



CALSPRO

Volume 11 / Issue 1 / Winter 2018



1969

— The year that —
— shaped a generation —



50th Conference

Save the date: Oct 5th - 7th, 2018



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PRESIDENT'S MESSAGE

LARRY KIRLIN

2018 CALSPRO PRESIDENT

Why Join CALSPRO Today?

Last month I wrote a blog article and eBlast that encourages our members not only to renew their own membership but to ask an employee or independent contractor to join the association. I say encourage but, in my mind, I was pleading. We absolutely need more membership revenue for our organization to survive in its current form.

Anyone who knows me knows that I'm a car guy. As a car guy, I belong to a couple of car clubs. I don't have to belong to attend the meetings and events. I choose to join because I realize that my membership dues are the source of revenue the club uses to pay for the meetings and events. If everyone decided just to attend for free, the events would disappear.

I not only attend the meetings and events, but I take the additional step to volunteer at the events in one form or another. Why? Because it is the right thing to do and it helps ensure the events I enjoy will continue.

Now I realize not everyone will join CALSPRO and, of those who do, only

a percentage will give their time as a volunteer. Everyone's heard of the 80/20 rule, right? I'm cool with that ratio. I don't mind being in the 20% all the time.

I've been part of the industry since 1991. Over that time, I've seen many smaller companies disappear and a few large

"If your job and this industry are important to you, renew. If you want your business to grow and thrive, sign up an employee."

companies grow larger. I'm not a business scholar so I can't explain why this happens. What I do know is it did happen. Does that mean it will continue until only large companies exist? Absolutely not. I think the big companies will focus on the big markets and marquee clients and small companies will continue to thrive by filling boutique needs and intimate, personal contact with their clients.

So why should anyone join CALSPRO today? For the same reason I joined my car clubs. Because you support what is important to you. If your job and this industry are important to you, renew. If you want your business to grow and thrive, sign up an employee. If you see the value in our educational and legislative programs, encourage an independent contractor to join.

I really mean **you** when I say this. Not the 20%. I mean the 80% **and** the 20%. Everyone. We need 40-50 new members this year, and the 20% can't do it without you.

Thank you,



CAPITOL REPORT

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

The “Resistate”

The California Legislature returned to Sacramento on Wednesday, January 3 to begin the second year of the current 2017-2018 two-year session. Session will last until the constitutionally-established deadline of August 31, 2018 at midnight. And it is going to be quite a year.

The two themes for the year will be the ongoing focus on sexual harassment allegations, and the Democrat’s unwavering resolve to the “anti-Trump”. Already the bluest of blue states, the legislature is positioning the state to oppose the Trump administration on a number of key issues, including immigration, climate change, taxation, health care, marijuana, oil drilling, and more. We are becoming the “Resistate”, and I think I made that word up!

Of the various issues, perhaps the one most likely to affect CALSPro members is taxation. The limitation in federal tax reform of deductions for state and local taxes (now known as “SALT”) disproportionately impacts high-tax states such as California, New York and New Jersey. California taxpayers alone receive nearly one-third of all SALT deductions. Elimination of the deduction also puts high marginal income tax rates squarely in the focus of taxpayers.

California is trying to figure out how to respond to the tax reform bill. The easiest response is to pass a law giving California taxpayers the option to pay their state tax

obligation as a charitable deduction to the state, thus making the amount deductible, with a 100% credit against the state tax due. The problem is that the IRS might well disallow the charitable deduction, ruling it as simply a disguised income tax payment.

Other ideas include raising payroll taxes on employers to substitute for income tax obligations on employees. But this is a much more complicated tax proposition. The point is that if California can do something to resist the new administration, it will. The same is true of climate change (restrictions on internal combustion engines and rebates for electric cars), health care (“single-payor”), immigration (“sanctuary state”) and all the rest.

The other overriding issue is sexual harassment. The Sacramento environment, particularly as it relates to fundraising, is a potent cocktail which can lead to inappropriate behavior: power imbalances, late nights, and free alcohol. Two legislators have already resigned due to sexual harassment allegations, and a state senator is on leave. Most people believe that more legislators may face accusations. The question is whether a permanent culture change is underway in Sacramento, which is overdue.

Then too, officeholders are jockeying for position for the primary and general elections scheduled for later this year. Democrats are salivating to run against

Trump, and Republicans are salivating to run against the gas tax increases. We will soon learn which matters more to voters.

In the midst of all of this, the usual 2000-2500 hundred bills will be introduced prior to the February 16 deadline for 2018. It is a certainty that many will affect CALSPro members, including bills dealing with electronic filing and service, surcharges on recording documents, court budgets, and more. The next issue of this column will be more specific on issues facing us for the year.

Visit the State Capitol during the CALSPro 50th Conference in Sacramento on October 5, 2018. Watch for Capitol Tour details!



CALSPRO Legislative Update

By Chad Barger, Legislative Chair

At our December Board meeting in San Jose, the Board of Directors approved several action items for the Legislative committee in 2018.

The first item is expanding the hours for service on CCP1011(b) services. With a growing number of people representing themselves in their legal actions, CCP1011(b) services have been on the rise. Our members have voiced concern regarding the limited hours we can serve this type of process. Currently, we are limited to serve between the hours of 8 AM and 6 PM. For a CCP1011 (b), we can serve a warm body at the residence between 8 AM and 6 PM only, but can't leave the documents in a conspicuous place, if no one is home. With the logic that most people work between the hours of 8 AM and 5 PM, this leaves a very small window to effect service. We are working on language that could potentially expand these hours to 6 AM to 10 PM.

Our second item is addressing the issue of what is personal service on a LLC. Also, to codify it within CCP 416 sections. Our members have voiced that the California Civil Code of Procedure does not specifically state what constitutes personal service on an LLC. With LLC's becoming

extremely popular in California, process servers need to have clear direction. The committee is working on language that would address this issue and hope to have a draft to present soon.

Our third item is pursuing Obstruction of Justice charges against interfering with a process server in the act of serving process. Currently, 16 states have some form of law on the books that makes interfering with a process server a crime. We believe this is a very important issue and will keep you posted on our progress.

Our last item is with CRC 2.257(a). Within this item we will tackle how you affix an eSignature and how paper original documents are stored. With eFiling moving rapidly within our state, eSignatures are being used more and more. However, this rule of court still requires the original document be store and available for inspection upon request. We believe this causes an unnecessary burden on the originating client to keep a paper record in a digital world. This is a large item to tackle and there is much work to do. We will keep you updated on our progress as we proceed.

Even with all this on our plate, we look forward to the critical months of April, May and June in the California Legislature. We expect more than 2,000 bills and amendments to be introduced and we will read and evaluate each one for any impact to our industry. This is what CALSPRO has done best for 50 years, and you can count on us to continue to protect, promote and preserve our great profession.

Chad Barger, Chair

Andy Estin, Tony Klein, Mike Hylan, Larry Kirlin, Robert Porambo, and Tom Alkema,
Committee Members



Features 2018

Import eFiling From **GreenFiling** Directly Into ProServe

Import Attempts, Bad Addresses, & Serves:

- Server Can **Dictate (Voice)** Attempts, and Serves Directly Into Smart Phone, And **eMail Directly Into ProServe DataBase,** With or Without Photos That Will Produce Diligence, Status, Proofs, & GPS Report.

ProServe PDFStore:

- Making a paperless office possible.
- Two Mouse Clicks from finding Proofs, Diligence, Status, Original Papers, Server Notes, Conformed Copies, or Any Other Reports using: Invoice Number, Case Number, Attorney File Number, Tracking Number, and Client Matter Number.
- Full ADOBE Functions, Display, Hilight, Notate, Print, eMail.

Integrated E-Mail:

- Send Servers assignments including GOOGLE map link.
- Receive Servers Attempts, Bad Addresses, & Serves.
- eMail Proofs, Diligence, Status, Invoices, Statements, or any other Reports to Clients.

Recap notes from our December 2, 2017 Board of Directors meeting:
CALIFORNIA ASSOCIATION OF LEGAL SUPPORT PROFESSIONALS (CALSPRO)
Board of Directors Meeting
December 2, 2017
Santana Room – Hotel Valencia – San Jose

All board members present plus Steve Janney, David Nill, Andy Estin, Mike Hylan, Mike Kern, Tony Klein, Jenny Blevins, Stephanie Schoen, Mike Belote

Anti-Trust Policy read

Mike Belote presented the annual training as required by the FTC Order. It was affirmed that Mike Kern was not the cause of the original issue, however, the original Code of Ethics as written was the issue that caused a red flag to the FTC.

PRESIDENT'S MESSAGE

Larry Kirlin noted his appreciation of the board and committees. Larry has an ongoing "blueprint" of the tasks at hand of the association which he follows to keep the association moving forward.

Budget Committee meeting held this week.

CALSPRO membership is meaningful, and encouraged everyone to rally together to have the "tide flow back in" rather than roll out, change the direction, and keep members engaged.

Area Governor program re-established, acknowledged Mark Manchester for his personal outreach to the members.

Jay Roll and Maddy Dowler are doing a great job with the blogs.

SECRETARY-TREASURER'S REPORT

October, 2017 Financial Statement – Ken Hastings presented the October, 2017 financial statement. Cash balance is \$44,577.17. Ken asked each committee chair to look at their areas to reduce spending and maintain income. Need to make sure CALSPRO doesn't lose any members in 2018, need to add 20 new members. There will also be an advertising campaign for enhanced website listings.

COMMITTEES/CORNERSTONE REPORTS

Legislative – committee meeting just held. Tom Alkema is the chair of the sub-committee; Larry Kirlin indicated that there are some complicated legislative issues within the photocopy group, and Tom is working with the committee to work out the details.

Good discussion of issues from the meeting this morning.

Chad motioned to authorize the leg committee to move forward.

Electronic signatures

Limited liability company CCP 416

Changes with CCP 1011(b)

Any proposals of the Photocopy Sub-Committee shall be presented to the Leg Committee and the board for approval.

CICA - Coalition has a sponsored bill in the first house of the legislature – the issues discussed so far include:

What happens when a credit card or other payment by a filer is dishonored. Mike Belote discussed components of the bill. Discussions are continuing.

The bill needs to move in Senate Judiciary Committee in January, if it doesn't move forward, a new bill will need to be introduced.

E-file bill from last year will require the EFSP to put up on the screen, a statement indicating that "by filing electronically, click here that you consent to be served electronically" – a little programming change will need to be updated.

Forms – Tony Klein reminded the board of his report from the conference. David Nill discussed the party without an attorney form and that, for the attorney or law firm, it shows a fax number with an e-mail address being optional, and suggested it be changed to require an e-mail address. Tony will suggest the change to the Judicial Council.

Continuing Education

Andrew presented his report which was contained in the agenda packet. CCPS coming up in San Jose, but the form hasn't gone out because Individual member pricing will go away. Company member pricing \$45 for workshop and \$20 for exam – which will now be changed to Active member \$45. Andrew motion member price of \$45 and \$20 for exam – applies to all membership categories - any employees of a member can attend at the member pricing.

Technology and Website Committee – Jay Roll submitted one report covering both committees.

App – should be ready to launch in first quarter 2018.

Blog – schedule established to communicate with members

Website – working on populating the member's only area of the website – Independent Contractor members list.

Membership Cornerstone

Advertising – Robert Porambo – goal to increase advertising revenue, maintain Vendor members and growth of two new Vendor members in 2018. Vendor spotlight in the E-News was effective.

Area Governor Report – Robert Porambo discussed the former program that was re-instated and reiterated the importance of outreach. When a new member joins, they will be assigned to an Area Governor to serve as a buddy.

Assault Advisor – Tom Bowman reported that there have been no reported assaults. Ken Hastings shared a story of one his servers who was attacked by a dog while trying to serve process.

Historical – Andy Estin, Mark Manchester, Dave Nill, Mike Kern, Kristian Pujl and Mike Hylan are on the committee; first meeting on November 14th which was an organizational meeting. The committee has decided to produce a 50th History book and use some of the 25-year history as well as the legislative history books. Steve Janney will help update the legislative history component. The committee has received preliminary quotes to produce the book. It was noted that \$2,500 was budgeted in the conference budget for the 50th Historical component, of which some may be used for the book. The committee would like to have tables of historical items on display at the conference. The committee would like to honor and acknowledge the older members from 1980 and acknowledge the Past Presidents and invite them to the conference, acknowledgement of the legislative chairs, and Rosenthal recipients. Three goals to communicate: generate pride, show value, education. The committee will also write an article for each issue of the newsletter this year.

Membership Committee- Kristian Pujol

Kristian referred to his written report – bad news relates to getting enough members to support the 2018 budget – need 40 new Active members. Kristian is positive that 40 new Active members is attainable. Theme for the membership drive is to promote the 50th anniversary. Kristian prepared a cover letter to go out with the membership renewals reiterating the value and benefits of the association. Kristian has a five-point plan which includes outreach to prospective members at the NAPPS Conference. The Membership Committee will discuss the possibility of a discount for those individuals who join onsite at the NAPPS Conference and the idea of having a booth since the NAPPS Conference is in San Diego.

Newsletter Committee – Anita Pasillas

First e-news went out last week. Need articles for the e-news and the newsletter. Michael Kern indicated the e-news was great.

Conference Committee – Mark Manchester

Mark plans to have monthly conference calls starting in January. Mike Hylan will be co-chair. Will have both anniversary and continuing education sessions at the conference. The committee will also discuss whether or not there will be a golf tournament. Tom Bowman asked that the conference be billed as the 50th Celebration and Conference.

Good of the Order

Tom Bowman – complimented the board on their diligence and their success and noted the evolution of what the association is all about.

Andy Estin – NAPPs Annual Conference – April 19-21, 2018 in San Diego – Mike Kern is running for re-election. Legislative Committee – great to have written proposals for discussion for the committee members. Acknowledged Kristian Pujol for working on so many committees.

Robert Porambo commended Ken Hastings on a great job, and to Larry Kirlin on the structure and great work.



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CALSPRO Conference Update

By Mark Manchester, Conference Chair

50th Year Celebration and Conference

It is our association's 50th year, and we are heading to Sacramento. We will be at the Embassy Suites in Sacramento's beautiful Riverfront Promenade. We are nine months out, the work has begun, and you won't want to miss it! This year being our 50th Year Celebration we will be looking back at our history with past Presidents, Legislative achievements, and much more. There will be speakers, historical look backs, lots of pictures and history from our 50 years as an association.

Friday will have events for all tastes. We will be having the Annual Jack C. Janney Memorial Golf Tournament, and for those not playing golf, we are planning a Capital Tour, and other activities for everyone to enjoy. That night we will have a special guest speaker that you won't want to miss, along with music and cocktails.

We are still in the planning stage, so stay tuned and check the CALSPRO Blog. I will be posting updates monthly. This is my first year as CALSPRO Conference

Chairman, and my goal is to provide you with opportunities to have fun, learn, and network. I encourage you to participate. We want you to feel like you gained more knowledge than you arrived with and hope that you leave with more business opportunities and contacts.

See you in Sacramento on October 5-7, 2018!



Dispute Resolution Update

By Jeremiah Jones, Committee Chair

2017 was not an especially active year for the Dispute Resolution Committee with only 4 nonpayment complaints being filed. Also, 0 complaints were filed for unethical/unprofessional conduct. Our members are to be commended for the high level of professionalism that they display.

After having served as the Dispute Resolution Chair since 2011, there is 1 common thread that I have seen between the vast majority of the approximately 50 cases that I have been involved in; the lack of communication. Most of the time,

when a case escalates to the point that a non-payment complaint is filed, what is happening is that one attorney service is not able to pay the other one due to a variety of reasons, and so they just stop taking phone calls and stop responding to emails. I can only assume that they are hoping to delay the inevitable, but what this generally does is that it escalates the problem.

A better approach would be to communicate with your affiliate when you are having a difficult time paying your invoices. Let them know where you are at and what your plan is to get current. My experience

has been that almost all companies will be flexible, as long as they see that you are making an effort to bring your account current and they know that you are not just blowing them off. This would save all parties involved a significant amount of time and energy, and it will help keep your company's good reputation intact.



EDUCATION

Continuing Education Report by Andrew Gowing, Education Chair

Service of Process: Knowing the Basics

Knowing the basics of Service of Process is an essential starting point when looking at getting into the Service of Process field, starting your own Legal Support business, or training new employees to serve papers for your company.

Most legal documents can be served by anyone who is at least 18 years old and not a party to the action. However, there are exceptions to this basic rule; Writs, ORAPS/OEXS, Prejudgment Claims, a person that serves over 10 papers per year. Also, it is important to note, that a judge has no authority to issue a bench warrant to be served by anyone other than a Sheriff, Registered Process Server or person specially appointed by the court.

If you are looking to serve papers for a living, it is essential that you become a Registered Process Server, so that you can serve every paper that comes your way. The people that are exempt from registration, according to B&P 22350 (<https://tinyurl.com/yag9fnak>), are the following:

- Private Investigator (or his/her employees)
- Attorney or his/her employees (Can only serve their cases)
- A person that serves 10 or less papers per year
- Sheriff, Marshal, or Constable
- Registered Professional Photocopier

Generally, people that are exempt from registration cannot legally serve; Writs, Prejudgment Claims, or ORAP's (unless specially appointed by the Court). However, the California Sheriff may serve all documents. If you are not a Registered Process Server or exempt from registration and you serve over 10 papers per year, you may be guilty of a misdemeanor.

For a more comprehensive understanding of how to serve papers correctly, please check out one of our upcoming CCPS Workshops. We will be planning at least 5 to 6 CCPS Workshops throughout the year, with our next one in the works for the spring time in the Southern California area.





CALSPRO Technology Update

By Jay Roll, Committee Chair

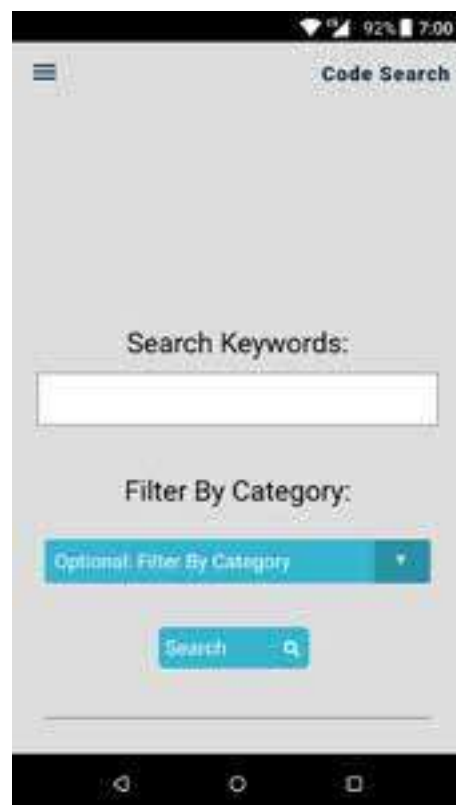
The CALSPRO App is Underway!

We are excited to announce the upcoming release of the CALSPRO App!! The web based "Mobile Friendly" version of the App is slated for release in February and the full App in May or June of 2018. We are excited to offer this new technology to CALSPRO members. The App will be a valuable tool you can add to your process serving arsenal.

Need help locating an address? Try using the Address Validation Tool: This feature utilizes the USPS Address Validation API. It queries the USPS system directly to validate an address entered. Can't quite remember what the code says? Use the Code Search Tool: This feature allows you to search codes with keywords and/or filter by category. Having trouble calculating the ever-changing witness fees? Use the Witness Fee Calculator: This feature will calculate the One-way Mileage for a witness fee based on the State or Federal Fee.

The App will be released with the three features mentioned and with more enhancements to come! We will keep you posted as they are rolled out.

We would like to thank the team at California Advocates Management Services for their hard work and dedication to this project. Their expertise and insight has been invaluable, and without them, the App simply would not exist! Thank you, CAMS!



Why Did CAPPS (now CALSPro) Form?

By Andy Estin

In 1969, a bill was introduced in the legislature in Sacramento. It was Senate Bill 503, authored by Senator Al Song, who was the Chairman of the Senate Judiciary Committee. It was titled "The Service of Summons Act of 1969."

Some process servers became aware of it and several people read it and became very concerned that it would do a lot of harm to private process servers in California.

One part of the bill created Code of Civil Procedure (CCP) 415.30. This proposed section would allow service of a Summons and Complaint by first class mail with a form called NOTICE & ACKNOWLEDGMENT OF RECEIPT OF SUMMONS. The proposed code and form contained the following language: "(d) If the person to whom a copy of the summons and of the complaint are mailed pursuant to this section fails to complete and return the acknowledgement form set forth in subdivision (b) within 20 days from the date of such mailing, the party to whom the summons was mailed shall be liable for reasonable expenses thereafter incurred in serving or attempting to serve the party by another method permitted by this chapter, and, except for good cause shown, the court in which the action is pending, upon motion, with or without notice, shall award the party such expenses whether or not he is otherwise entitled to recover his costs in the action."

Because of this language, it was feared that most people who received a lawsuit in the mail with this form attached, would sign the form and mail it back to the attorney.

The process servers feared that this would take away most of their business.

Another section of the bill was CCP 415.20 that created a new method of serving a Summons and Complaint that we now know as Substituted Service. Prior to this bill becoming law, all Summons and Complaints from California civil courts had to be personally served. The proposed code would allow a Summons and Complaint to be left with someone other than the named defendant. The process servers were concerned that this would make it easier to serve and would reduce the need to have professional process servers serve lawsuits.

A meeting was held by several process servers to discuss the bill. It was decided to send Dick Green to Sacramento to see if anything could be done to stop the bill from becoming law. Dick had some valuable experience working with the legislature.

He tried to meet with Senator Song but was not able to get in to see him. He was able to meet with a Deputy Legislative Council named Bion Gregory. Mr. Gregory told Dick that the bill had no opposition and was going to pass and become law. When Dick told him, he was having trouble meeting with Senator Song or other members of the Judiciary Committee, Mr. Gregory suggested that he would have much better luck if he used a lobbyist. [Note: Bion Gregory became a good friend of CAPPS and helped us draft many bills including the Process Server Registration Act. After serving as Chief Consultant to the Senate Judiciary Committee he was appointed to be the Legislative Counsel.



Michael Buter
First President of CAPPS

He served as Legislative Counsel for 25 years, longer than anyone else has ever held that position.]

SB 503 passed the legislature and was signed into law by Governor Ronald Reagan as Chapter 1610 of the Laws of 1969.

There is an old quote that said, "No man's life, liberty, or property is safe while the legislature is in session." Because of the experience with SB 503, we realized this was true and it was decided that the process servers needed an association to monitor the legislature for future bills that could affect us.

The answer to the question "Why did CAPPS Form" is SB 503 and the need to protect private process servers in California in the future.

50th Fun Facts: What happened in 1969?

Super Bowl II Champions: New York Jets

Gas per Gallon was 35 cents

Average cost of a new car: \$3,270.00

Minimum Wage: \$1.30 per hour

The Top Song: Sugar, Sugar by the Archies

First-class Postage Stamp: \$0.06

Year End Dow Jones Industrial Average: 838.92



CALSPRO Membership Update

by Kristian Pujol, Membership Chair

Membership Evolving

Happy New Year to all our members! This 2018 promises to be a key, pivotal and celebratory year for CALSPRO. First, we have given the membership structure a makeover and created a new main Active member category that costs less and gives back more to our members, as well as an Independent Contractor category to make it affordable for everyone to join. Second, we are expanding and modernizing our benefits to include more digital options, online access features, including a mobile CALSPRO App! Thirdly, we reinstated the Area Governor Program this year to enhance membership experience and allow for more direct contact with our leadership. Finally, we will proudly be celebrating our 50th Conference Anniversary at this year's annual conference in Sacramento!

The two new types of memberships available this year are Active and Independent Contractor [Associate, Supporting, and Vendor memberships remain unchanged]. The Active membership is the new all-in-one category that combines the old memberships (company and individual) and reclasses them as one. The Active member is our main membership category which endows

each Active member with all the current CALSPRO benefits! Since we lowered the yearly fee to \$350.00 and provided the option to also finance this yearly fee with a payment of \$29.95 per month, we are optimistic our association's reach and membership size will begin expanding this year and continue for many years to come. At the same token, since we lowered the yearly dues, the membership committee has now been tasked by the board to reach out and obtain 40 new members this year just to keep the budget balanced. We need companies to enroll an additional member or two, so please be generous and don't be surprised if you receive numerous calls from our dedicated committee members as we strive to reach this ambitious goal and keep our association moving steady and forward toward the future.

The second type of membership introduced this year is the entirely new category specifically for Independent Contractors (IC). The Independent Contractor membership category allows individuals to join CALSPRO for \$100.00 per year or only \$9.95 per month! This type of membership is for the process server or photocopier wishing to join the

association to advertise their services to active members. Their listing will be exclusively viewable to Active members in the website's Members Only page but they will also be entitled to various member privileges such as this newsletter, email alerts, special events, discounts for C.C.P.S. workshops and exams, and access to the new CALSPRO mobile app!

As a compliment to the new more affordable categories available this year, CALSPRO also recognizes the need to modernize and be more up-to-date with today's digital world. With this in mind, member benefits are also moving in that direction. For example, the voting privilege, extended to all our active members, will be exercised electronically this year for the first time! In other words, members will be allowed to vote online for the Board of Directors beginning this year! They will also be allowed to nominate and vote for the "affiliate of the year," a member recognition award program we started last year. Our Continuing Education Committee is working on updating materials pertinent to today's issues and will be offering online informational videos

Continued on page 14

real soon. Together with our Technology and Newsletter Committees, they are all continuously posting and blogging vocational and educational materials every week! Additionally, this year our website will have a Members Only page which will allow active members to log in and view special announcements and independent contractor listings. The CALSPro mobile app, whose prototype we introduced at the annual meeting in Rancho Mirage, will be available to all members this year. Our Technology Committee is working diligently on a weekly basis with the software team at headquarters to make this happen. The CALSPro mobile App will soon be available in numerous platforms: iOS, Android, and Progressive Web App (PWA). Stay tuned!

With the aid of technology and the millennial generation at hand, we are striving to improve communication with all our members via all channels. Digital, mobile and online perks benefit both young members and Baby Boomers, so they are key to our success. This year we also reimplemented the Area Governor Program to improve overall general communication throughout our association. Our Board of Directors have been assigned given areas and will serve as local contacts in their respective regions to represent CALPro. They will be available

online, via telephone, or in person to answer questions, address member issues, and organize functions such as C.C.P.S. seminars and local meetings for our leaders, committees and new members.

This year's CALSPro conference marks the 50th anniversary of one of these first gatherings between our early members who shared common interests and business goals and concerns. It truly is amazing that our association has survived five decades of change and its longevity demonstrates how flexible, wise, and active, both legislatively and educationally, we have been for so very long! We chose Sacramento for this festive occasion because the main mechanism for the protection and preservation of our legal industry has been through legislation. We are in the business of litigation, but it is legislation that has kept us in business. This is where it started, and this is where we will pay homage to those who made it possible and work laboriously still today. This digital 1969 throwback CALSPro Press issue is not only a testament of how long our association has been around but also of how old it is, and it is a symbolic reminder of the crucial need to continually revamp our association every decade or so, structurally and organizationally, in order to reflect the current times and needs of its membership.

Welcome New Members!

Bryan Blair	First Legal	Phoenix, AZ
Dave Thomas	Ronsin Litigation Support Services	Walnut, CA
Daniel Marin	Knox Attorney Services	Los Angeles, CA
Vickie Cole	Ronsin Litigation Support Services	Walnut, CA
Josh Watson	Commercial Process Serving, Inc.	San Luis Obispo, CA
David Maccauley	Precedent Legal Services, Inc.	San Diego, CA
Steven Trusnovac	Global Process Service & Investigations, Inc.	Yaphank, NY
Annette Vielleux	McDonald Process Service	San Luis Obispo, CA
Thomas Zollars	Superior Process Services, Inc.	Scottsdale, AZ
Jackie Corrales	Class Action Research	Penryn, CA
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IN THE KNOW – BYLAWS

by *Lauri Rowland,*
Bylaws Committee Chair

Did you know...ways in which Bylaws are amended:

Article XII of the CALSPRO Bylaws specifies the procedure for submission of a proposed amendment to the Bylaws.

Under that same Article, Bylaw amendments can be approved in one of two ways – either by 2/3 vote at the Annual Meeting by eligible voting members, or at any time by a unanimous vote of the Board of Directors.

At the last Annual Meeting, amendments to Article IV – Membership and Article VIII – Voting, were approved by a 2/3 vote of the eligible voting members attending the Annual Meeting.

If you were present at the Annual Meeting, you will recall that the membership categories were re-vamped. The Company Membership was deleted, and 2 new categories were added. The procedures for elections and voting were also changed.

In the alternative to submitting Bylaw amendments to the membership for

approval, amendments can be approved by a unanimous vote of the Board of Directors. The membership is always informed of any changes to the Bylaws regardless of the manner in which they were approved.

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