CALSPro Newsletters and tri-fold informational flyers; while demonstrating the value of CALSPro as an association, and the peace of mind garnered by using CALSPro member companies and CALSPro Certified Process Servers (CCPS). We will also highlight the association as an "added value" resource through an intensified communication effort via e-blasts, where

we will share our insight into all legislative matters that may impact our profession. In addition, through expanded educational workshops and seminars (including MCLE accredited programs) we will strengthen our relationship with lawyers, secretaries, law clerks and paralegals, and brand CALSPro as the leader in legal support education and training. All of this will enable a much greater ability to market our membership to the legal industry.

Several new very affordable advertising programs have been developed to enhance your visual presence and marketing effort, such as:

- Website Add-on enhancements such as larger text, your company logo and hyperlink, and bold and colored text for your company name and phone number.
- Website Banner ads
- Full page, ¾, ½, or ¼ page ads, as well as a business card sized ads in the annual Directory, the CALSPro Press Newsletters, or both.

These new programs will provide that extra bang for the buck that you have been looking for; so please consider the value of our affordable marketing and decide to advertise with CALSPro today. If you already advertise with us, consider upgrading your listing by taking advantage of some of our enhanced marketing options. ☺

<b>Rapid RPS.com</b> CERTIFIED PROCESS SERVERS	(877) 472-7431 PHOENIX: (602) 254-7274
MOVING YOUR LEGAL DOCUMENTS... <i>fast!</i>	WEST VALLEY: (623) 845-7274 EAST VALLEY: (480) 946-7274
<b>SERVING ARIZONA</b> PROCESS SERVING LEGAL MESSENGERS COURT FILING/RESEARCH MARICOPA & PINAL COUNTIES FLAT FEES - NO MILEAGE NO CHARGE FOR FAXED OR EMAILED DOCS	PINAL COUNTY: (520) 568-3131 FAX: (877) 329-1777 SERVICE@RAPIDRPS.COM
WWW.RAPIDRPS.COM CERTIFIED PROCESS SERVERS SAME & NEXT DAY SERVICE	





# Membership Committee Report

by **Larry Kirlin**

*Membership Committee Chairman*

A nationwide survey of trade associations indicates a decline in association membership over the past two years. Clearly the economy is having an effect on associations like ours. I am happy to report, however, that CALSPro has beat the trend.

The 2011 membership renewal drive, concluding in March, was by all accounts a tremendous success. The vast majority of our members decided to renew and several companies took advantage of the discount opportunity to add employees to their membership. At this point our current membership numbers are similar to 2010 but

considering the nationwide trend, holding steady is a win in my book.

Well over 100 members received personal contact from a CALSPro board member during the renewal drive. The feedback from our callers was both consistent and clear. The economy is hurting our business and every dollar spent is important. The board members heard this message loud and clear and we will work diligently to put your membership dues to work for you.

What better way to earn back your dues than to receive work through the CALSPro website. If you didn't already know, there are big changes being made to the website

this year. We expect these changes to drive more traffic to our site and in turn to your businesses.

In addition to the website, we are marketing CALSPro at Legal Secretaries Inc (LSI) conferences this year. There is a twofold benefit in going to LSI conferences. The primary goal is to expose the new Supporting Membership category to legal secretaries. The side benefit is the increased awareness of CALSPro in the legal community.

I am excited by the changes happening within the association this year and look forward to seeing the benefits effect both my business and yours. ☺



**K  
E  
R  
N**



**YOUR KERN COUNTY CONNECTION**

**PROCESS SERVICE  
COURT FILING  
FAX FILING  
RESEARCH  
WRITS**

**AFFILIATE RATES**



**Attorney's Certified  
SERVICES**

*Serving Kern County Since 1994*

**SKIP-TRACING  
PHOTOCOPY  
MESSENGER  
STAKEOUT  
NOTARY**

**POUCH #-E-042**

**NEW CLIENTS RECEIVE \$100 STATEMENT CREDIT FOR OPENING AN ACCOUNT!**

\* SOME RESTRICTIONS APPLY - CALL FOR INFORMATION \*

**Phone: (661) 327-8022**

**[www.attorneyscertified.com](http://www.attorneyscertified.com)**

**Fax: (661) 327-8179**

**1731 - 16<sup>th</sup> Street, Suite H, Bakersfield, CA 93301**



**What does Street Vibrations have  
in common with CALSPro? RENO  
on Sept. 23, 24 & 25 this year!**

**Join in the fun and stay on top of your  
game by learning from the best at this  
year's CALSPro Annual Conference.**

**Be active and support the experience  
by sponsoring one of our events:**

- **Band Sponsorship for Friday night  
(\$1000)**
- **Friday Night Welcome Cocktail  
(\$250)**
- **Comedian Sponsorship for Saturday  
Awards Banquet  
(\$500/4 available)**
- **Golf Tournament Sponsor (\$1500)**
- **Hole Sponsor at Golf Tournament  
(\$75/hole)**

**CALSPro is here to help you ~**

**SELL - SERVE - SUCCEED!**

**Visit [www.calspro.org](http://www.calspro.org) for details.**



**We serve Federal National Mortgage,  
Capital One Bank, and all federal  
government agencies!**

**DC metro including suburban MD and VA**

**CALL TOLL FREE: 888-868-0701**

**PDF your documents to us!**

**Since 1994  
NAPPS**

**[www.pretrial.com](http://www.pretrial.com)  
CALSPRO**

**WASHINGTON PRE-TRIAL SERVICES, INC.  
4626 Wisconsin Avenue NW #300  
Washington, DC 20016  
(202) 887-0700**

**SAN DIEGO  
SERVICE OF PROCESS, LLC**

**[www.SanDiegoServiceOfProcess.com](http://www.SanDiegoServiceOfProcess.com)  
2445 Morena Blvd. Suite 201, San Diego, CA 92110  
TOLL FREE 1-888-838-8845**

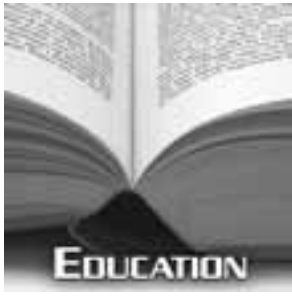


**“ Serving San Diego Since 1988 ”**

**YES! Status given Promptly  
YES! Proofs prepared and signed properly  
YES! We are on the POUCH SYSTEM...#E-286  
YES! CALSPro Certified Process Servers**



***Our Motto is now and always has been...  
Integrity above all else!***



# Continuing Education Report

*by Cliff Jacobs*

*Continuing Education Committee Chairman*

**T**he CALSPro Continuing Education Committee is pleased to announce that Mark Manchester has completed his training as a CCPS workshop presenter, and led his first CCPS workshop and exam in Riverside, CA on April 16, 2011. Mark brings over 25 years of solid process service and court service experience and knowledge to his presentation. He delivered masterfully, and the depth of his knowledge was quite evident throughout the workshop; so much so that 8 of the 14 people sitting for the exam earned their CCPS designation. That is a 57% pass rate. The CCPS exam itself is challenging by design so as to recognize those that have a high level working knowledge of, and a well rounded background in process serving. The average pass rate for first time test takers has historically been around 35%. It is clear that Mark was able to convey the workshop material very effectively; and we are looking forward to Mark's growth as a leader on the committee.

We have held three workshops thus far this year, in Oakland San Diego and Riverside. As a result there are 23 new CCPS designees so far in 2011. There will be more added to this list after our next workshop which is in Sacramento (Natomas area) on Sunday the 12<sup>th</sup> of June. We plan on holding several more CCPS Workshops and exams in 2011 and have targeted Buena Park, San Jose, and Modesto as host cities. We are also re-scheduling the Tulare County Workshop which was snowed out this past February.

Progress continues on the creation of an online CCPS workshop, and the plan is to have a preview ready to show at our conference in Reno toward the end of September. This will enable those process servers that are not near major cities to prepare for the CCPS exam without having to drive great distances to come to a workshop. The CCPS exam will still be proctored, and will only be available in person; but the committee will train

proctors at many locations throughout the State to provide much easier access to a testing site. We also plan on giving the exam at conference to those who register for it. The plan includes an abridged review session about a half hour to an hour long. It will be a refresher, going over some process serving basics including witness fees, timelines and certain codes.

On the national front, I flew to Seattle on February 12, 2011 to attend the Washington State "Process Serving 101 – The Basic Elements" seminar, led by Robin K. Mullins, Administrator of C4PSE (The Center for Process Server Education). It was a six hour event broken up into 4 segments which covered the entire gamut of process serving basics in the State of Washington. Robin is a staunch supporter of standards and best practices in our profession. He (with C4PSE) has created an extensive Best Practices and Standards compilation covering 9 categories including Service of Process, Training, Communications, Record Keeping, Business Practices, Proofs of Service, Exchange Work – Received, Exchange Work – Forwarded, and Field Work – Behavior During Service. Although some of the best practices are better fit for Washington codes, a vast majority of the best practices are universally applicable. I attended specifically to enhance my knowledge as a process server and as an educator, and feel that Robin delivered a high quality seminar. I came away from the event duly enriched. My perspective as Continuing Education Chairman was greatly enhanced, and I intend on implementing right away some of the fresh ideas garnered in regard to presenting our CALSPro educational programs. I found both the similarities and differences between process serving in Washington and California very interesting. Did you know that it only costs \$10.00 to register as a process server in Washington? It costs about 20 times more than that in California.

*Continued on page 10*



**JK Investigative Services, Inc.**  
Our most important asset is our reputation

**James A. Swickle**  
Licensed Private Detective  
State Lic. # 5474  
NJ Certified Process Server

P.O. Box 88, Somerville, NJ 08876  
908-707-1900 • 800-488-8868 • fax 908-704-8260  
www.jkinvestigativeservices.com • e-mail: njserve1@aol.com  
Founded 1979



# CALSPRO Committees

**Hoping to tap into somebody else's expertise? Join a CALSPRO Committee. The current chairs of the CALSPRO Committees are as follows:**

## **ADVERTISING**

Michael Kern – Chairman  
213/483-4900  
mkern@kernlegal.com

## **ASSAULT ADVISOR**

Mark Schwartz  
(415) 491-0606  
mschwartz@onelegal.com

## **BYLAWS**

Brett Peters – Chairman  
805/650-9077  
brettp@janneyandjanney.com

## **CONFERENCE**

Stephanie Sayler – Chairperson  
831/384-4030  
info@saylerlegal.com

## **DISPUTE RESOLUTION**

Jack Biggerstaff – Chairman  
213/628-6338  
jackb@janneyandjanney.com

## **EDUCATION**

Cliff Jacobs – Chairman  
213/627-1212  
cjacobs@onelegal.com

## **FORMS**

Tony Klein – Chairman  
415/495-4221  
tony@attorneyserviceofsf.com

## **LEGISLATIVE**

Brett Peters – Chairman  
805/650-9077  
brettp@janneyandjanney.com

## **MEMBERSHIP**

Larry Kirlin – Chairman  
559/233-1475  
l.kirlin@attorneysdiversified.com

## **NEWSLETTER**

Wendy Bowman – Chairperson  
408/295-3300  
wendy@sterlingmadison.com

## **TECHNOLOGY**

Cliff Jacobs – Chairman  
213/617-1212  
cjacobs@onelegal.com

## **WEBSITE**

Paul Wysong – Chairman  
619/275-6400  
paul@sdsop.com

## **Continuing Education Report** – continued from page 9

I also attended the NAPPs Conference in San Antonio April 28<sup>th</sup> through May 1<sup>st</sup>. I am very pleased to report that the CALSPRO Continuing Education Program is receiving national recognition. Several state associations approached me during the conference to ask about our program, and how we do certain things; and I opened communication channels to share ideas and resources in the future. One special note is that I was invited by Torri Schaffer, President of the newly formed tri-state association MAAPPS (Mid Atlantic Association of Professional Process Servers – which includes Maryland, Virginia and

Washington D. C.) to assist them in the creation of a continuing education program. Of course I accepted the invitation, and will report back on their progress. They held their first meeting in March, and are committed to being chartered by NAPPs as a Regional Association within the next 2 years. I wish them the very best and will do everything I can to help them.

It has been a very busy few months, and I look forward to seeing many of you at upcoming workshops, and at our conference in Reno. 🐾

## **CALSPRO Bert Rosenthal Memorial Award 2011 Nominees**

**Mike Belote                      Steve Janney   Brett Peters  
Robert DeFilippis   John Perez**

*The recipient will be announced at the Awards Banquet on September 24th in Reno.*







# CALSPRO

CALIFORNIA ASSOCIATION OF  
LEGAL SUPPORT PROFESSIONALS



**43<sup>RD</sup>**

**CONFERENCE**

**“SELL, SERVICE and SUCCEED”**

**Peppermill Resort, Reno, Nevada**

**September 23-25, 2011**



# CALSPRO

CALIFORNIA ASSOCIATION OF  
LEGAL SUPPORT PROFESSIONALS

# 43<sup>RD</sup> CONFERENCE

**Peppermill Resort & Casino, Reno, NV  
September 23-25, 2011**

## CONFERENCE SCHEDULE

### FRIDAY, SEPTEMBER 23, 2011

**8:00 Shotgun Start**  
15th Annual CALSPRO Jack C. Janney Memorial Golf  
Tournament – Lakeridge Golf Course

**4:00 pm – 5:00 pm**  
Board of Directors Meeting

**5:30 pm – 7:30 pm**  
Registration Open/Exhibitor Set - up

**7:00 pm – 10:00 pm**  
Welcome Event – Pinocchio's Restaurant  
Shuttle transportation provided.

### SATURDAY, SEPTEMBER 24, 2011

**7:30 am – 5:00 pm**  
Registration and Exhibits Open

**7:30 am – 8:30 am**  
Continental Breakfast

**8:30 am – 10:00 am**  
**Annual Business Meeting** – Call to Order and Roll Call,  
President's Report, Secretary-Treasurer's Report, Legislative  
Update with *Mike Belote, Esq. California Advocates, Inc.*  
Nominations Open for the Board of Directors.

**10:00 am – 10:20 am**  
Exhibitor Presentations

**10:30 am – 11:15 am**  
**CONTINUING EDUCATION SESSION:**  
"Insurance Policy Transportation and Risk Management  
Techniques for the Process Server" – *Eric Vennes, Pacific  
Coast Insurance Group.* This session is a must for business  
risk management.

**11:30 am – 12:15 pm**  
**CONTINUING EDUCATION SESSION:**  
"Serving Process at a Mailing Location" – *Gretchen Lichten-  
berger, Process Server.* Learn how to enforce the codes that  
assist our industry. Discover useful methods in obtaining a  
physical address for those who use a U.S. Post Box or private  
mailbox facility.

**12:15 pm – 1:30 pm**  
Networking Luncheon Buffet

**1:45 pm – 2:45 pm**  
**Annual Business Meeting continued**  
Nominations, Elections, Committee Reports & Bylaws Report

**3:00 pm – 5:00 pm**  
**KEYNOTE SESSION:**  
"Internet Profiling and Intelligence Gathering" – *Michele  
Stuart, JAG Investigations.* Ms. Stuart will illustrate the most  
current and comprehensive research techniques. This class  
is a thorough "how to" presentation showing us the step-  
by-step procedures in conducting due diligence research,  
Internet profiling and intelligence/counter-intelligence.

**6:30 pm – 7:30 pm**  
Cocktail Reception

**7:30 pm – 10:00 pm**  
Annual Awards and Installation Banquet

### SUNDAY, SEPTEMBER 25, 2011

**7:30 am – 11:15 am**  
Registration and Exhibits Open

**7:30 am – 8:30 am**  
Continental Breakfast

**8:30 am – 9:00 am**  
CCPS Examination Review

**9:00 am – 10:00 am**  
CCPS Exam

**10:00 am – 10:15 am**  
Exhibit Break & Prize Drawings

**10:15 am – 11:15 am**  
**CONTINUING EDUCATION SESSION:**  
"Expand your Knowledge with Online Learning"  
*Clifford Jacobs, CCPS, One Legal, LLC*

**11:15 am**  
**CONFERENCE ADJOURNS - THANK YOU!**

**Visit [www.calspro.org](http://www.calspro.org) for more information.**

[www.kernlegal.com](http://www.kernlegal.com)

**KERN LEGAL SERVICES**  
Serving the Legal Industry Since 1961

**Covering all California counties with offices in Northern and Southern California**

★ Sacramento  
★ Santa Clara  
★ Los Angeles

**Metro Statewide Pricing Available\***

**Corporate Office**  
Los Angeles County  
1614 W. Temple St.  
Los Angeles, CA 90026  
(800) **675-KERN** (5376)  
Fax: (866) 241-0051  
[www.kernlegal.com](http://www.kernlegal.com)  
E-mail: [orders@kernlegal.com](mailto:orders@kernlegal.com)

\*This is for routine non-rush service (per defendant), or per court filing, in most major metropolitan areas of California. Rush charges are more. Please call for details.

- ☑ Process serving nationwide
- ☑ Skiptracing / investigation
- ☑ Court house filing
- ☑ Records research
- ☑ On line tracking
- ☑ Document reproduction
- ☑ Offices throughout California

**CALSPRO**  
CALIFORNIA ASSOCIATION OF LEGAL SUPPORT PROFESSIONALS

The term "Process Server" is searched over 100,000 times each month.

CALSPRO has been one of the most trusted and respected names in the Legal Support profession for over 40 years. We serve your company to Process Servers, Law Firms, Collection Attorneys, Paralegals, Legal Administrators and Secretaries across the nation.

Join CALSPRO today and be a part of one of the most visited websites Serving and Legal Support websites in the country.

**Take your business to the next level!**  
Join now (916) 239-4065 or visit [www.CALSPRO.com](http://www.CALSPRO.com)

Chad Barger, President and Michael Kern, Secretary-Treasurer representing CALSPRO at the recent Legal Secretaries Conference in Los Angeles.



2520 Venture Oaks Way, Suite 150  
Sacramento, CA 95833  
916-239-4065 • 916-924-7323 – fax • [www.calspro.org](http://www.calspro.org)

FIRST CLASS  
U.S. Postage  
PAID  
Permit No. 1219  
Sacramento, CA

## Just give it to

Michael and his team of experienced law clerks and process servers are at your service anywhere, anytime in **Canada** and the **U.S.A.**

Specializing in:

- Process Serving
- Court Processing, Filings, Searching and Court Attendances
- Business, Personal and Ministry of Transport Searches (Secretary of State, UCC Search, MVA Search and Trademark Search)

Enquire about our 'Flat Rate' Service



**He can  
do it!**

### Head Office:

365 Evans Avenue, #604  
Toronto, Ontario, Canada M8Z 1K2

Tel: (416) 746-4437

Fax: (416) 746-2329

E-Mail: [Admin@borgps.com](mailto:Admin@borgps.com)

Web site: [www.borgps.com](http://www.borgps.com)

North America Toll Free:

**1-800-567-2674 (BORG)**



**Borg Process Servers Inc.**





# Company Listings by County

## ALAMEDA

### CER Legal Services

339 15th Street, Suite 206  
Oakland, CA 94612  
**Phone:** (510) 465-5815  
**Fax:** (510) 465-5817  
**E-mail:** [notariesbycr@gmail.com](mailto:notariesbycr@gmail.com)  
**Website:** [www.cerlegal.services.office.live.com](http://www.cerlegal.services.office.live.com)  
**Counties Served:** Alameda, Contra Costa






## CONTRA COSTA

### CER Legal Services

339 15th Street, Suite 206  
Oakland, CA 94612  
**Phone:** (510) 465-5815  
**Fax:** (510) 465-5817  
**E-mail:** [notariesbycr@gmail.com](mailto:notariesbycr@gmail.com)  
**Website:** [www.cerlegal.services.office.live.com](http://www.cerlegal.services.office.live.com)  
**Counties Served:** Contra Costa, Alameda






## RIVERSIDE

### 007 Investigation and Attorney Service

P.O. Box 5411  
San Bernardino, CA 92412  
**Phone:** (909) 888-8839  
**Fax:** (909) 888-1212  
**E-mail:** [caprocessserving@yahoo.com](mailto:caprocessserving@yahoo.com)  
**Services Available:**       
**Hours of Operation:** M - F 8:00 am - 5:00 pm  
**Other Services:** field calls, notary, postings, rushes, contact and collects, inspections and much more.  
**Special Information:** Special discounts to **CALSPPro** Members  
**Counties Served:** Large portion of California






## SAN BERNARDINO

### 007 Investigation and Attorney Service

P.O. Box 5411  
San Bernardino, CA 92412  
**Phone:** (909) 888-8839  
**Fax:** (909) 888-1212  
**E-mail:** [caprocessserving@yahoo.com](mailto:caprocessserving@yahoo.com)  
**Services Available:**       
**Hours of Operation:** M - F 8:00 am - 5:00 pm  
**Other Services:** field calls, notary, postings, rushes, contact and collects, inspections and much more.  
**Special Information:** Special discounts to **CALSPPro** Members  
**Counties Served:** Large portion of California

## SAN FRANCISCO

### Preferred Legal Services, Inc.



601 Van Ness Ave. Suite J  
San Francisco, CA 94102  
**Phone:** (415) 882-2250  
(800) 861-1240  
**Fax:** (415) 882-2260  
**Pouch:** E-014  
**E-mail:** [preferredlegalsf@yahoo.com](mailto:preferredlegalsf@yahoo.com)  
**Website:** [www.preferredlegalsf.com](http://www.preferredlegalsf.com)  
**Services Available:**       
**Hours of Operation:** 9:00 am - 5:00 pm  
**Special Information:** We do whatever it takes to move your documents quickly, efficiently, correctly. Computer networks provide instant status reports with field personnel in constant contact.  
**Counties Served:** San Francisco, San Mateo, Marin  
**Individual Members:**  
Jerry Topolos

Cut and paste each of these changes into the pages of your 2011 **CALSPPro** Membership Directory, or just insert these whole "Corrections / Updates" pages where you can easily find them.

 = Process Service  
 = Court Filing

 = Court Records Search  
 = Subpoena Preparation

 = Skip Tracing  
 = Private Investigations

 = Photocopying  
 = CCPS Holder

# Company Listings by County

## SAN LUIS OBISPO

### E-Legal Services, Inc.

1060 Palm Street, Suite D






San Luis Obispo, CA 93401

**Phone:** (805) 439-1800

**Fax:** (805) 439-1802

**E-mail:** [info@elegalservicesinc.com](mailto:info@elegalservicesinc.com)

**Website:** [www.elegalservicesinc.com](http://www.elegalservicesinc.com)

**Services Available:**     

**Hours of Operation:** 8:00 am - 5:00 pm

**Other Services:** Courier/Messenger

**Special Information:** Ability to receive and status your work online through our website.

**Counties Served:** All of California

## SANTA BARBARA

### Court Connection, LLC

315 Meigs Road, A130

Santa Barbara, CA 93109

**Phone:** (805) 284-4094

**Fax:** (805) 233-6488

**E-mail:** [info@sbcourtconnection.com](mailto:info@sbcourtconnection.com)

**Services Available:**     

**Counties Served:** San Luis Obispo, Ventura, Los Angeles Orange, San Diego, San Bernardino

## SANTA CLARA

### California Litigation Support

111 North Market Street, Suite 300

San Jose, CA 95113

**Phone:** (408) 266-4300

**E-mail:** [orders@callitigationsupport.com](mailto:orders@callitigationsupport.com)

**Website:** [www.callitigationsupport.com](http://www.callitigationsupport.com)

**Services Available:**     

**Hours of Operation:** 8:00 am - 6:00 pm

**Other Services:** Notary Public

**Special Information:** Please call before forwarding assignments, especially rush/same day/on demand assignments.

**Counties Served:** Primarily Santa Clara, San Mateo, Alameda, Santa Cruz, San Francisco, Contra Costa, San Benito and Monterey. Coverage area includes all California. Please call for service availability and pricing.

## SONOMA

### Sonoma Marin Legal

7296 Circle Drive

Rohnert Park, CA 94928

**Phone:** (707) 795-1461

**Fax:** (707) 795-6778

**Pouch:** E-324

**E-mail:** [sonoma\\_marin@yahoo.com](mailto:sonoma_marin@yahoo.com)

**Services Available:**   

**Hours of Operation:** 24/7



**Other Services:** Service of process, court filings, research

**Counties Served:** Sonoma, Marin

 = Process Service  
 = Court Filing

 = Court Records Search  
 = Subpoena Preparation

 = Skip Tracing  
 = Private Investigations

 = Photocopying  
 = CCPS Holder

# Individual Listings by County

## LOS ANGELES

**Abrego, Carlos** - (Member since 5/16/2011)  
14800 Rinaldi Street #24  
Mission Hills, CA 91345  
**Phone:** (866) 491-3499  
**Fax:** (661) 360-8167  
**E-mail:** [info@caprocess-service.com](mailto:info@caprocess-service.com)

**Caceres, Carlos** - (Member since 6/3/2011)  
P.O. Box 261876  
Encino, CA 91426  
**Phone:** (818) 606-3257  
**Fax:** (818) 786-6766  
**E-mail:** [carlos@yourbeckandcallps.com](mailto:carlos@yourbeckandcallps.com)

## RIVERSIDE

**Hastings, Kenneth** - (Member since 5/16/2011)  
41890 Enterprise Circle S. #270  
Temecula, CA 92590  
**Phone:** (951) 296-2669  
**Fax:** (951) 296-2770  
**E-mail:** [service@hastingspps.com](mailto:service@hastingspps.com)

## SAN DIEGO

**Medrano, Mike** - (Member since 4/25/2011)  
1901 First Ave. Suite 190  
San Diego, CA 92101  
**Phone:** (619) 487-9636  
**Fax:** (619) 487-9637  
**E-mail:** [mikeamedrano@gmail.com](mailto:mikeamedrano@gmail.com)

## SAN FRANCISCO

**Topolos, Jerry** - (Member since 1/27/1970)  
610 Van Ness Ave. Suite J  
San Francisco, CA 94102  
**Phone:** (415) 882-2250  
**Fax:** (415) 882-2260  
**E-mail:** [preferredlegalsf@yahoo.com](mailto:preferredlegalsf@yahoo.com)

## SAN LUIS OBISPO

**McDonald, John** - (Member since 3/29/2011)  
8865 Morro Road Suite F  
Atascadero, CA 93422  
**Phone:** (805) 242-2530  
**Fax:** (888) 297-8387  
**E-mail:** [john@mcdonaldprocess.com](mailto:john@mcdonaldprocess.com)

## SONOMA

**Kaufman Berger, Jeanette** - (Member since 4/25/2011)  
1111 Brush Creek Road  
Santa Rosa, CA 95404  
**Phone:** (707) 291-6165  
**Fax:** (707) 539-3279  
**E-mail:** [net011@aol.com](mailto:net011@aol.com)

## SUTTER

**Gorsi, Ahmad** - (Member since 6/6/2011)  
2632 Nevada Street  
Live Oak, CA 95953  
**Phone:** (530) 917-2833  
**Fax:** (530) 695-2812  
**E-mail:** [sslegalservices@yahoo.com](mailto:sslegalservices@yahoo.com)



# Associate Listings by Location

## TEXAS

**Kurzakowski, Chris** - (Member since 5/16/2011)

**Lonestar Delivery & Process**

1064 Hercules Ave.

Houston, TX 77058

**Phone(s):** (281) 935-4048

**Fax:** (866) 804-3049

**E-mail:** [chris@lonestardeliveryonline.com](mailto:chris@lonestardeliveryonline.com)

**Website:** [www.lonestardeliveryonline.com](http://www.lonestardeliveryonline.com)



**Services Available:**      

**Hours of Operation:** 24 hours a day

 = Process Service  
 = Court Filing

 = Court Records Search  
 = Subpoena Preparation

 = Skip Tracing  
 = Private Investigations

 = Photocopying  
 = CCPS Holder

CORRECTIONS / UPDATES