



# **Manual of Policies and Procedures**

## **2020-2021**

*Updated December, 2020*

California Association of Legal Support Professionals  
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**California Association of Legal Support Professionals  
Manual of Policies and Procedures – November, 2020  
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Available on Request:

Expense Approval Form  
Expense Reimbursement Form/Check Request Form

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## **SECTION I. PURPOSE OF MANUAL**

The purpose of the Manual of Policies and Procedures is to provide a guide to assist in the operations of the California Association of Legal Support Professionals.

This manual shall be implemented, maintained and followed in accordance with the Bylaws.

This manual originated in 2008 as a result of the name change from the California Association of Photocopiers and Process Servers and the Manual of Operations that existed for that association. This Manual shall outline and define the structures and functions of the CALSPro Officers, Executive Committee, Board of Directors, Committee Chairs, Committees, Cornerstones and the Central Office.

This is a working document and shall be updated annually by the Central Office and as needed by the Executive Committee and/or the Board of Directors.

## **SECTION II. PURPOSE OF ASSOCIATION**

The California Association of Legal Support Professionals (CALSPro) is a 501(c)6 mutual-benefit, member-driven organization focusing on the continued enforcement of the due process clause of the U.S. Constitution. Formerly, the California Association of Photocopiers and Process Servers (CAPPS), the association changed its name in 2008 to better represent the diverse services the members provide to the legal community.

CALSPro believes that every party to an action must be properly notified of such actions. In order to accomplish this goal, CALSPro has defeated many service by mail legislative bills through the efforts of our legislative advocate. Further, CALSPro has a Legislative Committee dedicated to reading all proposed bills and making corrective suggestions.

CALSPro defines itself based on four cornerstones: Legislative, Membership, Continuing Education and Conference. These cornerstones provide the necessary foundation to support the members.

According to the Bylaws:

The purpose of the Association shall be to promote and protect the private process serving, court filing and professional photocopying professions; to preserve the requirement for independent third party due process as it relates to giving notice; to promote the principles and policies set forth within the bylaws; and to encourage the use of private process serving and third party court filing service providers.

## **SECTION III. ADMINISTRATION**

### **A. MANAGEMENT/CENTRAL OFFICE/LEGISLATIVE ADVOCATE**

The California Association of Legal Support Professionals, hereinafter referred to as "CALSPro" is managed by an Association Management Company (AMC), California Advocates, Inc.,

Association Management Services Division, hereinafter referred to as “CAMS”. CAMS shall maintain the Central Office of CALSPro, hereinafter referred to as “Central Office” in accordance with the Governing Documents of the association and the laws and regulations of the State of California.

The Central Office is located as follows:

California Association of Legal Support Professionals  
2520 Venture Oaks Way, Suite 150, Sacramento, CA 95833  
916.239.4065 – phone/916.924-7323 – fax  
[www.calspro.org](http://www.calspro.org)  
[info@calspro.org](mailto:info@calspro.org)

The Central Office staff includes the following staff members who serve CALSPro:

Jennifer Blevins, Administrator  
Stephanie Schoen, Co-Administrator  
Tricia Schrum, CPA, Accountant  
Michael Cochran, Webmaster  
Maddy Dowler, Blogs, Social Media and Communications  
Cameron Schubert, Graphic and Creative Designer  
Jen Gross, e-news Design and Production & CALSPro Press Newsletter Design and Production  
Natalie Thurn, CCPS Program,  
Kelly Hoskins, Advertising

CALSPro retains a legislative advocate, as follows:

Mike Belote, Esq.  
California Advocates, Inc.  
925 L Street, Suite 1250  
Sacramento, CA 95833  
916.441.5050 – phone  
916.441.5859 – fax  
[mbelote@caladvocates.com](mailto:mbelote@caladvocates.com)

Legislative information specific to CALSPro may be found on either the [www.calspro.org](http://www.calspro.org) Web site or the [www.caladvocates.com](http://www.caladvocates.com) Web site. The userid is “calspro” and the password is “401”.

## **B. GOVERNING DOCUMENTS**

*The Governing Documents shall include:*

- ◆ Articles of Incorporation – Filed December 19, 2007
- ◆ Bylaws
- ◆ Best Practices

- ◆ Manual of Policies and Procedures
- ◆ Code of Ethics

### **C. OFFICIAL POSITION**

Any official position spoken and/or written by any Officer, Director, member or contractor must have prior approval of the President and/or the Executive Committee. Any comments or position statements by the Legislative Advocate or Administrator of an urgent matter shall be handled on a case-by-case basis in coordination with the President.

Any political support or legislative/regulatory position must have prior approval of the President and/or the Executive Committee.

Any correspondence produced on CALSPro letterhead must be copied to the Central Office and the President.

### **D. MASTER CALENDAR**

A master calendar shall be established by the Central Office by January 1st each year. This calendar shall be presented to the board, posted on the website and in all other appropriate publications and announcements to the membership.

### **E. CONFERENCE**

The conference shall occur annually in either September or October (preferably over Columbus Day weekend), unless the dates conflict with any cultural holidays.

The Conference rotates between Southern California and Northern California/ Nevada.

The location of the conference shall be suggested by the CALSPro Conference Committee and approved by the Board of Directors.

The Administrator shall be allowed to sign venue contracts upon review by the President.

### **F. BOARD OF DIRECTORS MEETINGS**

An established number of meetings of the Board of Directors shall take place each year. The meeting dates shall be identified on the master calendar. The dates for these meetings for the following year shall be determined and approved by the board at the December meeting each year.

Members in good standing are allowed to attend board meetings. Only elected Directors are allowed to vote.

Board meeting agenda packets shall be e-mailed to each member of the board and each committee chair on the Monday immediately preceding each board meeting.

The board agenda packet shall be made available to the members, via written request, within ten days following each board meeting.

Committee chairs shall submit a written strategic report to the Central Office no later than ten days preceding each board meeting.

The Central Office shall take the minutes of each meeting.

The Central Office shall circulate draft board meeting minutes to the board within two weeks of each board meeting. Each board member shall be asked to review and approve the minutes and respond to the chair by a certain date. Once approved, the Central Office will prepare a board meeting summary report or “Call to Order” which will be posted on the website.

## **G. CONTRACTORS**

All contractors/vendors shall have binding agreements in place, which shall be reviewed and/or renewed in accordance with the terms of the contract.

The President shall be authorized to sign contractor/vendor contracts upon approval by the Board of Directors.

## **H. NOTICES**

Any notices which shall be required to be sent per the Bylaws of the California Association of Legal Support Professionals shall be given in accordance with the Bylaws.

## **I. SOCIAL MEDIA**

CALSPPro shall maintain a Facebook page, which began on December 22, 2010. All postings must go through the Administrator’s Office prior to being posted. The Website Committee is charged with developing a policy regarding appropriateness and content of posts.

CALSPPro shall maintain a Twitter site, which was established in 2012.

CALSPPro shall maintain an Instagram page, which was established in 2018.

CALSPPro shall maintain a blog on the website, in which content shall be approved by the Technology Chair and/or the President. All blogs shall also be posted on the CALSPPro Facebook and Twitter pages.

## **SECTION IV. FINANCE**

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### **A. FISCAL YEAR**

The fiscal year of the Association shall be defined as January 1 through December 31.

### **B. MEMBERSHIP DUES**

The membership year of the Association shall be defined as January 1 through December 31.

The 2021 membership dues amounts are as follows:

Active Member - \$385.00

Associate Member - \$100.00

Supporting Member - \$50.00

Honorary Member - (n/c)

Retired Member - (n/c)

Vendor Member - \$350.00

There shall be no other fees required with the submission of a membership application.

Membership dues shall be pro-rated for any new member who joins after July 1st. The dues shall be pro-rated in the second year of membership.

The Board of Directors shall set the dues at their first meeting (October).

There may be membership incentive, discount and referral programs in place as approved by the Board of Directors.

The Central Office shall send out dues renewals no later than December 15<sup>th</sup> of the current year for the following year.

### **C. BANK ACCOUNTS**

Bank accounts may be established upon written approval of the President, Secretary-Treasurer and Administrator/Central Office, in which action shall be reported to the board at its next meeting.

The authorized persons to sign on all association bank accounts shall include the President, Vice President, Secretary-Treasurer, Administrator, or CPA. All checks shall require two authorized signatures, with one signature being that of an officer.

A motion shall be made and approved by the Board of Directors listing, by name, those persons authorized to sign checks on all bank accounts for the year. A copy of said motion shall be made available to the appropriate financial institution.



The current account balances shall be listed on the balance sheet provided at each board meeting or available from the Central Office by request. Additionally, bank account information is available upon request.

#### **D. BOND/INSURANCE**

CAMS will supply and maintain the appropriate insurance for handling funds or assets belonging to the association. CALSPro shall maintain proper Director's & Officer's and General Liability Insurance, as needed.

#### **E. FINANCIAL STATEMENTS**

A financial statement will be submitted to the Secretary-Treasurer and President by the Central Office on an as-needed basis and no less than four times per year. After review of any variances, the financial statement will be submitted to the Budget Committee, Executive Committee, and the Board of Directors.

#### **F. SPENDING CRITERIA**

No volunteer position within CALSPro shall be paid.

Ordinary day-to-day operational expenses, within budget, shall be paid by the Central Office twice per month.

Any member who wishes to incur an expense, must complete and submit an "Expense Approval Form", available through the Central Office, in advance of incurring the expense.

All reimbursements/expenses shall be accompanied by an "Expense Reimbursement/Check Request Form", available through the Central Office.

All expense reimbursements must be submitted within the calendar year in which the expense occurred. If the reimbursement request is received in the following calendar year, the expense may not be reimbursed.

### **SECTION V. MEMBERSHIP**

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The membership year of the Association shall be defined as January 1 through December 31.

Membership will be in accordance with the Association Bylaws and processed in accordance with the current membership documents.

Please refer to the current Bylaws for categories and descriptions.

Dues renewal statements shall be distributed to the members no later than December 15<sup>th</sup> of each year.

Annual renewal of membership dues for all categories shall be in accordance with the Bylaws.

New members are subject to approval by the Membership Committee, and ratification by the Board of Directors.

A membership statistics report, prepared by the Central Office, shall be included in the agenda packet for each board meeting.

Membership dues shall be pro-rated for any new member who joins after July 1st. The dues shall be pro-rated in the second year of membership.

All rights and privileges of membership shall be forfeited if annual dues are not received by February 1<sup>st</sup>.

## **SECTION VI.       STRUCTURE**

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The structure of the association shall be in accordance with the Bylaws and the California Corporations Code.

### **A.       OFFICERS, EXECUTIVE COMMITTEE, BOARD OF DIRECTORS, COMMITTEE CHAIRS**

The Officers and Board of Directors are elected annually by the members in accordance with the Bylaws. Each board member shall serve a one-year term, which takes effect upon swearing-in during the conference.

#### **1)       Officers and Executive Committee**

The President, Vice President, Secretary-Treasurer, and Immediate Past President will serve as the Officers. The Executive Committee shall consist of the Officers and the Chairperson of the Board of Directors.

The 2021 Officers serving a one-year term, are as follows:

President – Ken Hastings  
Vice President – Kristian Pujol  
Secretary-Treasurer – Andrew Gowing  
Chairperson of the Board of Directors – Larry Kirlin  
Immediate Past President – Robert Porambo

a) President

1. Appoints all committee chairpersons and serves as an ex-officio member of each committee.
2. Insures that the respective officers, directors and parties carry out all duties as set forth in this manual.
3. Presides at Annual Conference.
4. Performs any duties delegated by the Board of Directors and carries out all policies.
5. Signs or authorizes for signature, any contracts on behalf of CALSPro.
6. Presides at Board meetings in the absence of the Board Chairman. If the President is not a Board member, he/she shall have no voting power.
7. Notifies the Chairman of the Board of any emergencies arising.
8. Submits a President's Message to the newsletter for publication in each issue of the newsletter. The President may designate another Officer or Director to submit a message in her/his place.
9. Assigns to each member of the Executive Committee, committees to be overseen, and insures that each Executive Committee member has contacted their committee chairs three weeks prior to each Board meeting to insure their report is ready to submit to the Central Office.
10. Insures that the minutes of the Annual Conference are taken and reproduced within thirty days following the conference. A copy of said minutes shall be presented to each Board member not later than the third meeting of the new board. Additionally, a copy of the conference minutes shall be presented to members present at the next Annual Conference for approval.
11. At the end of the year, prepare a list of procedures and helpful hints to be handed down to the next person holding this office.

b) Vice President

1. The Vice-President assumes the duties of the President upon the disability or unavailability of the President.
2. Oversees committees assigned to him/her by the President and assures capsulated reports of each Board meeting are published in the association newsletter.
3. Serves as an ex-officio member of all committees assigned to him/her by the President.
4. At the end of the year prepares a list of procedures and helpful hints to be handed down to the next person holding this office.

c) Secretary-Treasurer

THE FOLLOWING IS TO BE COMPLETED BY THE MANAGEMENT COMPANY UNDER THE DIRECTION OF THE SECRETARY-TREASURER:

1. Keep complete records of the proceedings of the Board of Directors.
2. Keep the corporate seal and affix it to papers and instruments that are required in the normal course of business.
3. Shall supervise the keeping of the records of the Corporation.

4. Insures that the adopted bylaw amendments are published in the first newsletter following the Annual Conference.
5. Immediately after close of conference insures a letter is prepared and submitted to the certified public accountant listing all changes approved at the Annual Conference such as the name and address of new officers, directors and new bylaws.
6. Presents a written financial report for each Board meeting.
7. Shall discharge other duties as authorized by the Board of Directors.
8. Sends out next year's dues renewals no later than December 15<sup>th</sup>.
9. Sends communications advising delinquent members that if their dues are not received by January 31<sup>st</sup>, their membership is forfeited.
10. Submits a list of delinquent members to the membership chairperson on January 31<sup>st</sup> and no later than February 1<sup>st</sup>.
11. Keeps a complete set of books and ledgers in proper order showing all income and expenses, dates and sources, dates and payees, and showing to which activity chargeable.
12. Appoints two co-signatories and whenever possible countersigns all checks together with one other signatory.
13. Maintains and has available at all Board meetings the Treasurer's form of balance sheet and profit and loss statement.
14. Insures filing of yearly tax returns by tax deadlines.
15. Treasurer is chairperson of the Budget Committee and Investment Committee.
16. Prepares a written Treasurer's report to be presented at the Annual Conference.
17. At the end of the year, prepares a list of procedures and helpful hints to be handed down to the next person holding this office.

d) Immediate Past President, or when there is none, the Vice President.

1. Sits as a member of the Board of Directors and the Executive Committee for a period of one-year immediately following his/her term of office pursuant to the bylaws.
2. Arranges for a plaque for the outgoing President at the Annual Conference.
3. Oversees committees assigned to him/her by the President and assures capsulated reports of each Board meeting are made available on the association website.

## 2) **Board of Directors**

1. Elects a Chairperson of the Board at the first Board meeting following the Annual Conference. At the discretion of the newly elected Chairperson, he/she may either ask that a Vice-chairperson is elected or he/she may appoint a Vice-Chairperson of his/her choice.
2. Sets association policy throughout the year.
3. Fulfills all duties as set forth in the manual and the bylaws.
4. Removes and replaces any officer who does not perform his/her duties, in accordance with the Bylaws.
5. Members of the Board of Directors are required to attend all meetings or give advance notice of reason for absence.
6. At the end of the year, the Chairperson shall prepare a list of procedures and helpful hints to be handed down to the next person holding this office.

The 2020-2021 Board of Directors, serving a one-year term, are as follows:

Connie Bettencourt  
Chad Barger  
Tom Bowman  
Andrew Gowing  
Ken Hastings  
Jackie Janney-Kilgore  
Jeffrey Karotkin  
Larry Kirlin  
Mark Manchester  
Anita Pasillas  
Robert Porambo  
Kristian Pujol

All directors shall be members in good standing and shall have paid the current year's membership dues.

### **3) Chairperson of the Board of Directors**

1. Chairs at least four meetings per year. All dates and locations must be announced at the second meeting of the year (December).
2. Coordinate with the management company the agendas and notice of meetings which are e-mailed to the Directors, Area Governors and Committee chairpersons by the management company.
3. Insures committee reports are prepared for each Board meeting.
4. Appoints a Sergeant-at-Arms and Parliamentarian to serve at each Board meeting.
5. Notifies all Board members of arising emergencies and when required, calls all emergency special Board meetings, in accordance with the Bylaws.
6. At the end of the year prepares a list of procedures and helpful hints to be handed down to the next person holding this office.

### **5) Board Meeting Expectations**

What to expect during a Board meeting:

Here's a guideline of what may occur during Board meetings.

1. The Chairperson calls the meeting to order. A Board meeting that starts on time is a sign that the rest of the meeting has a good chance of being business like, productive—and ending on time.

A Board meeting is a business meeting that should be conducted in a businesslike manner.

As soon as the gavel falls, socializing should end and business should begin.

2. Corporate Secretary takes attendance. Notice in the minutes who is present and absent. The attendance record is important proof that your meeting had a quorum present to conduct official business.
3. Self-Introductions will be conducted of everyone in the room. Guests should feel welcome and know they may ask questions and/or make comments.
4. Approve minutes of the last meeting. Minutes are the official record of Board actions. Approval can be handled quickly, but the importance of the minutes should not be taken lightly. Scrutinize them carefully before the meeting and correct errors before the Board approves the minutes.
5. Hear the Treasurer's Report. Any questions you have should be asked now to the Treasurer or the Administrator. It is important to review the revenue and expenses at this time to determine if it coincides with the budget. The Treasurer may want to make a motion at this time to amend a budgeted item.
6. Hear committee reports. Committees that work for the Board should be expected to report to the board about their activities. Don't hear reports from inactive committees solely because "it's tradition." Committees operate only when there's something to do.
7. Consider unfinished business. There may be few items of "unfinished business" on your agenda. These are items that were not completely disposed of at a previous meeting, such as motions tabled or actions interrupted by adjournment and intentionally carried over for discussion or action at the current meeting.
8. Consider "new business." It's time to consider new business in response to Board member and member requests.

The Board may handle some of their business by consensus. That is, members simply voice agreement and move on to the next issue. Consensus decisions don't record how each board member voted.

9. Make announcements. Announce future Board meetings and activities.
10. Adjourn the meeting. When your board business is done, you should have a motion to adjourn the meeting.

## 6) Committee Chairs

Each committee shall be assigned a committee chair who shall conduct business and submit a written strategic report for each board meeting. Strategic board meeting reports shall be submitted to the Central Office no later than ten (10) days in advance of each board meeting.

Committee chairs or the President will select their committee members no later than 60 days following committee appointment. All committees shall have more than one member.

All committee chairs shall conduct an exit statement for their respective committees at the end of each year. This exit statement shall be presented to the President and the Central Office for distribution to the next committee chair.

The 2020-2021 Committee Chairs, serving a one-year term, are as follows:

Advertising	Robert Porambo
Anti-Trust Compliance	Mike Belote Compliance Officer/Kristian Pujol
Assault Advisor	Tom Bowman
Budget	Andrew Gowing
Bylaws	Tom Alkema
Coalition to Improve Court Access	Chad Barger
Conference	Mark Manchester/Jackie Janney-Kilgore
Continuing Education	Andrew Gowing
Dispute Resolution	Jeremiah Jones
Forms	Tony Klein
Historical	Andy Estin
Investment	Andrew Gowing
Legislative	Chad Barger
Membership	Kristian Pujol
Newsletter	Anita Pasillas
Nominating	
Photocopy	Tom Alkema
Rosenthal	Jennifer Blevins
Steering	Executive Committee
Strategic Planning	
Technology	David Sparks
Website	David Sparks

Photographer-Newsletter and Conference – Michael Kern

## **SECTION VII**      **CORNERSTONES/CHARTERS**

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CALSPRO defines itself based on four Cornerstones: Legislative, Membership, Continuing Education and Conference.

Each Executive Committee Member or an appointed board member shall be assigned to oversee a Cornerstone, as follows. The President shall make the Cornerstone Appointments by December 1 each year.

Legislative – Chad Barger  
Membership – Kristian Pujol  
Continuing Education – Andrew Gowing  
Conference – Mark Manchester

Each Cornerstone shall contain committees, as follows:

<b><u>Legislative</u></b>	<b><u>Membership</u></b>	<b><u>Continuing Education</u></b>	<b><u>Conference</u></b>
Legislative	Membership	Continuing Education	Conference
Dispute	Advertising	Technology	
Resolution	Newsletter		
CICA	Assault Advisor		
Forms	Website		
Bylaws	Historical Preservation		
Photocopy	Area Governors		

The Cornerstones shall be described as charters, as follows:



**CALIFORNIA ASSOCIATION  
OF  
LEGAL SUPPORT PROFESSIONALS**

**A. LEGISLATIVE COMMITTEE CHARTER**

**Legislative Committee**

- Membership
- Purposes
- Responsibilities
- Reporting

Members:

Chad Barger, Chairman  
Ken Hastings, President  
Kristian Pujol, Vice President  
Vacant (appointed by Committee Chair)  
Tom Alkema, Sub-committee chair,  
Member  
Members as appointed by Chair

**Membership:**

The Legislative Committee shall consist of the Chairperson (as appointed by the President of the Association), the President of the Association, the Vice President of the Association and two members of the association chosen by the Legislative Chairperson.

**Purpose:**

The purpose of the Legislative committee shall be to protect the legal support industry from adverse legislation and to promote positive legislation for the legal support industry.

**Responsibilities:**

- Maintains constant contact with the Legislative Advocate and supervises his activity on behalf of the Association.
- Reviews all pending relevant legislation in conjunction with the advocate and reports to the Board of Directors on any matters of potential impact on the legal support industry.
- Notifies the President of the Association at once of all emergencies arising and requests a special board meeting if time permits and instructions are needed.

**Reporting:**

- Presents a written report of the proposed legislative program for the year at the second board meeting of the new Board of Directors or as soon as possible, but not later than the third meeting.
- Insures that the Capitol Report is prepared and submitted timely for publication in each of the association's newsletters.
- Prepares written Legislative Committee reports to be presented at each board meeting and at Annual Conference.
- Reports to Executive Committee member as assigned by the President of the Association.

**CALIFORNIA ASSOCIATION  
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LEGAL SUPPORT PROFESSIONALS**

**B. MEMBERSHIP COMMITTEE CHARTER**

**Membership Committee**

- Membership
- Purposes
- Responsibilities
- Reporting

**Members:** Kristian Pujol, Chair

Ken Hastings, Michael Kern, Alice Kurzon, Dan Mora, Robert Porambo, Cliff Jacobs, Sonia Romero, Larry Kirlin, Jay Roll, Anita Pasillas, Stephanie Schoen (CAMS)

**Membership:**

Membership shall consist of the Chairperson as appointed by the president of the Association, the chairman of the Dispute Resolution Committee and two members of the association chosen by the Membership Chairperson.

**Purpose:**

Insure viability of the Association through growth and retention of membership.

**Responsibilities:**

- Review all incoming applications for membership insuring conformity to Association standards for membership.
- Develop and implement a plan to market Association to potential members.
- Develop and implement a plan to increase value of membership in association to current members.
- Oversee yearly membership renewal process

**Procedures:**

- Submits a detailed plan and budget to the Board of Directors and the Budget Committee to promote membership in the Association for the coming year.
- Submits all contracts to the President to sign.
- Oversees all membership benefits programs.

**Reporting:**

- Submits an article regarding association membership for each publication of the association newsletter.
- Prepares a Membership Committee report to be presented at scheduled board meetings and at the Annual Conference.

**CALIFORNIA ASSOCIATION  
OF  
LEGAL SUPPORT PROFESSIONALS**

**C. ANNUAL CONFERENCE COMMITTEE CHARTER**

**Annual Conference Committee**

- Membership
- Purposes
- Responsibilities
- Reporting

Members:

Mark Manchester, Chairman  
Member of Continuing Ed Comm  
Member of Membership Comm  
Member of Legislative Committee  
Member of Technology Committee  
Central Office  
Members as appointed by Chair

**Membership:**

The Annual Conference Committee shall consist of the Chairperson as appointed by the President of the Association, an appointed person from the administrative office, a member of the Continuing Education committee, a member of the Membership committee, a member of the Technology Committee, a member of the Legislative committee and an at large member selected from the membership of the association by the Annual Conference Chairperson.

**Purpose:**

This committee shall plan and produce an annual conference of the membership of the association with a focus on:

- Networking
- Legislative review
- Continuing education
- Annual meeting of the association

**Responsibilities:**

- Selects site of annual conference with Board approval
- Works closely in conjunction with management office to present annual conference.
- Provides membership with multiple networking opportunities and activities.
- Designs and implement a program to meet stated purposes within limits of budget.
- Advertises and promote conference to association as a whole.
- Ensures conference materials are distributed to members of association no later than 90 days prior to conference.

**Reporting**

- Presents a written report at each regularly scheduled board meeting.
- Insures an article is prepared for each publication of the newsletter regarding upcoming conference.
- Announces at Annual Conference the city and location of the next annual conference.

**CALIFORNIA ASSOCIATION  
OF  
LEGAL SUPPORT PROFESSIONALS**

**D. CONTINUING EDUCATION COMMITTEE CHARTER**

**CONTINUING EDUCATION COMMITTEE**

- Membership
- Purposes
- Responsibilities
- Procedures
- Reporting

Members:

Andrew Gowing, Chair

David Sparks, Technology Chair

Members as appointed by Chair

**Membership:**

The Continuing Education Committee shall consist of a Chairman appointment by the President, the Technology chairperson and at least two members appointed by the Continuing Education Chair.

**Purpose:**

The purpose of the committee is to help members keep current with the rapidly changing legal and technology requirements in the legal support profession. Continuing Education also helps members maintain the much needed professionalism.

**Responsibilities:**

This committee will develop, plan, organize and perpetually operate an updated and effective process related to the committee's purpose. The committee will ensure appropriateness and applicability of submitted training/education.

**Procedures:**

- Submits a detailed plan and budget to the Board of Directors and the Budget Committee for the coming year.
- Submits all contracts to the President to sign.
- Consults with the Legislative Chairman regarding any new topics to train on.

**Reporting:**

- Submits an article regarding continuing education for the newsletter each quarter.
- Submits a quarterly report to the board of directors.
- Submits a year-end report to the annual conference.

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**Manual of Policies and Procedures**

**E. BUDGET COMMITTEE CHARTER**

Amended December 2015

**BUDGET COMMITTEE**

- Membership
- Purposes
- Responsibilities
- Reporting

Members:

Committee Chair: Andrew Gowing  
President: Ken Hastings  
Chairman of the Board: Larry Kirlin  
Legislative Chair: Chad Barger  
Conference Chair: Mark Manchester/Jackie Kilgore-Janney  
Membership Chair: Kristian Pujol  
Continuing Education Chair: Andrew Gowing  
Immediate Past President – Robert Porambo  
Newsletter Chair: Anita Pasillas  
Website Chair: David Sparks  
Central Office  
Members as appointed by Chair

**Membership:**

The Budget Committee shall consist of the President, Chairman of the Board of Directors, Secretary/Treasurer, Legislative Committee Chairman, Conference Chair, Membership Chair, Continuing Education Chair, Newsletter Chair, Website Chair, Immediate Past President and Management Company. The Chairman of the Budget Committee shall be the Secretary/Treasurer or by appointment of the President.

**Purpose:**

The purpose of the committee is to be of assistance to the management company regarding decisions related to the budget. The committee will assist the CALSPro administrator in developing the budget on an annual basis. This will include deciding upon existing and any needed additional categories of allocations of funds available for the following fiscal year, and the amounts allocated to each. These decisions will be finalized following proposals made to the Board of Directors by the committee chair during the last Board meeting of the year. Given the discussions among board members, and any agreed upon suggestions, alternative proposals will be considered by the committee and revisions as relevant will be made by the committee.

**Responsibilities:**

- The Committee shall review the information presented by the Management Company as to the costs of running the association.
- The Committee shall prepare and submit the proposed budget, for the following year, to be presented to the Board of Directors prior to the end of the current calendar year.

**Reporting:**

- The Committee shall prepare and submit a dues structure, for the following membership year, to be presented to the Board of Directors prior to the end of the current calendar year.

**CALIFORNIA ASSOCIATION  
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**F. BOARD OF DIRECTORS CHARTER**

Amended October 9, 2010

**Membership**

- Membership
- Purposes
- Responsibilities

**Membership:**

The Board of Directors of this Association shall consist of eleven (11) Directors which includes ten (10) members elected by the membership and the Immediate Past President. The Immediate Past President shall serve a one-year term on the Board of Directors. If there is no Immediate Past President, the membership shall elect eleven (11) members to serve.

**Purpose:**

The purpose of the Board of Directors is to conduct the business of the Association in accordance with the bylaws of the Association and the laws of the State of California and United States of America and to approve and insure the implementation of strategy and policy as presented by the executive committee and monitor the achievements of those aims.

**Responsibilities:**

- Elects a chairperson at the 1<sup>st</sup> board meeting immediately following the annual conference.
- Removes and replaces any officer who does not perform his/her duty in accordance with the Bylaws.
- Attends all board meetings.
- Attends and participate in any CALSPro function in local area of director.
- Participates in at least one committee.
- Reads and reviews all submitted materials before each regularly scheduled board meeting and submit questions and concerns to chairman prior to board meeting.

**CALIFORNIA ASSOCIATION  
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**G. DISPUTE RESOLUTION COMMITTEE CHARTER**

Amended 6-15-13

**Dispute Resolution Committee**

- Membership
- Purposes
- Responsibilities
- Reporting

**Members**

Jeremiah Jones, Chairman

Kristian Pujol, Membership Chair

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**Membership:**

The Dispute Resolution Committee shall consist of the Chairperson (as appointed by the President of the Association), the Membership Chairperson and at least two members of the association chosen by the Dispute Resolution Chairperson.

**Purpose:**

The purpose of the Dispute Resolution Committee shall be to uphold and maintain industry standards and ethical business practices as set forth in the Association's Bylaws, Code of Ethics and Manual of Policies and Procedures.

**Responsibilities:**

The Dispute Resolution Committee provides an avenue for members to resolve a dispute without the expense of litigation, and a procedure to revoke the membership of persons who abuse the terms of membership in this Association. The Dispute Resolution Committee process is not a substitute for recourse available through typical channels, such as Superior Court and the District Attorney's Office. Significant debt owed or allegations of a criminal nature may require a referral to proper authorities.

The Dispute Resolution Committee will hear two types of complaints: Monetary disputes and unethical/unprofessional conduct disputes. The Dispute Resolution process is available to current CALSPro members in good standing only. A complaint may be filed against a former member, so long as the lapse in membership is no more than twelve (12) months from the date of filing. In the case that a committee member is a party to the complaint, that individual shall recuse him or herself from the proceedings. If the Chairman is recused, the President will serve as or appoint a temporary chairman. Dispute resolution procedures shall be defined in this Manual of Policies and Procedures of the Association.

## Reporting:

- Submits an article regarding dispute resolution for the newsletter each quarter.
- Submits a written report to the Board of Directors.
- Submits a year-end report for the Annual Conference.

## DISPUTE RESOLUTION PROCEDURES

### Forms:

The following forms are available on the CALSPro website:

- Notice of Pending Complaint
- Nonpayment Complaint
- Dispute Resolution Transmittal Form (Mandatory)

### Reliable Notice Defined:

The Dispute Resolution procedures are based upon notices, responses and rebuttals and a time table set for each. Accordingly, the methods for communicating in this process have been defined. Reliable notice shall include the following: 1. Electronic delivery (fax/email) and regular mail; **or** 2. Electronic delivery (fax/email) and pouch; **or** 3. Overnight mail service (UPS, FedEx, etc.); **or** 4. Certified mail; **or** 5. Personal service. The due date for responses is calculated from the date of the transmission as indicated on the Dispute Resolution Transmittal Form. Accordingly, the use of the Dispute Resolution Transmittal Form is **REQUIRED** and shall include the date of transmission and method of delivery.

### **Procedure To File A Monetary Dispute**

1. See the CALSPro Web Site for copies of the *Notice of Pending Complaint*, *Nonpayment Complaint*, *Dispute Resolution Transmittal Form*, as well as contact information for the Chairman of the Dispute Resolution Committee.
2. The complaining member (“complainant”) shall take steps to collect a debt from the nonpaying member (“respondent”). If the debt remains unpaid after reasonable efforts are exhausted, the complainant shall send a *Notice of Pending Complaint* and a completed *Dispute Resolution Transmittal Form* to the respondent, with a copy to the Dispute Resolution Chairman. The respondent has ten (10) days from the date of transmission to pay the balance due.
3. If payment is not received the complainant may file a complaint with the Chairman of the Dispute Resolution Committee. The following documents shall be included in this complaint package: The completed and signed *Nonpayment Complaint* and a completed *Dispute Resolution Transmittal Form*, along with a copy of the *Notice of Pending Complaint*, and all supporting documentation.



4. The Chairman shall deliver the complaint to the respondent who shall have ten (10) days from the date of transmission of the notice to deliver a response to the Chairman.
5. The Chairman shall deliver the response to the complainant who shall have five (5) days from the date of transmission of the notice to deliver a rebuttal to the Chairman.
6. The objective of this part of the dispute process is an effort on the Committee's part to assist the parties in dispute resolution. The Chairman will assist in the exchange of information and encourage dialog between the parties. It is appropriate for the Committee to review all data and offer practical options for resolution to the parties.
7. In the case that the parties reach an agreement, the Chairman shall prepare a summary of the agreement, retain a copy for the Committee record and deliver a copy to the parties and the Administrator's Office. Due dates for payment, amount to be paid, etc, shall be included in this report.
8. In the case that there is no progress at this juncture due to disagreement, a lack of response, or lack of cooperation in general with the dispute resolution procedures, the Chairman shall send written notice of the intent to render a decision. The notice shall include a deadline for a response as determined by the Chairman and shall include the following warning: **Failure by a CALSPro member to cooperate with the Dispute Resolution Committee in its investigation of a complaint may result in expulsion from CALSPro**
9. In the event there is no response received by the deadline, the Committee shall meet to review all data presented and render a decision on the complaint. The Committee may elect to render a decision as to the amount due and owing pursuant to the complaint. The Committee may also determine that it is appropriate to censure, suspend or revoke membership and publish the decision of the Committee. The Committee may consider previously filed complaints when rendering a decision. The Committee's decision shall be forwarded to the President for review and approval. Once approved, the Chairman shall send the decision to the parties and the Administrator's Office.
10. The Chairman of the Dispute Resolution Committee, at his or her discretion may extend any of the above timelines for good cause.

#### **Procedure To File An Unethical or Unprofessional Conduct Complaint**

1. Any member who has cause to complain that a member of CALSPro has violated a provision of the Bylaws or Code of Ethics may submit to the Chairman of the Dispute Resolution Committee a written complaint setting forth the particulars of the complaint, along with all supporting documentation.
2. The Chairman shall deliver the complaint to the respondent who shall have ten (10) days from the date of the transmission of the notice to deliver a response to the Chairman.

3. The Chairman shall deliver the response to the complainant who shall have five (5) days from the date of transmission of the notice to deliver a rebuttal to the Chairman.
4. The objective of this part of the dispute process is an effort on the Committee's part to assist the parties in dispute resolution. The Chairman will assist in the exchange of information and encourage dialog between the parties. It is appropriate for the Committee to review all data and offer practical options for resolution to the parties.
5. In the case that the parties reach an agreement, the Chairman shall prepare a summary of the agreement, retain a copy for the Committee record and deliver a copy to the parties and the Administrator's Office.
6. In the case that there is no progress at this juncture due to disagreement, a lack of response, or failure to cooperate in general with the dispute resolution procedures, the Chairman shall send written notice of the intent to render a decision. The notice shall include a deadline for a response as determined by the Chairman and shall include the following warning: **Failure by a CALSPro member to cooperate with the Dispute Resolution Committee in its investigation of a complaint may result in expulsion from CALSPro.**
7. At such time as the Committee convenes to review this complaint and to render a decision regarding an unethical/unprofessional conduct complaint, the President and Chairman of the Bylaws committee shall also attend and participate in the decision-making process. The Committee may determine that it is appropriate to censure, suspend or revoke membership and publish the decision of the Committee. The Committee may consider previously filed complaints when rendering a decision. The Committee's decision shall be forwarded to the President for review and approval. Once approved, the Chairman shall send the decision to the parties and the Administrator's Office.
8. The Chairman of the Dispute Resolution Committee, at his or her discretion may extend any of the above timelines for good cause.

### **Appeal**

An appeal of a Dispute Resolution decision must be received by the Dispute Resolution Chairman within ten (10) days from the date of transmission of the Dispute Resolution Decision as indicated on the Dispute Resolution Transmittal Form. The notice of appeal shall include all supporting declarations and documentation for review. The Chairman shall immediately deliver a copy of the notice of appeal and supporting information to the President and Chairman of the Board for distribution so that the Board of Directors may review the matter and render a decision at either the next regularly scheduled meeting or during a special meeting, to be determined by the Chairman of the Board. The decision of the Board of Directors is final and not subject to further appeal.

### **Retention of Complaints**

Once a matter has been resolved or disposed of, the Chairman shall forward the file to the

Administrator for retention. The Chairman shall retain the dispute files of his/her term in digital form and deliver those files to the next Committee Chair for review and consideration as needed.

**Conclusion:**

Failure to comply with the bylaws of this Association, or the procedures as outlined in this policy manual, or the rulings and decisions of the Dispute Resolution Committee and/or Board of Directors shall constitute sufficient grounds for suspension, expulsion, or any sanction as deemed appropriate.

The purpose of this Policy is to insure that every member is treated fairly and justly. To this end, the Committee and/or the Board shall have the authority to take the action necessary to carry out the purpose of the Policy, including but not limited to, the granting of extensions and reconsiderations.

## **SECTION VIII.**

## **COMMITTEES**

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Specific committee policies and procedures contained in this section.

Advertising  
Anti-Trust Compliance  
Area Governor Program  
Assault Advisor  
Bylaws  
Coalition to Improve Court Access  
Forms  
Historical  
Investment  
Newsletter  
Photocopy  
Rosenthal  
Steering  
Strategic Planning  
Technology  
Website

### **A. ADVERTISING**

Advertising is allowed on the Website and in the Newsletter for Active, Vendor and Associate members in good standing only. Advertising is available for Active members, Associate members and Vendor members. Please see the current Advertising rate sheet for prices.

### **SPONSORSHIPS**

CCPS Sponsor (for Vendor members) package – please see the current sponsorship rates for pricing.  
Sponsorship includes:

- \$ per class or \$ for a full calendar year (cost is determined by the committee annually)
- Sponsor's logo on CCPS class announcements
- Sponsor's logo on title page of CCPS PowerPoint
- Mention sponsor during CCPS class
- Sponsor can provide promotional materials that will be passed out during the class
- Sponsor will have access to the list of attendees

\*\*Lunch sponsorship not included but can be added at cost per event

#### **A. Conference Sponsorships Available – Inquire with Central Office**

The Advertising Chair shall be responsible for contacting members throughout the year for the purposes of offering advertising opportunities.

## **B. ANTI-TRUST COMPLIANCE**

This committee shall include the Vice President, who shall serve as Chair of the Committee, Mike Belote as the Anti-Trust Compliance Officer, the Central Office, the chair of the membership committee, the chair of the continuing education committee, and the chair of the bylaws committee, and the Vice President can appoint other committee members. This committee will work with the Anti-Trust Compliance Officer and the Central Office staff to comply with the Decision and Order of the Federal Trade Commission. The Decision and Order shall remain in effect for a period of twenty years and the compliance period shall remain in place for five years. The Decision and order was issued on April 3, 2014.

## **C. ASSAULT ADVISOR**

The Assault Advisor shall be notified and made aware of industry assaults. The Assault Advisor shall keep a database of assault incidents. The Assault Advisor shall submit articles for the Newsletter.

## **E. BYLAWS**

1. The proposed amendments must be submitted to the Secretary-Treasurer at least sixty (60) days prior to the date of the Annual Meeting. The Secretary-Treasurer shall forward one (1) copy of the proposed amendments to the Bylaws Committee Chairperson, who shall report its recommendations on the proposed amendments to the Association at the Annual Meeting. Within fifteen (15) days of receipt, but not less than forty-five (45) days prior to the date of the Annual Meeting, the Chairperson of the Bylaws Committee will return to the Secretary-Treasurer for publication all proposed amendments to be considered at the Annual Meeting. The proposed amendments shall be published to the membership at least thirty (30) days prior to the Annual Meeting of the Association in order that all members may have due notice that such amendments may be presented at the Annual Meeting. Such amendments may be adopted by an affirmative vote of two-thirds (2/3) of those members present and voting.
2. Shall review the proposed amendment for proper form, conflict with other bylaws and recommend any necessary changes in the proposal so that other articles shall be in concert.
3. Shall confer with the author of any proposed amendments so that the final amendment shall be published accurately.
4. The Bylaws Committee shall not be required to author amendments, but may do so.
5. Chairperson shall prepare a written report for the Annual Conference. The report shall include a pro and con on each amendment submitted. The chairman of the Bylaws Committee shall present verbally all proposals to the conference.
6. The Chairperson shall prepare articles for the newsletter.
7. At the end of the year prepare a list of procedures and helpful hints to be handed down to the next person chairing this committee.

## **F. COALITION TO IMPROVE COURT ACCESS (CICA)**

Coalition focused exclusively on legislative and regulatory issues affecting electronic filing service providers.

## **G. FORMS**

This committee shall work closely with the Legislative Committee. This committee shall be responsible for monitoring industry form changes by the Judicial Council and notifying the Board of Directors and members of same.

## **H. HISTORICAL PRESERVATION**

This committee shall maintain historical information and memorabilia. This committee planned activities and produced the 50<sup>th</sup> Anniversary Historical Book in October, 2018.

## **I. INVESTMENT**

This Committee shall work with the Secretary-Treasurer, the Central Office and the Budget Committee and CALSPro President to provide analysis, direction and recommendations relating to the association's fiscal agenda. The CALSPro Investment Policy: to allow that if at any time the market is corrected 10%, from any high point, it would trigger a meeting of the CALSPro Investment Committee to meet to address the matter and report to the board. The Central Office shall keep the Investment Committee apprised of activity to allow sufficient time for the committee to meet.

## **J. NEWSLETTER**

1. A newsletter shall be published a minimum of four times per year and distributed to the membership.
2. Each newsletter produced shall include all of the following:
  - A. President's Message
  - B. Legislative/Capitol Report
  - C. Articles for each cornerstone: Legislative, Membership, Education and Conference.
  - D. Calendar of all activities showing dates and places for balance of year.
  - E. Know Your Bylaws (Bylaws Chair)
  - F. Educational Article (Education Chair)
  - G. Membership Shorts (Membership Chair)
  - H. Permanent list of Officers
  - I. Permanent list of Directors
  - J. Permanent list of Committee Chairs
  - K. List of new members.
  - L. Capsulated items from the last Board of Directors meeting.
  - M. Advertisements
3. Assign members of the Board of Directors an issue in which they are to contribute an article.

4. Upon receipt of any article or letter the editor feels may be controversial or involves what may be construed as a personal attack on a person or group of persons, the editor or management office shall submit same to the President for review prior to publication.

## **K. PHOTOCOPY**

A Sub-committee of the Legislative Committee with the purpose of protecting and enhancing the needs of the legal photocopy committee.

## **L. ROSENTHAL**

Bert Rosenthal Memorial Award Committee is comprised of past award recipients, the current President and Past Presidents who are members in good standing. This committee is charged with selecting the recipients of the Bert Rosenthal Memorial Award, according to the committee rules.

## **M. STEERING**

1. Advises the President
2. Undertakes special assignments at the request of the President or the Board of Directors, with the President's approval.
3. Prepares a written Steering Committee report to be presented to the Board of Directors on any project assigned.
4. Prepares a written Steering Committee report to be presented at the Annual Conference
5. At the end of the year prepares a list of procedures and helpful hints to be handed down to the next person chairing this committee.

## **N. STRATEGIC PLANNING** *(as needed)*

The purpose of this committee shall be to work towards meeting and enhancing the needs of the membership. The committee shall conduct member needs surveys from time to time. The committee shall work to build a common understanding and gain a clear consensus of the organization's focus and establish and prioritize long and short term goals, objectives and strategies to meet the needs of the members; and develop a shared vision and strategic plan for the future.

## **O. TECHNOLOGY**

The primary objective for this committee will be to increase membership awareness of technology changes within the legal industry.

## **P. WEBSITE**

The primary objective for this committee will be to deliver a current, comprehensive, interactive, value-added website for use by the membership and the legal community.