

Volume 10 / Issue 2 / Summer 2017



LEGISLATION

Legislation:

Highlights of Our History



MEMBERSHIP

Membership:

Member Benefits and Value



EDUCATION

Education:

A Worthwhile Investment



CONFERENCE

Conference:

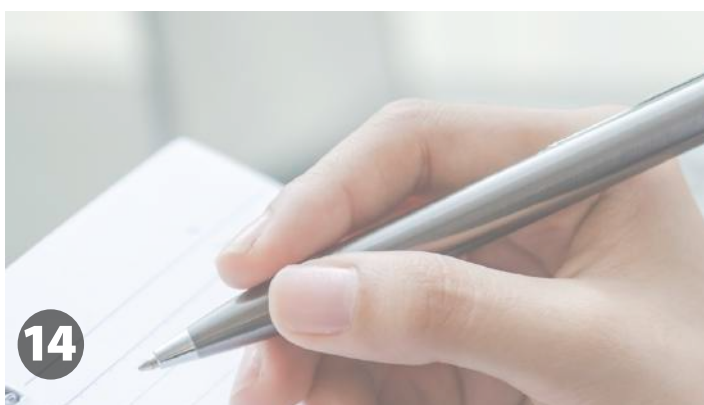
September 22-24, 2017
Omni Rancho Las Palmas
Rancho Mirage, CA





INSIDE THIS ISSUE

- 2 President's Message**
- 3 Capitol Report**
- 4 Legislative Report**
- 6 Conference Report**
- 7 Technology Report**
- 8 Board Meeting Notes**
- 10 Continuing Education Report**
- 11 In the Know - Bylaws**
- 12 Membership Update**



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PRESIDENT'S MESSAGE

LARRY KIRLIN

2017 CALSPRO PRESIDENT

When I took over as chairman of the membership committee in 2009, the hot topic was how to stop the decline in membership. At the time, we had almost 400 members. Since then, we've continued to see a steady decline year after year. Today, we find ourselves at the point where we will no longer be able to balance the budget if we don't change the membership trend.

At the March 25, 2017 meeting, the board of directors voted in favor of a two-day summit to focus on the future of our association. This summit will be similar to the Strategic Planning Session held back in 2007, when our association reinvented itself and decided to change from CAPPs to CALSPRO. Topics will focus on growing membership, membership structure and revenue for the association.

To accommodate the summit, the board agreed to reschedule the June meeting to the weekend of July 22-23, 2017 in Sacramento. This allows us a full weekend to plan, followed by the board meeting so we can approve the recommendations.

The following is a rough draft of the weekend schedule:

Saturday, July 22, 2017

9:30 a.m. – 3:30 p.m.
Strategic Planning Session

4:00 p.m. – 6:00 p.m.
Rosenthal Committee Meeting

6:30 p.m.
Group Dinner

Sunday, July 23, 2017

8:30 a.m. – 11:30 a.m.
Strategic Planning Session Continued and
Wrapped Up

11:30 a.m. – 2:30 p.m.
Board of Directors Meeting with Working
Lunch

The summit should consist of approximately 30 members, including a blend of voices to represent our entire membership. I personally invite you to submit your name to me for consideration. If you can't make it to the summit, I encourage you to send me your ideas in writing so they can be shared.

I can't overstate the importance of this summit. Unless we commit to change, we are destined to fade away.

Thank you for your continued membership and participation.





CAPITOL REPORT

MICHAEL D. BELOTE, ESQ.
CALIFORNIA ADVOCATES, INC.

CALSPRO BILL ADVANCES—OTHER KEY ISSUES AT STAKE

As this column is written, the California Legislature is finishing up with floor actions on “first house” bills (Assembly bills on the Assembly floor, Senate bills on the Senate floor), marking the figurative end to the first half of the legislative year. On Tuesday May 30, the Assembly considered over 100 bills on the floor, and passed every single one. Interhouse rivalries being what they are, the bills may face harder sledding when they reach the “second house”.

For CALSPRO, we are pleased that the Assembly has passed AB 1093 (Chen), the association-sponsored bill dealing with service on commercial mail receiving agencies. Earlier proposals in the bill, to propose a technical change in the process server registration act and eliminate the mailing of renewals of judgments, were amended out of AB 1093 at the request of the Assembly Judiciary Committee.

The “CMRA” proposal in AB 1093 is quite simple, but a good deal of discussion and changes to language were required to pass the bill out of the Assembly Judiciary Committee. The bill simply clarifies that when service of process at CMRAs is authorized, the process server may serve the CMRA on the first attempt, clarifying that the server is not required to appear at the mail receiving agency three or more times in the forlorn hope that the party renting the private mail box happens to be present at just the right moment.

AB 1093 now moves to the Senate, where the bill will be heard before the commencement of the summer legislative recess on Friday, July 22. This is just one of over two dozen bills contained within the CALSPRO electronic folder of pending legislation. There are also bills dealing with service of process in probate actions, material to be included in papers served relating to protective orders in actions concerning minors, service in actions alleging nonpayment of rent in self-storage facilities, service of documents in CEQA actions, and more.

One issue of concern to CALSPRO and other service providers is raised in AB 1250 (Jones-Sawyer). This bill would make it far more difficult for cities and counties to contract for a very broad range of services, including process serving. Local government entities would be required to make very extensive new findings if they chose to contract for services rather than have the work performed in-house by employees. The League of California Cities and the California State Association of Counties are strongly opposed to the measure, which could have a very negative effect on CALSPRO members performing work for public entities.

E-filing and e-service are also an important issues being considered in the legislature this year. The Judicial Council is the sponsor of AB 976, which the Council views as a very technical measure relating primarily to service of motions and other secondary service on opposing counsel.

Questions about express opt-in consent for e-service were raised in the Assembly, and discussions continue among various interested stakeholder groups.

Finally, CALSPRO and the Coalition for Improving Court Access (CICA) have been involved in discussions concerning access to e-filing systems for people with disabilities. This is an enormously complicated issue with very significant legal and practical issues. A group known as Disability Rights California has requested the inclusion of language in the state budget for 2017-2018 requiring that all new court programs for e-filing be accessible to those with disabilities immediately, and that all existing programs be made accessible over an 18-month period. Again, discussions are occurring amongst interested parties, including the Judicial Council of California, to better understand the issue and craft implementation language which comports with state and federal law and also provides the courts and vendors a reasonable time to comply.



CALSPRO Legislative Update

By Steve Janney, Legislative Chair

The Legislative Committee met in Los Angeles on March 25 to discuss the CALSPRO Legislative agenda for 2017. This year your Legislative Committee is again working closely with the Committee for Improving Court Access (CICA) as we look ahead, working together on a variety of issues.

According to our Cornerstone Charter the members of the Legislative Committee are the Chairperson, the President of the Association, the Vice President of the Association and two members of the Association chosen by the Legislative Chairman. The Legislative Committee for 2017 consists of:

Steven Janney, Chairman

Chad Barger, Co- Chair (member appointed by Legislative Chairman)

Larry Kirlin, President of Association

Robert Porambo , Vice President of Association

Vacant (member appointed by Legislative Chairman)

Tom Alkema, ex officio for Photocopy matters

This last meeting was chaired by Chad Barger as Steve Janney was unable to attend. Legislation was just starting to be introduced in both the Assembly and the Senate. Bills supported by CALSPRO and a variety of other organizations were reviewed and discussed.

The proactive CALSPRO legislative effort this year focuses on AB 1093. Its summary reads as follows:

Under existing law, if a copy of a summons and complaint cannot with reasonable diligence be personally delivered to the person to be served, as specified, a summons and complaint may be served by leaving a copy with certain people at the person's dwelling house, usual place of abode, usual place of business, or usual mailing address, other than a United States Postal Service box, and mailing a copy of the summons and complaint by first-class mail to the place where a copy was left. This bill would, if the only address reasonably known for the person to be served is a private mailbox obtained through a commercial mail receiving agency, allow service of process to be effected on the first delivery attempt by leaving a copy of the summons and complaint with the commercial mail receiving agency, as specified.

This legislation had originally contained language dealing with the process server registration and ability to keep a registration number after the expiration of the registration. Concerns were raised by the Assembly Judiciary Committee in regards to live scan requirements. After discussion and a small amount of confusion as to how the bill was being read and its actual intent, it was agreed to remove that language.

AB 976 is legislation introduced by the Judicial Council and is being watched carefully by both CALSPRO and CICA. Its summary reads as follows:

(1)Existing law authorizes a trial court to adopt local rules permitting the electronic filing of documents, subject to uniform rules adopted by the Judicial Council and other specified conditions. Existing law also authorizes a superior court, by local rule, to require the electronic filing of documents, upon adoption of uniform rules by the Judicial Council for mandatory electronic filing and service of documents for specified civil actions, and subject to other conditions. Under existing law, the Orange County Superior Court is authorized until July 1, 2014, to establish a pilot project to require parties to specified civil actions to file and serve documents electronically, subject to certain requirements. This bill would remove the authorization of the Orange County Superior Court to establish the aforementioned pilot project, and would instead authorize all trial courts in the State of California to, by local rule, require the electronic filing and service of documents in civil actions, as specified, in accordance with certain requirements.

Jeff Karotkin, Administrator of CICA, recently sent out the following:

As reported previously, we intend to insert our proposed changes into AB 976. Before we

Continued on page 9

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CALSPRO Conference Update

By Ken Hastings - Conference Chair

Come Join Us In Rancho Mirage

We are more than half way there. Time flies and before you know it we are 4 months away from the California Association of Legal Support Professionals' 49th Annual Conference. It's a good thing we have been busy booking a great location with a packed agenda. We will all be traveling to Omni Rancho Las Palmas Resort in Rancho Mirage very soon.

During the weekend of September 22nd through the 24th you can expect your usual favorites such as the Jack C. Janney Memorial Golf Tournament, Friday Night Cocktail Mixer, Awards Banquet, educational classes, and Meet and Greets.

New to the conference this year will be two, one hour sessions, from our keynote speaker Bob Davies. We have allowed for more time to visit with our vendors and have added more educational sessions. To accomplish this we have added two one half hour speaking slots as opposed

to the traditional hour long sessions. We are also working on adding an alternative photocopy breakout session for those interested in learning more about photocopy.

Additionally, our committee chairs are working on new ideas, projects and awards for our members. Kristian Pujol, Chairman of the Continuing Education Committee, has been working with the Conference

Committee to offer members a full CCPS Workshop on Sunday. During previous conferences we only offered the CCPS test. Hopefully members who don't have easy access to our CCPS Workshops will be able to take advantage of this great opportunity.

So help us get the word out. This isn't like any Annual Conference you have been to in the past.

I'm personally looking forward to having someone from Sacramento speak to our association directly. We are expecting one of our State Assemblymen from the 42nd District, Chad Mayes, to attend. Mike Belote and his team are hard at work to make this happen for us.

We intend on mixing things up and we all should be in for a great time.

I look forward to seeing all of you in Rancho Mirage in September!





CALSPRO Technology Update

By Andrew Gowing, Technology Chair

The Numbers Don't Lie

First, I would like to take a brief moment to introduce myself. My name is Andrew Gowing, and I have been a part of CALSPRO for four years now. I have recently been appointed to the Board of Directors and the Technology Committee Chair. I also currently serve on the Continuing Education Committee. I was previously serving on the Technology Committee with Paul Janney. With Paul's passing I was asked if I would be interested in taking over Paul's posts if nominated and voted in. I gratefully accepted any nomination and now I serve the association in Paul's memory. Paul is not replaceable, but I will do my best to honor his progressive thinking and passion for the future, as well as his love for the association and its members. He was a close colleague and friend, almost like a brother.

One of the last things the Technology Committee discussed with Paul was the next article that we might produce. We had an idea of writing on the topic of technology and the use of analytics. Do we look at the numbers enough? More importantly, do we look at the right numbers? Most importantly, do we have technology available to us that gives the ability to collect and organize those numbers in a helpful way?

Tom Brady, Mike Trout, and Kawhi Leonard. All three may be arguably amongst the best in their respective professions; those being the NFL, MLB, and NBA, for those of you who are not sports buffs. Yet all three of these athletes also play for organizations that utilize analytics in helping them become better at what they do by analyzing and explaining to them what the numbers say about their game.

In the NBA, Sports VU is an example of technology used for the collection of data.

SportsVU is a complex system of several HiDef cameras and sensors installed in the arena that track and record the statistics of a team. The data that is collected with this system gives a team the ability to analyze where each player is most successful and where they are not. This can prove to be useful in knowing what works and what needs to be worked on for use in future games.

As an example, if you have a team with good 3 point shooters, those able to make 35% of their shots, then every 10 attempts will result in 10.5 points scored. In contrast, a team that shoots 50% from the 2 point area which takes the same 10 shots will only score 10 points. If you add to this the belief that one can take quality attempts from 3 point range at a faster rate than from 2 point range you will have an even greater option to improve your team's outcome. From this example we can see that the use of analytical systems have changed the look and play in today's NBA game.

To add another dimension we should note that all three of the professionals mentioned above have what you might call "old school" coaches, ones that have a lot of understanding and know-how. So where each coach (Bill Belichick, Mike Socia, and Gregg Popovich) might rely more on experience and trusting their gut, the organization as a whole views analytics as a necessary part of running the team.

I believe that we should have a similar view towards our profession, trusting our experiences and using data to improve our company operations. There is truth and power in the numbers, which can tell us a lot, but the numbers are not everything.

If the numbers or the data is the meat, then technology is the deli. Technology gives

us the ability to collect the data as well as slice and dice it in different ways to help us better understand our business.

In the legal support field our "SportsVU" would be a cutting edge Online Ordering and Operations platform. Imagine if you knew the percentage of successes you had when serving papers in any given zip code, or if you knew the average life of a paper before it was served; that data alone could drive the price of service in a particular zip code. Put another way, if you knew you had a good server but the life of a paper in a difficult zip code is longer and the success rate is lower than normal, you may think of raising the price for that area. This idea works in reverse as well.

For those companies that still offer Retainer Coverage. With analytics you could know how many filings you are completing under the Retainer in any given month, per customer. From that data you could see if there Retainer Fee is enough to cover the expense of fulfilling the work required under the fee. If it is not, do they make up for it in other billable assignments? While the idea of tracking these statistics and using them to make better business decisions is not new, technology makes these numbers more accessible, easier to compile and simpler to generate into usable reports, usually at the click of a button.

I believe with the constant development of eFiling throughout California, along with the new developments of technology within our industry, analytics will be increasingly important and necessary. The analyzation of data will assist you in the decisions that pertain to price, promotion, and service levels offered. Analytics have changed the look of the NFL, the MLB, and the NBA. Why not the Legal Support industry?

Board Meeting Notes

Your board of directors met on March 25, 2017 in Orange County and the following board members were present:
Larry Kirlin, Robert Porambo, Ken Hastings, Cliff Jacobs, Tom Alkema, Chad Barger, Tom Bowman, Andy Estin, Kristian Pujol, Lauri Taylor

Also present were:

Jeff Karotkin, Tony Klein, Mike Belote, Jenny Blevins, Anita Pasillas, Mike Kern, Brett Peters

We discussed the following topics:

1. Wendy Bowman recently took a position with the Santa Clara Superior Court and has asked that her membership be relinquished due to her partnership in Sterling Madison.
2. Anti-Trust Policy was included in the agenda packet and the board also read the policy.
3. Board of Directors vacancy and election due to the unfortunate and untimely passing of Paul Janney. Andrew Gowing of Janney and Janney indicated his willingness to serve on the board. Upon motion your board elected Andrew as the newest board member.
4. President Kirlin acknowledged Paul Janney and his service to the board, the importance of keeping the momentum through the year, and to remain in the black (finances). Larry also wants to reach out to smaller operators.
5. Committee reports
 - A. Web-site-Michael Kern reported that Google maps has been added to the member listing.
 - B. Historical Preservation-Michael Kern reported that he has 7 boxes of items and will develop a Power Point presentation for the next two conferences to celebrate the history of CALSPRO.
 - C. Forms-Tony Klein reported a new writ form with a two year roll out. Andy Estin indicated that maybe a box can be added to the writ that the form is being submitted electronically.
 - D. Coalition to Improve Court Access-Jeff Karotkin reported that San Francisco Superior Court has proposed local rules which are pending to expand their e-filing campaign. AB976 inclusion-Jeff has developed two proposals for discussion and consideration.
 - E. Continuing Education-Kristian Pujol reported the committee's goal was to train presenters and administrators for the CCPS workshops. Workshops date for the year are forthcoming.
 - F. Membership-Cliff Jacobs reported the March 2017 count was 246 vs. 282 in March 2016. Central office was asked to work up a plan for an auto payment option of dues renewals.
 - G. Advertising-Robert Porambo reported that the committee has a target list of new vendor members. Also, upon motion we are offering a discount for new Associate Members who join CALSPRO at the NAPPS 2017 Conference. They can pay \$100.00 membership fee for the rest of 2017 and all of 2018, and can advertise for half off of our usual rates for the remainder of 2017.
 - H. Newsletter-Tom Alkema reported that the recent E-news was dedicated to Paul Janney.
 - I. Conference- Ken Hastings reported that he is proposing scheduling shortened sessions and the Friday night event will be planned to allow for more networking.
6. Secretary-Treasurer's Report-Ken Hastings reported that \$25,000.00 was transferred from the general account to the investment account in March 2017. The February 2017 balance sheet showed total assets of \$82,790.44, total income of \$66,705.00 and total expenses of \$21,043.16. Investment committee reported approximately \$4900 in overall gains.
7. Good of the Order-Chad Barger reported that \$5,477.00 has been collected so far for the Paul Janney Continuing Education Memorial Fund.

Continued on page 9

A Telephonic Board Meeting was held on 5-3-17:

1. The main topics of discussion were the review of our RFP for the CALSPro pouch service and a committee will be working on this item.
2. Moving the June 17, 2017 board meeting to the weekend of July 22, 2017 to not only have our board meeting, but a special strategic planning meeting to discuss the future and current challenges facing our association.

Upcoming board meetings:

All members are encouraged and welcome to attend and participate in our board meetings.

- July 22-23, 2017 – In Person Meeting: July 22 Rosenthal Comm Mtng - 4:00 to 6:00 p.m. ; July 23 Board of Directors Meeting – 11:30 a.m. – 2:30 p.m. - Sacramento
- August 23, 2017 - Conference Call - 4:00 p.m. – 6:00 p.m.
- September 22, 2017 - Board of Directors Meeting During Conference - Omni Rancho Las Palmas, Rancho Mirage

• September 22-24, 2017 - CALSPro 49th Conference - Omni Rancho Las Palmas, Rancho Mirage

• September 23, 2017 - Immediately Following Conference - Omni Rancho Las Palmas, Rancho Mirage

• December 2, 2017 – In Person Meeting: Legislative Committee Meeting – 9:30 a.m. – 11:15 a.m./Board of Directors Meeting – 11:30 a.m. – 3:00 p.m. - San Jose

Legislative - continued from page 4

do that the Bill's authors must first resolve other challenges. Specifically, amendments to the electronic service statute that create an unnecessary barrier to eService adoption.

The Coalition, the Consumer Attorney Association of California, the Judicial Council, the Assembly and Senate staff of the Judiciary Committees all met in Sacramento last week to resolve the eService consent concerns. After lengthy discussion, the staff attorney for the Assembly Judiciary Chair agreed to go back to the Chair and seek an amendment to the Bill that removes the consent requirement.

I am very hopeful that we will be successful in getting the consent requirement removed from the Bill. Once that happens, the Coalition intends to amend the Bill to address our concerns; specifically, Compliance with Assembly Bill 2244, Non-Payment of Fees by filers and Refunds of Filing Fees. Our lobbyist is confident that we will get all or part of our agenda approved by the legislature this year.

CALSpro is represented on the CICA Board. The CALSPro delegates submitted the following report to the CALSPro Board.

The CICA Delegates met telephonically on May 3, 2017, to discuss the April 21, 2017 report of the Coalition for Improving Court Access authored by Jeff Karotkin. Present at the telephonic meeting were Chad Barger, Andy Estin, Kristian Pujol and Lauri Taylor. Specifically the CICA Delegates discussed the proposed amendments to AB 976 that were outlined in the report. The CICA Delegates were not opposed to the amendments. The CICA Delegates liked that there was an "opt in" process for E-service of documents and that E-service was an option and not forced upon all litigants when E-filing. Furthermore, for those parties that "opt out" of E-service it may provide our CALSPro members the opportunity for a CCP Section 1011 delivery to those parties that require service in a manner other than E-service. Furthermore, the CICA Delegates felt that by having an "opt in" procedure for E-service (with regard to E-filing) that it would help to set a precedent for other legislation as to other E-service issues that will mostly likely arise in the future.

This is significant legislation that will continue to be watched carefully by our two organizations.

On a broader business level, it appears that no legislation regarding the implementation of sales tax on services will be passed. However, the 12 cents a gallon gas tax increase has been signed and will go into effect soon. This legislation also includes surcharges on vehicle license fees.

It continues to be an exciting year in Sacramento. An active Legislative Report can always be found on the CALSPro website, www.CALSPro.org, and then by clicking the Legislative tab.



EDUCATION

Continuing Education Report by Kristian Pujol

Stand Out Above the Rest by Earning your C.C.P.S.

The CALSPro Continuing Education committee strongly believes, supports, and aims to achieve the overall enhancement of job knowledge and proficiency for all its members and associates. Like professionals in all industries, we recognize the fundamental tenet that an upsurge in knowledge, innovation and experience is correlated with upward mobility, job sustainability and general longevity. Increased dosages of education combined with technological applications can make our jobs easier and safer. One way we aim to achieve this end is through our CALSPro Certified Process Server (C.C.P.S.) workshops and examinations.

The C.C.P.S. workshops are not only a great way to learn the basic codes, rules and regulations that govern our profession but also an opportunity, when you earn the C.C.P.S. designation, to stand out above the rest. In California, there is no state entrance exam to become a process server as in Nevada or Texas for example. Becoming a "Registered" Process Server (RPS) allows you to serve all types of legal documents in California but it does not mean you have the know how to do so, nor the knowledge to protect yourself or your client. It truly is lamentable that in our golden state there is no exam or certification program to prepare and help process servers learn to do their jobs in accordance with the laws of the state.

CALSPro Continuing Education series of C.C.P.S. workshops offers a logical and beneficial option to fill the void of a state

certification program in California. The Service of Process workshop provides education on key elements of process serving as well as codes, rules, and case law for suitable procurement of due process and for the safety of those ensuring it. There are penal and civil codes that every Registered Process Server, Professional Photocopier, Private Investigator and attorney service company should know for their own legal protection.

In addition to the C.C.P.S. workshop, an individual can earn their C.C.P.S. designation by taking and passing the C.C.P.S. examination. The C.C.P.S. designation serves as a validation of understanding and demonstrates proficiency in the applicable codes and rules intrinsic to our profession. The exam covers materials from the workshop and forces test-takers to think analytically by placing them in different case scenarios where they must apply code rules and case law. The CALSPro website has a list of "certified servers" which allows members and non-members to be listed and acknowledged for their accomplishment and commitment to continuing education. The certification is only good for two years to ensure C.C.P.S. designees are up-to-date with the most current laws and regulations shaping our changing landscape.

CALSPro recognizes there are other entities offering seminars, webinars, and training videos for process servers, and we applaud many of them and urge you to participate in some, but the C.C.P.S.

workshops are exclusive in that they are meant to prepare participants for the C.C.P.S. examination. Moreover, the classes cater to legal professionals in California since they review California civil codes and procedures and Business and Profession codes applicable to our state, as well as Federal Rules. Furthermore, CALSPro is the only association of its kind in our state protecting the interests of its members legislatively with a strong lobbying presence at our Capitol. Hence the workshops are in touch with new changes in the law and provide attendees with crucial updates on our profession's current legislative agenda. Participation in the workshops also allows for a circular channel of communication as attendees are also encouraged to engage in discourse and provide field input that might influence and guide CALSPro's legislative agenda.

CALSPro has several more C.C.P.S. workshops and examinations scheduled for the remainder of the year. Below are the scheduled 2017 dates and cities/regions. As the dates approach, be on alert for e-blasts emanating from headquarters. For actual venue locations or more information, please refer to the CALSPro website under the education tab or simply click on the link:

<http://calspro.org/events/education/>

June 17, 2017 in Sacramento, CA
August 5, 2017 in San Jose, CA
August 12, 2017 in Bakersfield, CA

Continued on page 11

IN THE KNOW – BYLAWS

by Lauri Chichester-Taylor,
Bylaws Committee Chair

In our on-going feature regarding the By-Laws of CALSPro, here is the relevant section for the procedure on how to fill an empty Board position.

Article VI – Management, Officers, Board of Directors

Section 9: A vacancy created in any office shall be filled for the unexpired term of office by a majority vote of the Board of Directors except those vacancies created at a regular annual meeting, which shall be filled by a vote of the majority members present. The vote may be taken by a poll of the members of the Board of Directors through correspondence by the Chairman

of the Board of Directors or at the next meeting of the Board of Directors. No member shall be eligible to fill such vacancy unless he/she has been a member for one (1) year. In the event that a vacancy occurs in the Presidency or the office of Secretary-Treasurer, the Board shall meet and elect a successor within thirty (30) days of the date such vacancy was created.

The Board of Directors followed the rules as stated in the above section of our Bylaws by voting in a replacement member at our March 25, 2017 meeting.



Education - continued from page 10

August/September 2017 in Ventura Co., or the San Fernando Valley (seeking location)

September 24, 2017 in Rancho Mirage, CA

Once you have earned your C.C.P.S. designation, CALSPro advocates you demonstrate and educate associates and clients about the certification process and the distinction you have received. We urge you to use it by annotating the designation after your name in professional correspondences and proofs of service. Hang the certificate on the wall and promote professional education to your staff. Creating awareness will let attorneys know that you are not only registered, but that you are bona fide certified process server with knowledge of the fundamental codes, rules and regulations that govern our profession.

Remind your clients that in California a RPS may enjoy the benefit of rebuttable presumption in court, but they are not vocationally trained with pertinent codes and laws and may therefore be prone to fallacy, danger and liability (without any real proper legal knowledge or formal training). The C.C.P.S. workshop provides the desired education and competency for the server or administrator attending the class, and elevates vocational knowledge and general expertise within our industry to a higher level. The C.C.P.S. designation affirms the accomplishment, creates extrinsic awareness, and gives confidence and peace of mind to the client, attorney, firm and legal community.

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CALSPRO Membership Update

By Cliff Jacobs, Membership Chair

I just returned from the Annual Conference of the National Process Server Association, where our very own, Michael Kern, was elected as the new NAPPS President (AWESOME!!!). I can attest to the fact that process servers all across the nation like being connected to this profession, and to other process servers, through belonging to their State Associations. As far as States compare, here in CA we are so very fortunate to have one of the very best Legal Support Association Legislative Programs in the Nation. Our Legislative Advocate is extremely knowledgeable, well known & respected, and with decades of service, is very well connected. We can also be extremely proud of our Education Program, because it is recognized as one of the very best as well. Many other states look to CA for examples of what they can do in their own state both educationally and legislatively; and we should take care not to take our membership in CALSPRO for granted.

A common theme in every State Association is maximizing value; and I want to remind you all of one of our great member benefits that is just starting to catch on. It is our REFERRAL PROGRAM. The bottom line is it's simple and provides great value to existing members, and also to the new members they refer to join CALSPRO. When you refer someone, you can give them an instant discount. When they join, your renewal dues will be reduced by a lot! Refer just 2 new members in 12 months, and your Individual Membership renewal dues get slashed by 50%. So go ahead..... Just do it!

Being at NAPPS reminded me that there are a lot of choices in other states to whom I can send work. I have joined several other State Associations, and they show their appreciation by sending work my way. So, when looking for an out of state service provider, please look first at those companies that choose to support CALSPRO by their membership with us.

Fresh from the NAPPS Conference, I am thrilled to introduce our newest 18 (yup, 18) members:

Vendor Member

State	Name	Company
Virginia	Mike Yergey	Yergey Insurance

Individual Member - CA

County	Name	Company
Los Angeles	Jonathan Hasberry	Hasberry Process Service

International Member

Country	Name	Company
Canada	Stewart Martin	Profile Legal Services, Inc.

Associate Members

State	Name	Company
Arkansas	Stephanie Myers	Attorneys Services Inc.
Georgia	Robin Martinelli	Martinelli Investigations, Inc.
Georgia	Nosiba Stevenson	Consider It Served
Illinois	Darryl Ellis	A-1 Detective Agency, Inc.
Indiana	Christine Trehan	Express Process Service
Maryland	Mike Daigneault	Priority Process
Maryland	Torri Schaffer	Torri's Legal Services
New Jersey	Anthony Iavarone	AI Legal Services
New York	Jillina Kwiatkowski	Smart Serve Process Serving, Inc.
Ohio	Paula Ashcraft	Greentree Legal
Texas	Pamela "Blu" Daniels	Blubonnet Process Service
Texas	Shane Swatzell	Full Circle Legal
Washington	H. Eric Vennes	Apex Legal Services

Thank you for taking the time to read this article and for being a supporter of CALSPRO.

Referral Discount Program



\$50.00 off Individual Membership
\$75.00 off Company Membership
\$25.00 off Associate Membership

New Member Information

Name: _____

Company: _____

Referring Member Information

Name: _____

Company: _____

A new Individual, Associate or Company Member joining CALSPRO shall have their membership fee instantly reduced by the amount as stated above by entering the referring member's name as requested on the application, as well as submitting this certificate along with the application. The Existing referring member will receive up to two referral discounts upon renewal the next year, but may offer the new member discount without limit to potential new members all year long. Existing members will qualify for the two highest renewal discounts as follows: \$50.00 discount for a new Individual member, \$75.00 discount for a new Company member, and/or \$25.00 discount for an new Associate member upon their approval as a new member.

Submit this document with your new membership application which can be downloaded from www.calspro.org

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