



# CALSPRO PRESS

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

Volume 6 / Issue 2 / Summer 2013



**LEGISLATION**

## ■ The \$100 million dollar question.

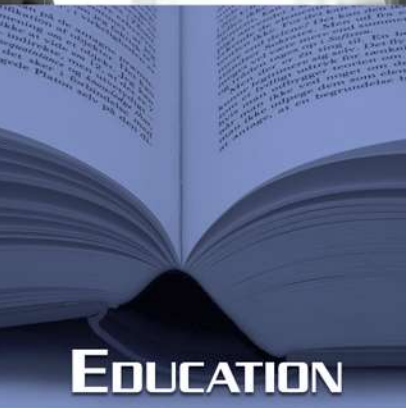
How will the California court system fare in the new budget?



**MEMBERSHIP**

## ■ Membership and legislation.

Numbers do matter.



**EDUCATION**

## ■ CCP 1011 in review.

Make sure you know the code!



**CONFERENCE**

## ■ Conference - October 4 - 6

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## CALENDAR Of Events...

### 2013 CONFERENCE

October 4-6, 2013

Harrah's Tahoe

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# PRESIDENT'S MESSAGE

**MICHAEL KERN**

**2013 CALSPRO PRESIDENT**

**A**s we quickly approach the midway point of 2013, I'd like to share with you an update from the NAPPS Conference in April, some pertinent CALSPRO marketing information, and some news about our upcoming annual conference at Lake Tahoe this October. It seems so far off, but the conference is only about four months away.

I attended the NAPPS Conference this past April where one of the key topics of discussion was centered on offering assistance to all state associations to establish or bolster their education programs. In addition, there was strong support offered in regard to enhancing and promoting the legislative efforts of state associations in both fighting adverse legislation and sponsoring and supporting good legislation favorable to the process serving profession. It was clear to me that NAPPS seemed to embrace their roots, and why they were first established; and were reinforcing that very premise by assisting all state associations in order to achieve their legislative and education goals, making us all stronger. One highlight for me, from which I took away much beneficial information was the presentation made by key note speaker and presenter Kevin Rippa, owner and director of Computer Evidence Recovery Inc., the premier computer investigations firm of Canada. He reminded us of how vulnerable we are as users of technology,

and how to protect ourselves from security breaches. Those who took advantage of this presentation were sure to reap huge benefits from the education and resources provided about privacy and security protection. Upon arrival home, I immediately put some of the protections Kevin discussed in place, and my peace of mind is now greatly enhanced. As a past Advertising Committee Chair, I hold a special place in my heart for advertising, marketing and promoting CALSPRO. Our profession is undergoing change more rapidly than ever before. Severe budget cutbacks at the courts coupled with swiftly evolving technological advancements are causing us to re-think our perspective on staying relevant in our profession. That being said, a question that surfaces is how can you make improvements to your marketing campaign? The following are some promotional strategies I am confident you can put to use.

1) Brand your company - This can be achieved by outstanding performance in your core component of customer service. A smile "heard" through the phone reinforces your reliability and quality to your clients. Consistently coming through for the client is the backbone for success; while overpromising and under-delivering is a certain letdown every time.

2) Get an "800" number - Continuously improving your advertising is coupled with investment costs. One competitive edge you can generate is in providing a "toll free" number. This will allow your company to be a first choice by the masses when looking for a legal support company. There is a perception of being a large, solid company if you have a toll free number, and this can help bring in new clients. This number also does not limit you to being seen as just covering a specific regional area. For those concerned with the return of investment associated with having a toll free number, added value is received via special tracking metrics which can show things such as how many calls from new clients you receive, how many went to voicemail without being answered, the number of rings before a call was answered, the length of a call, how long a customer waits on hold, etc. There are also options to record calls for quality purposes so you can actually hear what the customer hears from your staff, and what their reactions are. This can reveal how the customer was treated over the phone, and how well each question was answered. This is a proven strategy for success.

*Continued on page 8*



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# CAPITOL REPORT

**MICHAEL D. BELOTE, ESQ.**

**CALIFORNIA ADVOCATES, INC.**



## Above All, It's About Money

**A**s this column is written, the California Legislature is entering the final phase in the annual state budget drama. There are certainly things that make passing the budget easier now than in recent years. For one thing, tax revenues are up, so a "balanced budget" is far more attainable than it has been for a number of years. Even more important was the change to a majority vote budget requirement: where formerly Republican votes were necessary to pass a budget, Democrats have such overwhelming numerical advantages in each house that Republican votes are no longer needed.

There still are many levels of uncertainty in the state budget process, however. While tax revenues are running ahead of projections by \$3-5 billion, for example, no one knows if the uptick will last. There are fears that the increased revenues resulted largely from people pre-paying taxes last year in advance of the "fiscal cliff" that had people so afraid. The Governor has been particularly wary of counting on increased revenues in future years that may or may not materialize.

Assuming that tax revenue will remain high for the next few years, how much additional revenue is available for the budget? Under the terms of Proposition 98, approximately 40% of new revenues must be dedicated to schools; beyond that, the state has basically borrowed from

Proposition 98 guarantees in recent years, so schools could command an even bigger share of the available revenue. Most experts believe that of the \$3-5 billion in higher revenues, at most \$600-800 million can be dedicated to non-education purposes.

Why does any of this matter to CALSPro? The reason is simple: if \$600 million is available for increased spending, the question is whether courts will receive any of the (relative) bounty. Legislators of both parties, in both houses, agree that the court system has been cut too deeply, and that regular citizens in need of restraining orders, small claims hearings, or other critical services are now being routinely denied. But the judicial branch is only one of perhaps dozens of unmet needs, and many government programs have powerful constituencies flooding the capitol to make their demands heard.

Total cuts to the courts in recent years exceed \$1 billion, amounting to a reduction of more than 30% in state general fund support. In the budget process, various elements of the judicial branch agreed to ask the Legislature for \$325 million to begin reinvesting in courts. Neither the Assembly nor Senate felt that they could stretch to that number, but both have suggested increased judicial branch funding of \$100 million. When the budget process in the Legislature is concluded,

that is likely to be the number sent to the Governor for his approval.

A budget bill will soon be sent to Governor Brown for signature, almost surely before the end of June. Governors in California are authorized to do "line-item vetoes", however, sometimes called the "blue pencil". This means that the Governor may reduce, but not increase, amounts in the budget act sent to him. So the budget questions facing the courts are many: is the increased revenue real and ongoing? How much of the increased revenue will be dedicated to courts? Will Governor Brown "blue pencil" increased monies for the judicial branch?

CALSPro members are acutely aware of the budget impact on courts. At least 61 courthouses have been closed statewide in the last couple of years, representing hundreds of courtrooms, and waiting times to file documents have increased exponentially. Even reinvestment of \$100 million is really only a downpayment to address the underfunding of the judicial branch.

In the final analysis, nothing in the judicial branch area is as important as restoring funding. All of the bills in Sacramento relating to civil law are meaningless without a functioning court system to adjudicate cases. The next 30 days will decide the outcome. 🖋️

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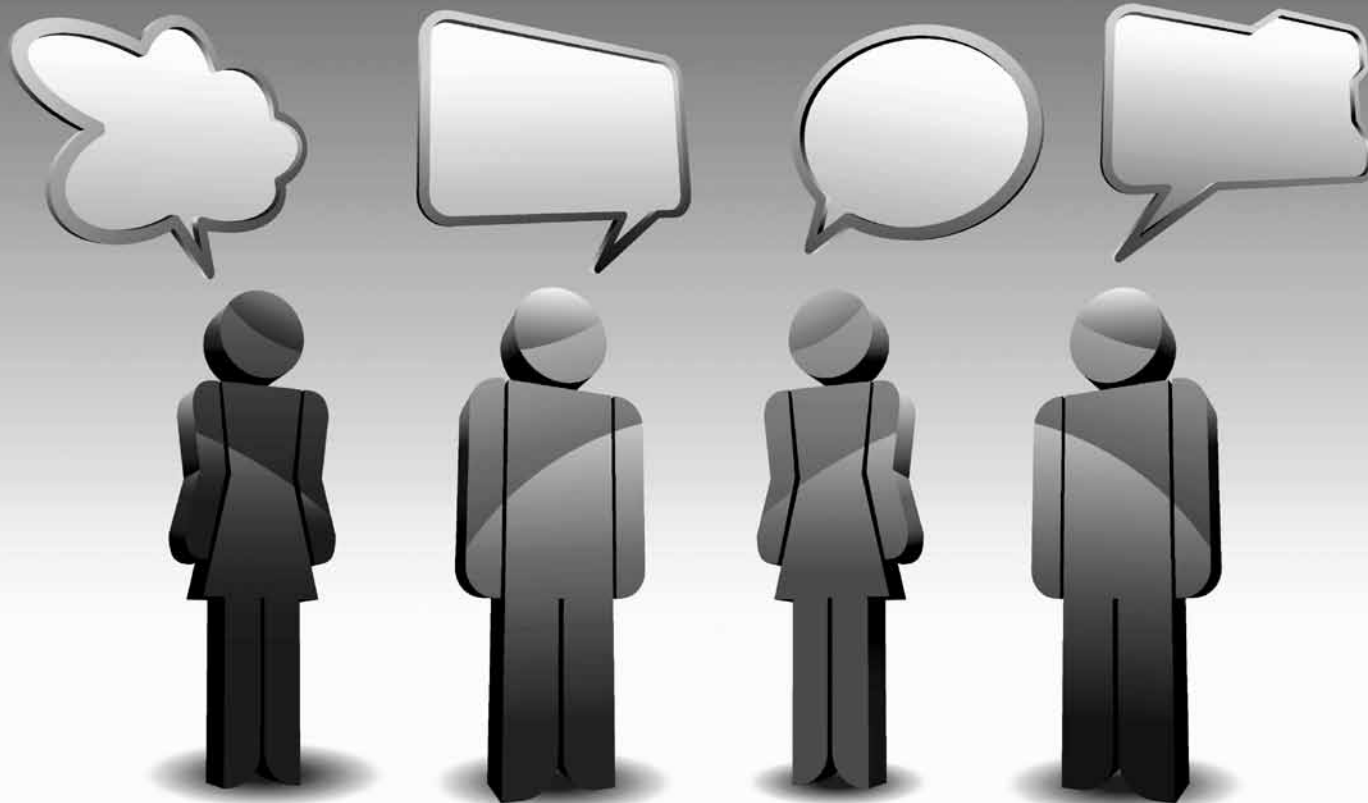
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## Non-Exempt (Hourly) vs. Exempt (Salaried) Employees

by Stephanie Sayler, CALSPro Member

**Basics:** An hourly employee is subject to California wage and hour laws. A salaried employee is not subject to most of these laws. How do you determine if your employee is exempt or not? The test is based on a threshold salary amount and the employee's actual duties and time spent engaged in those duties. An exempt Executive/Administrative employee, for example, is typically managerial/supervisory and not one that has hands-on tasks with individual orders/work product. There are other exempt categories: Professionals (doctors, lawyers, architects, etc), Artists, Inside/Outside Sales, and Computer Software Employees.

**NOTE:** Paralegals are usually not classified as Professionals and therefore are not exempt.

**TEST** – An employee may be considered Exempt if he/she:

1. Performs exempt duties more than 50% of workday;
2. Uses independent judgment and exercises discretion routinely;

3. Earns a salary that is at least 2 times the minimum wage, currently \$33,280 per year or \$2,773.33 per month.

### MEAL AND REST PERIODS (NON-EXEMPT EMPLOYEES)

Employers must provide Non-Exempt Employees with paid rest periods of at least 10 minutes for each 4 hours of work, or major fraction thereof. They must also provide at least a 30-minute unpaid meal period for every 5 hours of work.

Be aware and use good documentation practices:

- One hour "lunch meetings" do not qualify. Employees must be relieved of all duties during a meal period – even if you buy them lunch at these weekly meetings!
- *Brinker Restaurant Corp v. Superior Court* clarified that rest periods should be taken as near as possible to the middle of the 4-hour work period, but need not be provided before the employee's first meal period. It also

clarified that for employees who work over 3.5 hours, one 10-minute break must be provided for every 4 hours of work "or major fraction thereof", defining a "major fraction" of 4 hours as 2 hours. This same case clarified that employers are not required to ensure that no work is done during an employee's meal period. The employer satisfies their obligation if it "relieves its employees of all duty ... and does not discourage them" from taking their meal period.

- The meal period must begin BEFORE the employee completes 5 hours of work. If an employee normally takes a 1 hour lunch break, two 30-minute segments are acceptable, as long as one of those segments begins before that 5th hour of work is completed. Also, this meal break can be waived completely with mutual consent if their work day is no more than 6 hours.

*Continued on page 8*



# A QUESTION OF MEMBERSHIP

by **Larry Kirlin**

*Membership Committee Chairman*

I recently read an article in the LSI magazine written by Mae Brooks called "A Question of Membership". The article divided members into five categories: leaders, followers, participators, "join for the name" and "do nothing". Mae describes each category and appeals to her audience to step up, become more active and eventually take a leadership position.

CALSPRO and LSI are very different types of associations with different missions. LSI's mission is focused on education and networking. CALSPRO's number one mission is legislation, followed by education and networking. Because our

missions are different and our members are mostly entrepreneurs, we have a healthy balance between participators, leaders and inactive members. What we need are more members.

Our legislative mission is a numbers game. More members=more voters and more funding for our lobbyist. In order to fulfill our mission in the legislature, we need members. Without the numbers, our issues will be muffled by the voices of larger associations.

Don't forget that our industry exists on the whim of the politicians in Sacramento. What

small change in a law would it take to make your business unprofitable? Sometimes the most benign sounding changes can impact your business negatively. That's why CALSPRO has a legislative committee watching every bill. They are watching out for us so we can spend our time running our businesses.

This message isn't so much an appeal to new members as it is a reminder of why it is important to remain a member. That being said, it wouldn't hurt for you to pass this message along to a non-member. Remind them that this is their industry too. 🐞

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## Save the Date! – 45<sup>th</sup> Conference In Tahoe

**October 4 – 6, 2013**

**Harrah's Tahoe Stateline, NV**



- **Friday Night Welcome Party at Tahoe Bowl**
- **Industry Trends: E-Filing and E-Service**
- **Educational Roundtables, that may include such topics as:**
  - **Case law**
  - **Employment law**
  - **Healthcare Update**
  - **Social Media Marketing**
  - **Process Serving Tips**

It's an incredible opportunity to invest some of your precious time and energy in yourself and your business. **Hope to see you there!**

## CALSPRO New Member Log Welcome!

**Orange County Process Management** - 01/15/2013

**K & J Services** - 01/23/2013

**USA Express Legal & Investigative Services** - 12/08/2012

**Shinkowsky Investigations** - 01/15/2013

**Powerhouse Process Services, LLC** - 02/11/2013

**Joe Jones** - 01/03/2013

**American Process Service** - 04/15/2013

**Julie Odefey** - 02/11/2013

**Juan Escobar** - 02/11/2013

**Michelle Vargas** - 02/11/2013

**By The Book Attorney Service** - 01/03/2013

**Eric Walton** - 01/03/2013

**Maria Oung** - 02/11/2013

**ISD Corporation** - 02/11/2013

**Davis Best** - 02/08/2013

**Garza Industries** - 01/24/2013

**Silent Warrior Investigations** - 02/04/2013

**Robert LeMasurier** - 05/01/2013

**Paul Mason** - 05/01/2013

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Associate Member

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Individual Member

Individual Member

Individual Member

Company Member

Individual Member

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Individual Member

- 3) Search engine optimizing (SEO) – By investing in search engine optimization to have your company appear on the first page of an internet search is invaluable. Think of how many times you actually take the time to see who is on page 2 or beyond when you do a search. Research shows that the vast majority of searches never go beyond that first page.
- 4) Additional strategies include E-mail blasts, mass mailers, and being a vendor/sponsor for industry related events to get your name out there.

This year the annual CALSPro Conference is set for October 4-6, in Lake Tahoe. Conference is the time of year where you meet with other members, network with new ones, elect new officers and directors, and gain knowledge on our ever changing legal system and how it impacts our profession. There are timely topics about changes occurring in legal support that will impact us all a great deal; and we have several special guest speakers to enlighten us. Many great events have been planned to further provide continuing education and networking opportunities as well. Please mark your calendars and plan to attend this year's much anticipated conference.



**NON-EXEMPT VS. EXEMPT** – continued from page 5

- **HERE'S THE PENALTY** – An employee who is not provided with a timely and complete meal period is entitled to "one additional hour of pay for each day that the full meal period was not timely provided." An employee who is not provided a rest period is entitled to "one additional hour of pay for each day rest periods are not provided."
- **Documentation to support your compliance of Meal & Rest Periods:**
  1. Have written policies that inform employees of their rights to meal and rest periods;
  2. Ensure that supervisory employees understand the laws;
  3. Have employees clock out and back in for meal periods (required);
  4. Add a statement to employee timecards noting that the employee has been provided with rest periods and meal periods, which the employee will sign once the timecard is completed and turn in each pay period.

The information provided here is for general informational purposes only and is not intended to constitute legal advice. You should seek the advice and opinion of a qualified, licensed attorney on specific facts, circumstances, and legal issues that concern you before acting on any information provided by this article.

**SAVE THE DATE**  
**CALSPro 45<sup>TH</sup> CONFERENCE**  
October 4-6, 2013  
Harrah's in South Lake Tahoe

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# TECHNOLOGY COMMITTEE REPORT

*by Kraig Vorsatz, Technology Committee Chairman*

## Does your Back-up need a Check-up?

**W**hen you need it most, having a reliable back-up system is critical in providing the peace of mind needed to continue doing business seamlessly when your system crashes. The lack of implementing a back-up can be a costly, time consuming nightmare that you may never fully recover from if your system should ever fail. It is extremely important to back up your databases and know they are backed up properly, and the vast majority of us know this, and have a back-up in place. However, until you actually need it, do you know it is reliable and will come through for you when you need it most? It may appear to be running properly every day or week, but what will you do if it isn't doing the job? Your back-up needs to be checked and tested periodically to ensure it will come through in your time of need. Failure at that point could be disastrous.

One of our longstanding members (a Past President) recently faced this situation. It was extremely stressful and caused major turmoil in his office.

Our committee wanted to share his story with you. It all began in the early morning of February 28, 2013. A normal beginning to the day ended immediately and turned to tragedy quickly. Around 9am, their computer systems locked up and none of their staff was able to connect to their database. They attempted to connect directly to their server but were unsuccessful. Being unresponsive, a hard shut down of all the computers was performed. Once rebooting the system the hard drive failed. Upon contacting their software support provider, they attempted to gain assistance with their computer issues. All attempts to re-connect failed and an IT company was called in to address the situation after about 2 days of waiting for their availability. There was confidence that they had a good back-up through Carbonite and should be able to retrieve the necessary files that had been corrupted. After looking to see when the last back-up date was performed it was determined that it hadn't been officially backed up since December 2012 and Carbonite hadn't backed up some of their files. Even though our past president had assigned Carbonite to

back-up his entire computer, some very large files were not backed up and apparently need to be chosen separately to guarantee proper back-up. This information was never made available to our member nor was it understood at the beginning of his back-up process implementation.

The company's main server was driven to their software provider in an attempt to recover the data but was unsuccessful. The server had to then be taken to a computer repair company that specializes



in data recovery. They were able to recover the data from December 2012 and before but were unable to recover the data from January 1st through February 28th. Then they were told to take their server to a company that can restore hard drives and reconstruct data files at the binary level. Unfortunately, they told our member that there was no guarantee and any success or attempt at recovering the data wasn't guaranteed and would incur the same fee. Within 24 hours, our member had all his lost data files recovered. Truly a miracle! Our

member's system was restored and he was back to work with all of his lost information. Our member's company now has 4 RAID hard drives that mirror each other and now also has a confirmed Carbonite back-up with a portable backup drive.

### Lessons learned:

1. **VERIFY** your system is making backups and that you can access the data to make sure it's accurate.
2. **MULTIPLE** Backups are necessary. Make sure you have multiple backups of your files.
3. **OFF-SITE** Backups are a must but make sure your files are there. Don't **ASSUME**. **VERIFY**.





# LEGISLATIVE UPDATE

*by Steve Janney*

*Legislative Committee Chairman*

**T**he new legislative year has started and most of our focus and effort has been directed at SB 588. Authored by Senator Bill Emerson of San Bernardino, the bill deals with costs allowed to be charged by hospitals when "portion of the records is stored electronically and is inaccessible for inspection or copying, the bill would authorize the health care provider, in its sole discretion, to produce a paper copy of the electronic records for the attorney to inspect and copy, and to charge specified fees." At our last Board meeting CALSPRO adopted a "strongly opposed" position on this bill.

Members of the Legislative Committee along with our lobbyist, Michael Belote, met with several who supported this bill to express our concerns. After some "lively" discussion it was agreed upon that this would become a 2 year bill. This means it will not be enacted this year and that discussions will occur with the author and others involved to address specific issues and concerns.

## LEGISLATIVE CONCERNS AND QUESTIONS

When members read articles in newspapers, magazines or on the internet regarding legislation in California we encourage you to forward these articles to Steve Janney at [steve@janneyandjanney.com](mailto:steve@janneyandjanney.com). It is important for your Leg Committee to have something to follow up on that goes further than "I heard" or "somebody said."

It is our desire and responsibility to watch for negative legislation and policies and look forward to your help in accomplishing this task.

## SUB SERVICE OF LLC IN SANTA CLARA COUNTY

A CALSPRO member recently brought to our attention that a ruling made by a Small Claims Commissioner stating that a sub service on an LLC was invalid because the code required that the agent be personally served.

The member forwarded to us a copy of the Request for Action issued by the commissioner. This allowed us to have a specific case number and document to be able to reference.

A letter was drafted to the Presiding Judge of Santa Clara County citing the specific case, the specific ruling and the specific code sections that we felt were relevant to the question at hand. Thanks to that member for giving us the tools necessary to draft a professional inquiry.

On April 8, 2013 we received a response, with the presiding judge saying "I will be looking into your complaint and will communicate my findings to you in writing." We will keep you posted as to further results. 🐾



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# California Code of Civil Procedures Section 1011

*by Clifford Jacobs*  
*Education Chairman*

**T**he California Code of Civil Procedures, Section 1011 is one of the more misunderstood service of process codes by both attorneys and process servers alike. There is a part (a) regarding attorneys, and a part (b) regarding a party. The rules for each have some similarity, but more importantly, major differences. Over the years, certain aspects of the code have been misinterpreted and misapplied to specific other portions of this code. What emerged as a result are at least three general major misconceptions that I will address and clarify here. I have included a copy of the actual code at the bottom of this article for you to refer to, and have taken the liberty to make specific portions of the code stand out.

The first thing to understand is that the very beginning of the code is very simple and straightforward. It states that **"The service may be personal, by delivery to the party or attorney on whom the service is required to be made"**. There are no time constraints, packaging requirements nor other allowances or restrictions. From there, alternatives are provided to effectuate service. What follows are the misconceptions and clarifications.

**MISCONCEPTION 1:** (re: Attorney) Service must be made between 9 a.m. and 5 p.m. at the attorney's office, or it is invalid.

**MISCONCEPTION 2:** (re: Attorney) Documents can just be left in a conspicuous place at the attorney's office, or residence, or slid under the office door, or leaning against, or taped to the door if it is locked during business hours.

**MISCONCEPTION 3:** (re: Party) Documents can be left for a party in a conspicuous place at their residence between 8 a.m. and 6 p.m.

There are very specific conditions under which the between 9 a.m. and 5 p.m. guidelines apply. 1. There can be **no one at the office with whom the papers may be left**. 2. The papers must be **in an envelope or package, clearly labeled** to identify the attorney. 3. The envelope or package must be left **"in a conspicuous place in the office"**.

There is no language requiring the envelope or package to be sealed, and for that matter, if the server did not have the opportunity to see what is in the envelope or package his proof can only accurately indicate a "sealed envelope" to describe what was served. Some people interpret "in the office" loosely, and will slide the envelope under the door if it is locked, but unless you can see what is on the other side of the door, how do you know that it is "in the office"? Perhaps it is in an ante room, lobby or hallway having several

doors to different offices. If you are able to see through a clear door and there is space enough to slide documents under it, in instances where documents are too large to fit under the door, does taking them apart and sliding them under the door in sections fulfill the requirements? Is that complying with the "in the office" condition, or for that matter the "in an envelope or package clearly labeled to the attorney" condition. It is open to interpretation, but I think not. Wouldn't you at least need separate envelopes, each labeled to identify the attorney, and perhaps even inscribed with something like "1 of 4, 2 of 4, etc.?" What you or your server interprets as "in the office" could easily be challenged by the intended recipient. This is especially true when considering the language that immediately follows the "conspicuous place" wording which states **"or, if the attorney's office is not open so as to admit of that service, then service may be made by leaving the notice or papers at the attorney's residence, with some person of not less than 18 years of age"**. Focusing on "not open to admit of that service", does that portion of the code infer that unless you are admitted in the office to seek someone with whom the documents can be left, you are then precluded from leaving them in a conspicuous place, and therefore cannot just slide the envelope under the door? Must you then try the residence or an alternate method that

*Continued on page 12*

is provided for in the code? On a similar note, when instructions are provided by counsel to leave the documents leaning against, taped to, or slid under the door (again not fulfilling one or more of the specific conditions set forth in the code, and potentially invalidating the service), in good conscience can you state under penalty of perjury that you served the documents?

Part (b) of the code details service on a party and provides for service to be made “in the manner specifically provided in particular cases...”. It continues with what appears at first glance to be very similar to the portion of part (a) that permits leaving the documents in a conspicuous place; however, if read all the way through carefully, you can clearly see that there is no contingency provided for leaving the documents at the residence unless specifically left with a person at least 18 years of age. There is no provision to leave it at the residence unless the party is served directly, or the documents are left with a person over 18.

To sum up the CCP 1011 basics, remember that the documents should be in an envelope or package (perhaps a box if too large for an envelope) clearly labeled to identify the Attorney; can be left at any time at the office with a receptionist or other person apparently in charge; but can only be left “in” the office in a conspicuous place if there is “no one” there between 9:00 a.m. and 5:00 p.m. with whom the documents can be left. Also, the documents must be left at the residence with the party or someone over the age of 18, and cannot just be left in a conspicuous place. There are other little known provisions of the code allowing for mailing the documents, or serving them on the clerk of the court, and I encourage you to spend a minute or two to read the code below in its entirety to garner a full understanding of CCP 1011.

#### **CAL. CCP. CODE § 1011 : California Code - Section 1011**

**The service may be personal, by delivery to the party or attorney on whom the service is required to be made, or it may be as follows:**

(a) If upon an attorney, service may be made at the attorney's office, by leaving the notice or other papers in an envelope or package clearly labeled to identify the attorney being served, with a receptionist or with a person having charge thereof. When there is no person in the office with whom the notice or papers may be left for purposes of this subdivision at the time service is to be effected, service may be made by leaving them between the hours of nine in the morning and five in the afternoon, in a conspicuous place in the office, or, if the attorney's office is not open so as to admit of that service, then service may be made by leaving the notice or papers at the attorney's residence, with some person of not less than 18 years of age, if the attorney's residence is in the same county with his or her office, and, if the attorney's residence is not known or is not in the same county with his or her office, or being in the same county it is not open, or a person 18 years of age or older cannot be found at the attorney's residence, then service may be made by putting the notice or papers, enclosed in a sealed envelope, into the post office or a mail box, subpost office, substation, or mail chute or other like facility regularly maintained by the Government of the United States directed

to the attorney at his or her office, if known and otherwise to the attorney's residence, if known. If neither the attorney's office nor residence is known, service may be made by delivering the notice or papers to the address of the attorney or party of record as designated on the court papers, or by delivering the notice or papers to the clerk of the court, for the attorney.

(b) If upon a party, **service shall be made in the manner specifically provided in particular cases, or, if no specific provision is made, service may be made by leaving the notice or other paper at the party's residence, between the hours of eight in the morning and six in the evening, with some person of not less than 18 years of age.** If at the time of attempted service between those hours a person 18 years of age or older cannot be found at the party's residence, the notice or papers may be served by mail. If the party's residence is not known, then service may be made by delivering the notice or papers to the clerk of the court, for that party.



#### **Revocation of Membership Decision of the Dispute Resolution Committee**

Effective February 7, 2013, the CALSPRO Dispute Resolution Committee revoked the membership of Attorney's Diversified Services (ADS). The Committee found that ADS failed to meet the standards of professional responsibility established by the Code of Ethics of our Association. ADS will not be eligible to reapply for membership for a minimum period of one year from the date of this decision and can only be considered for readmission with approval from the CALSPRO Board of Directors.

**by Robert Porambo**

### Advertising Committee Chairman

**C**an you believe we are almost half way through 2013? In the words of Kermit the Frog, time's fun when you're having flies! You get the point. Here's an update from the Advertising Committee:

With the help of our President, Mike Kern, we signed up the following advertisers/ new members at the NAPPS Conference in Phoenix:

### Larry Roth – Banner Ad (Missouri)

**Torri Schaffer – Banner Ad (Washington, DC)**

Our associate members are supporting our Association. Remember that when you are sending work out of state. I would also like to introduce our members to our newest vendor member, Garza Industries. Below is detailed information on their company and the services they provide. Give them a shot and save some money at the same time.

**Garza Industries (800)716-4408** is our newest supporting vendor. Founded more than 20 years ago, Garza is a premier supplier of office products and services throughout California and beyond. Garza offers office supplies, office furnishings, commercial printing, promotional items and decorated apparel. Of particular interest to our members is the showroom of office machines, new and used. Garza also does in-field service and maintenance on all types of office equipment. They specialize in certified reconditioned equipment which costs about half of what new equipment does. So you can get two printers for the price of a new one! Many are lease-returns or from closed businesses, with very low print counts. All machines for sale have been serviced and guaranteed to perform as new. The very top brands are offered, such as HP, Canon, Ricoh, and Xerox and include printers, copiers, MFP's, fax machines, and scanners.

Garza has a state-of-the-art online ordering site for your convenience. Orders placed up to 6pm are delivered next day. Product delivery is always free in southern California and delivered via Garza's own fleet of trucks. Alicia Solis and Lupe Pariente are your contacts. They are planning to be at Conference, so make sure you plan to stop by to see them. In the meantime, give them a call for questions or to request a catalog: 800-716-4408. As an introduction, they are offering Calspro members premium copier

paper at \$28.99 per box – first order only, minimum 20 boxes. Plus 2 Regal Cinema Movie tickets for your first order over \$500. Check them out at [www.garzaindustries.com](http://www.garzaindustries.com).

*We are happy to welcome Garza to CALSPro and plan to continue the vendor spotlight in future issues of the Press. Vendor product lines, trends, news and special offerings will be up for discussion, so keep a look out for more on our valued vendor members.*



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