



CALSPRO

Volume 11 / Issue 2 / Spring 2018

BACK TO THE EIGHTIES

Save the Date

50th Annual Conference

October 5th-7th, 2018

Embassy Suites Sacramento
Riverfront Promenade





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Thank you to our Advertiser

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PRESIDENT'S MESSAGE

LARRY KIRLIN

2018 CALSPRO PRESIDENT

Who Are We?

Who are we? I mean, who is CALSPro and who are our members? Let me start with the latter.

The way I see it, our members are the people who have decided to call the legal support industry their profession. Just because you work in the profession doesn't mean you've accepted it as your profession. Although some of us were born into a family business, most of us came into it from another door.

I started in the business as a microfilm camera operator a.k.a. filmer, while going to college. By the time I graduated years later I was fully entrenched in the business. I didn't exactly decide to make this my profession. It kind of just snuck up on me and next thing you know, here I am. There was a point, however, that I realized I was part

of the profession and decided to make it a career. That's about the time I joined CALSPro.

The truth is, there have been many, many times when I wanted to throw in the towel and look for a different career. This mostly happens when a client decides to push my every last button and I say to myself, "They don't pay me enough to deal with this crap!" Then a day later I get a call from a different client thanking me for pulling off a miracle and it reinvigorates my spirit. Anyone know where I'm coming from?

So, back to the other part of my original question, who is CALSPro? CALSPro is an association of people who have decided to be part of the legal support profession. Not only do they want to be part of it, they want to initiate change and ensure the profession thrives for

future generations. The members of CALSPro appreciate the work that comes to them because of their membership but it is not the primary reason they are a member. The primary reasons they join are to protect, promote and educate.

My question to non-members is, have you decided this is your career yet? If you like what you are doing and want to keep doing it, then jump on board. Make the decision to join CALSPro and be an active participant in your future.



CAPITOL REPORT

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

Mixing Politics and Policy

The Sacramento legislative scene is particularly interesting in election years, and perhaps none more so than this year. To illustrate: Democrats are on the precipice of the oh-so-valuable two-thirds supermajority in both the Senate and Assembly, and Republicans are waging a recall campaign against a sitting Democratic Senator in Orange County. The stated reason for the recall is Senator Newman's support for the gas tax increase, but Democrats allege that the recall is all about taking Democrats in the Senate below the supermajority threshold.

Meanwhile an initiative to repeal the gas tax increase will appear on the November ballot, which some believe is an attempt to bring Republicans to the polls, for an election where the top races are likely to be quite dominated by Democrats. Because of our "top two" primary system, it is possible if not likely that Democrats will be the only candidates on the ballot for governor, lieutenant governor, attorney general, and perhaps other statewide races.

To top all of this off, we will be electing a new governor, and likely will be choosing between candidates who are to the left of Governor Brown. All sorts of organizations are trying to decide: is it better to make our best deal with Governor Brown, or roll the dice and deal with the next governor? And think about the Jerry Brown legacy: when he leaves office Mr. Brown will have been governor for nearly 10% of the entire history of California!

In general the governor and legislature continue to position California as the "anti-Trump", whether the issue is sanctuary state/immigration, climate change, health care, taxes, marijuana, or consumer protection. How does this play out on a practical level? Well, for one thing, it is no longer a winning argument to describe an issue as a national problem which should be dealt with by Congress, since that argument now elicits only laughter!

In and amongst all of this politics, the legislature still has to do the routine business of the state, and act on the nearly 2500 new bills introduced for 2018. They system actually is far more civil than the public would expect, and certainly less overtly partisan than in Washington, D.C. Most issues are not hyper-contentious, headline-grabbing, screaming cable-TV pundit stuff, but rather just bills proposing to fix a narrow issue to make things work better. And election politics aside, Democrats and Republicans actually get along.

For this year, CALSPRO is monitoring nearly 30 different pieces of legislation, including one suggesting a narrow change to the law relating to service of notices on proper litigants pursuant to Code of Civil Procedure Section 1011(b). Some of these bills include the following:

- AB 1531 (Berman): Coalition to Improve Court Access-sponsored bill to address e-filing problems, including refund of

duplicate payments and non-payment by filers of filing fees advanced by EFSPs.

- AB 2185 (Chiu): Permits plaintiffs to file using pseudonyms, with an opportunity to challenge the pseudonymous filing and guidance for courts in conducting hearings to show cause on proceeding pseudonymously.

- AB 2286 (Chen): Expands the hours for serving notices on proper parties in their homes on second and subsequent attempts to 7:00 am to 9:00 pm.

- AB 2678 (Irwin): One of many bills proposing additional requirements for notifying consumers in case of database breaches involving personally identifying information.

- AB 3019 (Reyes): Changes to typeface requirement for deposition notices.

- SB 298 (Wieckowski): Expands the ability of judgment debtors to file claims of exemption from levy.

- SB 993 (Hertzberg): Extends sales taxes to all services except health care and education. **HUGELY CONTROVERSIAL!**

- SB 1238 (Roth): Adds requirements on health care providers who wish to destroy patient records.



CALSPRO Legislative Update

By Chad Barger, Legislative Chair

I can't believe it's May and the year is nearly half over. Before we know it, the holidays will be here, and another year will have passed. In the meantime, your legislative committee has been hard at work on the members business.

The CALSPRO bill AB 2286, sponsored by state Assemblyman, Phillip Chen, R-55th District, which amends the service hours for a CCP1011(b) is working its way through the legislature. The proposed amendment is to expand the hours for service on a pro se party by leaving a copy with anyone, other than the party, at his or her residence between the hours of 7 AM to 9 PM. The proposed amendment simply widens the window to effect serving notice to the pro se party by leaving the documents with someone else if he or she is not present. However, we have received pushback from the Assembly Judiciary.

The Assembly Judiciary has recommended to retain the current hours of 8:00 am to 6:00 pm for the first attempt and broaden the hours to 7:00 am to 9:00 pm for subsequent attempts. Personally, I feel this option is invalid. These services are giving notice of a hearing that is circumscribed by statute, wherein today is the day that service must be accomplished. There is no tomorrow. The committee is working

with our lobbyist to find common ground and present an acceptable compromise for all parties. I'll keep you posted on our progress.

The other big news is the California Supreme Court decision on April 30th, 2018, in the case of *Dynamex Operations West, Inc. v. Superior Court* regarding independent contractors. The court issued a ruling that makes it much more difficult for companies to classify workers as independent contractors. The previous standard used for classifying workers as employees or independent contractors had been in place since the 1980's and was based upon a multifactor test that considered, among other factors, the worker's abilities, the method of payment, and the level of control exercised over the worker.

The new standard adopted by the Supreme Court requires businesses to establish three factors to properly classify a worker as an independent contractor, otherwise known as "the ABC test". This decision greatly expands the definition of "employee" under California law:

A. The worker is free from the control and direction of the hirer in connection with the performance of the work, both under

contract for the performance of such work and in fact; and

B. The worker performs work that is outside the usual course of the hiring entity's business; and

C. The worker is customarily engaged in an independently established trade, occupation, or business of the same nature as the work performed by the hiring entity.

So, what was the change that affected us? Section "B" was changed to read, B. The worker performs work that is outside the usual course of the hiring entity's business. Meaning, that to be deemed an independent contractor, the "IC" cannot perform the same services the hiring entity does. So, if you're a process serving company and you use independent contractors to serve your process, you must now classify them as employees.

Per the Court's ruling, workers in California are presumed to be employees and, therefore, are accorded the myriad of protections they enjoy, and it's the employer's burden to satisfy the three "ABC" factors to lawfully classify the worker as an independent contractor instead of an employee. The court's example

Continued on page 9



Dispute Resolution Update

By Jeremiah Jones, Committee Chair

Accounting Tips

During the time that I have served as the Dispute Resolution Chair, over 95% of the disputes have been in regards to late/nonpayment of invoices. Additionally, a survey conducted by PaySimple concluded that 80% of small businesses (which accounts for the majority of CALSPRO members) have problems with late payments. Because of that, I wanted to provide some tips that may help increase the likelihood that your invoices will be paid in a timely manner.

• **Be upfront about your payment terms.** It's very common for people to pay late; in fact a study conducted by Xero found that the average business customer pays 2 weeks late. So, if you need to have your payment within 30 days, consider establishing payment terms of 14 days or less. Additionally, make sure that your clients are aware of your terms and conditions up front.

• **Prepare and send invoices right away.** If possible, don't wait until the end of the month to bill your client, but rather invoice as soon as the work has been completed. I can't tell you how many times we have had to pester

affiliates and independent contractors to give us an invoice for the work they did, sometimes more than a month after the fact. This is problematic for both parties.

• **Push for electronic billing and payment.** Make it easy for them to pay you. Give them the option to pay you via credit card, PayPal, ACH transfer, electronic checks, etc. Sending invoices via pouch or mail can cause unnecessary delays. Electronically sending invoices to your clients can dramatically decrease the time that it takes for them to receive their invoices, which will likely reduce the amount of time it takes for them to get the invoices paid. Some software's such as Serve Manager, allow you to bill as the assignment is completed and will email you clients an invoice with a link for payment, making it even easier for the client to pay. There is even accounting software that can track if your clients have even viewed the invoice and it will send them automatic reminders for late payments.

• **Communicate, Communicate, Communicate.** If a client is having problems paying their bills, talk to

them. Find out why and see if there is anything you can do to help streamline their process. Get to know the people in charge of paying the bills. Follow up on your phone conversations with an email to create a paper trail and to solidify whatever agreement that you made over the phone. Most importantly, stay cool, collected, respectful, and professional when you are communicating with them; regardless of how frustrated you may be.

• **Don't be afraid to cut them off.** The only thing worse than doing no work, is doing work that you don't get paid for. If an account is backed up beyond what you are comfortable with, don't be afraid to temporarily stop servicing them until they take steps to rectify the problem.

Hopefully you find some of these tips useful, to help you stay on top of your accounts receivable and to allow you to spend more time performing the core functions of your business.

**CALIFORNIA ASSOCIATION OF LEGAL SUPPORT PROFESSIONALS
Board of Directors Meeting
March 24, 2018
Capitol View Room – Hyatt Regency Sacramento**

MEETING MINUTES

I. CALL TO ORDER

Chairman of the Board, Ken Hastings, called the meeting to order at 11:34 a.m. New member, Dan Mora, was introduced. Self-introductions took place.

II. ROLL CALL

The roll was called and the following Officers and members of the Board of Directors were present:

Larry Kirlin, President and Director
Robert Porambo, Vice President and Director
Ken Hastings, Secretary-Treasurer, Director, Chairman of the Board
Chad Barger, Director
Tom Bowman, Director
Andrew Gowing, Director
Mark Manchester, Director
Anita Pasillas, Director
Kristian Pujol, Director
Jay Roll Director

The following director was absent:

Lauri Rowland (Excused)

The following individuals were also present:

Michael Kern
Tom Alkema
Dan Moran
Tony Klein
Steve Janney
Andy Estin
Mike Belote
Stephanie Schoen
Jenny Blevins

III. APPOINTMENTS

Andy Estin was appointed as the Parliamentarian, and Kristian Pujol was appointed as the Sergeant-at-Arms.

IV. MINUTES

A motion was made and seconded to approve the minutes of the February 15, 2018 Board of Directors meeting as presented. The motion carried.

V. PRESIDENT'S REPORT

Larry Kirlin referenced his working strategic planning document that he continues to review, to make sure that goals are being met. Larry discussed the following items:

Create brand awareness.

Working on photocopy new members.

VI. SECRETARY-TREASURER'S REPORT

Ken Hastings reported:

Year-End 2017 Financial Statement – total assets of \$26,863.73, income of \$158,383.08, expenses of \$176,336.43, for a net loss of \$17,180.24.

The February 2018 Financial Statement was presented – total assets of \$86,992.67, income of \$70,283.50, and expenses of \$50,250.83.

The board members shared their stewardship and commitment to keeping the association alive and thriving.

CORNERSTONE REPORTS

Legislative – Chad Barger referenced the written report and noted the committee met this morning. Mike Belote discussed the condition of the state budget, which was introduced in January.

Forms – Tony Klein reported no new forms in the pipeline yet. Writ issues on old forms because the new form is not mandatory.

Mike Belote shared a story relating to e-filing relating to having express authority to e-file and a requirement of "read receipts".

Bylaws – revised bylaws were sent to the board and are posted on the website

Dispute Resolution – Jeremiah Jones submitted a report which was included in the agenda packet.

Continuing Education – Andrew Gowing referenced his written report. The next five CCPS Workshops are set, including a webinar during the Bakersfield workshops. Additionally, the committee is revising the presentation slides.

Advertising – Robert Porambo discussed and acknowledged United Legal Group as a potential collection agency Vendor member.

Area Governor Program – Robert Porambo reported that he sent out an email to the members in San Diego about planning local events; San Diego Service of Process has suggested an event by the bay, which is under consideration. Robert urged the board to keep communicating with their local members.

The Membership Committee will inform the Area Governors of new members.

Assault Advisor – Tom Bowman reported that there are no reports.

Historical/50th Anniversary – Andy Estin reported that he has submitted articles for the last two newsletters and will continue it for the entire year. Andy will try to set up a meeting for April. Andy Estin thanked Steve Janney for his sponsorship of publishing the historical book.

Membership – Kristian Pujol shared his report which was in the agenda packet. First area of focus has been with membership renewals; 20 members from last year have indicated they would renew but haven't yet. The committee continues to reach out to the photocopy companies. The committee wrote a letter asking the photocopy members to join; a couple of responses have been received. The committee is working on having promotional wares at the CALSPro booth at the NAPPS Conference. The next area of focus is on the Independent Contractor category, and developing a tri-fold brochure, which was created by Jay Roll, for which he was thanked.

Newsletter – Anita Pasillas reported that the e-News went out last week, and three more issues will go out before conference.

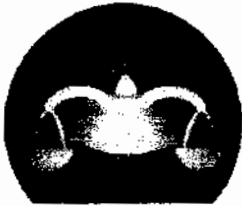
Technology – Jay Roll reported and discussed the blogs that have been occurring and the need to use the website. Jay indicated that the committee discussed boosting posts for CCPS Workshops and the Conference through social media sites to expand to larger audiences for a minimal fee.

Conference – Mark Manchester – thanked Mike Belote for confirming the Chief Justice to attend the Friday night reception – an extremely rare opportunity. Affiliated organizations, legal secretaries, attorneys, judges could be invited to attend. The board would like to see a press release noting this event, and Mike Belote will reach out to *the Daily Recorder*.

Adjourned at 3:15 p.m.

Welcome New Members!

Christy Albin	Lady Of The Lake Process Servers & Mobile Notary	Joshua Miller	The Chase Agency LLC
Michelle Ames	Ames Litigation Services	Dan Mora	Gemini Legal
Martin Basaldua		Michael Netherby	Alpine Copy Service
Connie Bettencourt	iServe Legal Support	Irene Ramirez	Desert Legal Services
Kathy Burrow	Central Texas Litigation Support Services, Inc.	Jorge Rivera	KNR Attorney Service
Christopher Cole	Pike Photocopy, Inc.	Sonia Romero	Hasting Professional Process Servers
Matt Gilmore	APK Legal Services	Sean Segel	S & W Process Service
Ron Grossberg	Palmetto Legal Gophers	Destinee Serdinia	Howdy & Aloha Process
Angela Jones	Legal Document & Assistants	Alexandra Snipes	Battle Born Process Service
Wendy Kelley	Kelley Servers	Renee Tyson	Judy's Roadrunners Attorney Service
Dannylle Koontz	PriorityProcessing Serving & Legal Courier	Mike Walrod	HPS Process Service & Investigations
Kimberly Lutjen-Petty	Kimberly Lutjen Process Service	Maghen Ward	Wards Investigations & Legal Services
Bruce McCain	JBM Process Services	Andrew Webster	Puget Sound Process



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CALSPRO Conference Update

By Mark Manchester, Conference Chair

50th Year Celebration and Conference October 5-7, 2018

We are more than half way there, and time is flying, before you know it will be time for our 50 Year Celebration and Conference. This year's conference will be at the Embassy Suites in Sacramento's beautiful Riverfront Promenade.

We are just five months away from conference, and this is one you won't want to miss. We will start our Friday with the Jack C. Janney Memorial Golf Tournament, and a State Capitol Tour, then at 5pm we are delighted to announce the Chief Justice of the California Supreme Court, The Honorable Tani Cantil-Sakauye, will attend and speak at our opening reception and cocktail mixer. She is the 28th Chief Justice of the State of California and the second woman to serve as the State's Chief

Justice. Then later that night, we will be playing poker or bingo.

This year's main guest speaker will be Stephanie Chandler, she is the author of nine books, including, Own Your Niche: Hype-Free Internet Marketing Tactics to Establish Authority in Your Field and Promote Your Service-Based Business. There is no need to wonder how to build your online presence to increase exposure, Stephanie will teach us how to identify and attract your ideal audience online and optimize your website.

Saturday we will continue with our Annual Business Meeting, educational speakers, history spotlights, and 4 raffles. After the Saturday night banquet, we will be dancing

the night away, so bring your dancing shoes.

This will be the first year our election of officers will be done online prior to conference. The new policy will be out soon so stay tuned. This new policy will allow more members the opportunity to get involved and share their knowledge.

We are still busy planning and putting the schedule together, which it should all be ironed out soon. This won't be like any Annual Conference you have ever attended, so please help us get the word out and plan to attend.

I look forward to seeing you all in Sacramento!

Legislative - continued from page 4

stated that a plumber hired by a retail store to repair a bathroom leak is not performing work that is part of the store's usual business and would, therefore, be considered an independent contractor of that store. However, seamstresses sewing at home using materials provided by a clothing manufacturer would probably be considered employees of the manufacturer. If a worker should properly be classified as an employee, the employer bears the responsibility for paying federal Social Security and payroll taxes, unemployment insurances taxes

and state employment taxes, providing workers' compensation insurance, and complying with federal and California regulations governing the wages, hours, and working conditions of employees.

If you haven't already done so, I would recommend all businesses consult with legal counsel to determine your path forward. These are new and crazy times in California, but you can always rely on CALSPRO to provide you with the issues that matter to you. To borrow a phrase

from my local news channel, "We report, you decide".



EDUCATION

Continuing Education Report by Andrew Gowing, Education Chair

Upcoming CCPS Workshops!

Your Continuing Education Committee has been hard at work planning and arranging the upcoming CCPS Workshops in your area. Our last workshop, held in the LA area, was not only a success but was sold out. We added two new members to CALSPro as a result of the workshop, which was an added bonus.

Our next workshop happening on Saturday, May 19th in Bakersfield will be the first time that CALSPro offers an Online Webinar in conjunction with a live workshop. If successful, we are hoping to launch another webinar this year in order to give more members the opportunity to further educate themselves, with the added convenience of not having to travel. An online webinar option could prove to be a great tool for growth as we have the ability to reach and educate more members, as well as communicate the importance of CALSPro's role in our industry to those who have not yet become members. You can always check the CALSPro website for our upcoming events if you are looking to register for a CCPS Workshop in your area.

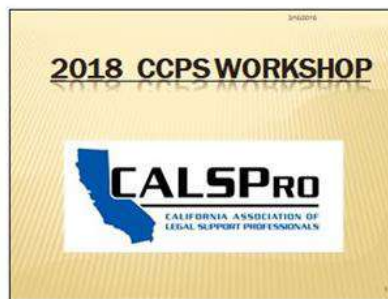
Below are your upcoming CCPS Workshops. In addition to the listed workshops, we are working on the details for two more to be offered in Chico in late June and Marin County sometime in September. Once the details are finalized, we will announce the dates and locations.

- Saturday, May 19th in Bakersfield (Webinar Option Offered)
- Saturday, June 30th in Riverside
- Saturday, July 28th in Ventura
- Saturday, August 25th in Santa Ana (Orange County)
- Sunday, October 7th in Sacramento (Conference)

Lastly, the Continuing Education Committee has been working diligently to update all information and CCPS materials for the changes that occurred

for 2018, as well as updating the look and feel of the CCPS Presentation. Below is a small snapshot of the previous version of the presentation next to the new version. We would encourage you to register for the next upcoming CCPS Workshop in your area to experience the fresh new look and feel of the CCPS Workshop, and more importantly, to stay educated and informed on the changes in how you serve process in California.

Previous Version



New Version



GETTING STARTED



Getting Started





CALSPPro Technology Update

By Jay Roll, Committee Chair

CALSPPro Members Matter!

As a member of CALSPPro, you are important to us. Your technology committee has been working hard to keep you informed. From Blogs, to the Mobile App, to the website, we have you covered! Visit the Members Only section today. Inside the Members Only Section you will find important information available to only you, our member. Curious as to what CALSPPro has done for you lately? Take a good look at our Legislative History. Are you looking for an Independent Contractor? Find one in the Members Only section in our

Independent Contractor listing! Curious about what CALSPPro is tackling this year legislatively? Find out by clicking on the Active Legislation link. Need an updated pouch list? Its available to you at the click of a button as well. You will find valuable information at your fingertips.

CALSPPro has already announced the release of its Mobile-Friendly web-based Application. The CAMS team continues to push on with the full version of the App. They have been hard at work on the Android version while the iOS version

is awaiting approval from Apple. Once approved, CAMS will continue with their development and launch of the Full App (Thank you CAMS). Stay tuned for details and visit app.calspro.org!

CALSPPro Members Only

Welcome to the Members Only section of the CALSPPro Website. To navigate the members only content, please use the menu to the right.

INTRODUCING THE NEW MEMBERS ONLY MOBILE WEB APP (app.calspro.org)!



The new mobile web app uses the same member login as you use to access the members only site here at calspro.org. You can also retrieve your login directly from the app.









Access all your Mobile Tools from the main app menu, which includes Address Validation, Code Search, Witness Fee Calculator and Serving Guidelines.

MEMBER LINKS

- Home
- **NEW:** Web/Mobile App (app.calspro.org)
- Independent Contractor Listing
- Member Badges
- Board Minutes
- CALSPPro Legislative History
- Active Legislation
- E-News
- Policies & Procedures
- Pouch List (alpha)
- Pouch List (numeric)
- Strategic Plan
- Logout

80s

-  **1980** – AB3312 – Bill that limited costs for subpoenaed business records (EC 1563)
-  **1981** – AB1983 – Would have allowed service of subpoenas by mail to custodian of records. Defeated
-  **1982** – Formation of NAPPS
-  **1982** – Amendment proposed by the Admin. Office of the US Courts to amend the FRCP to allow service by mail. The AOC had concluded its public hearings and submitted it to the US Supreme Court for approval. The rule was suspended without such approval, the first time in US history that a rule had not been approved at that point in the process. Since many state specific service of process laws are patterned after the FRC, this could have decimated the process serving industry nationwide
-  **1984** – AB770 – Created a registration for photocopiers, legitimizing the photocopy industry in the discovery process (B&P 22450, et. seq.)
-  **1988** – AB3484 – Provided the same protection for registered process servers as peace officers, firefighters, etc., when assaulted while performing his/her duties.



50th Fun Facts: What happened in 1989?

- The Berlin wall came down.
- The first GPS satellite went into orbit.
- First-class Postage Stamp 25 cents
- 1 Gallon of gas 97 cents
- Yearly Inflation Rate U.S.A. 4.83%
- Year End Dow Jones Industrial Average 2753
- Interest Rates Year End Federal Reserve 10.50%
- Average cost of new car \$15,350.00
- Batman-Top grossing movie.



CALSPRO Membership Update

by Kristian Pujol, Membership Chair

No Other Body of Legal Support Professionals in the U.S. Has Your Back like CALSPRO

Thank you for your CALSPRO Membership! This year we have over 35 new members from California, the U.S. and Canada! Whether you are an Active, IC, Out-of-State Associate, Vendor or Supporting member, the Membership Committee would like to thank you for making a wise choice and investing into your business! The future of the Process Serving, Court Services and Records Retrieval Industries in California (and elsewhere) rely on all our support to CALSPRO to keep it active and solid as it has been for the past almost 50 years. Every membership counts and your participation is of paramount importance!

Despite the upsurge in new memberships this year, the reality is that since we lowered our membership fees we are still in dire need of more active members to meet our budget demands and keep our association afloat. For the past decade or so, CALSPRO has suffered ongoing attrition due to changing conditions in our industry, new delivery methods such as electronic transmissions, e-pouches, e-filing and, and simply put (but misconceived) more "competition." The irony is that while other national organizations are growing in relative size because of their broader

base, none of them truly "competes" with CALSPRO or comes remotely close to doing what our association's main functionality is: legislative advocacy in Sacramento. No other body of legal support professionals in the U.S. has your back like CALSPRO.

Legislative advocacy and protection is our bread and butter, and we will not survive without it. Tell me, what good is advertising our businesses in New York or Colorado, or enlisting your company with Search Engine Optimization (SEO) services, if our California laws change to allow for primary service of process by 1st Class mail or email? Our industry as we know it would quickly cease to exist. We cannot allow collection companies (which have proposed these "mail bills" 11 times in the past 25 years ---all which CALSPRO defeated) to eliminate the need for service of process; or ROI companies to strengthen, proliferate and continue charging unreasonable excessive fees; or out-of-state conglomerates to waltz into our California Court System uninhibited! We cannot allow what happened in Georgia to our fellow GAPPs members, where the Sheriff's association seized the rights of process servers almost

completely, to happen here. Now the likelihood of the Sheriffs overtaking our jobs in California is unlikely for numerous reasons, but the principle of losing service of process to another source is not unrealistic. Simply put, we need CALSPRO to protect our current laws and defend us legislatively.

But we cannot rely on CALSPRO to do it all for us without a cost! Everyone must pitch in. Big companies should afford to have several active members, while smaller ones just one or two; and the more independent contractors we have as members, the better and the more diverse voices our association will represent. We cannot rely on just a few companies to continue sustaining CALSPRO's efforts in the future, but if we do, we cannot complain when our association only represents the interest of a few select companies. On the other hand, if our association grows in membership size and make up (as our committee is trying to do), CALSPRO will inevitably represent the interests of many individuals and legal support companies throughout our state and continue to

Continued on page 14

stand strong and be a flagship for other state organizations to follow.

We all know there is strength in numbers. The more members we have, the more challenges we'll be able to tackle. Furthermore, as we expand, all membership types shall reap more benefits. There will be more members to advertise to, more members to network and exchange work with (statewide and nationwide), more opportunities and incentives for vendors to join, more vendor discounts, more revenues, more resources, and more self-sustainability for our association overall. We all win!

But it starts with you! Exchange work with CALSPro affiliates and if they are not members compel them to join. If you are a photocopy company, please join and encourage other ones to follow suit. If you have a job for out-of-state, hire CALPro associate members listed on the website first; give back to those out-of-state companies supporting our efforts in California. Use the new Members Only page on the website and try out a new independent contractor this year. If you are an attorney service of considerable size, sign several personnel as active members; they will also get discounts on conferences and educational CCPS seminars which are now being offered online to all our members. If you know or work with a good vendor (such as software or hardware company, insurance or bond company, etc.) please ask them to become a vendor member and help support the legal industry we share and depend upon to stay in business! Perhaps join a committee or run for the board this year (online nominations are just around the corner); if you don't have the time, then support CALSPro by contributing memberships and/or sponsorships to our state association that has done so much for us, and many others, this past almost 50 years. Let's make sure our children will be able to say the same. The time is now! Its low tide and we need to ensure CALSPro is there to help us ride the incoming wave of the future.

Since CALSPro has your back, these are things you can do to return the favor:

- Remain a CALSPro member
- Add an additional active membership to your company
- Give a CALSPro Sponsorship
- Encourage affiliates you work with to join CALSPro if they are not already members
- Exchange work with only CALSPro members
- Let Independent Contractors know about our new IC Membership
- Send work to CALSPro affiliates first, then NAPPS, then to members of their respective state associations
- Recruit vendor members from companies you are in contact with and recommend
- Propose joining CALSPro to out-of-state affiliates when contracting them (just 1 or 2 jobs will pay for an \$100.00 annual membership)
- Use CALSPro Associate Members from out-of-state when sending work outside California
- Log in to the Members Only page and hire new Independent Contractor members
- Share blogs and newsletters received with other affiliates so they see an instant value in membership
- Attend CALSPro Educational Seminars and become a CCPS bonafide server
- Contact your Local CALSPro Area Governor and volunteer to help
- Encourage your staff, process servers, and ICs to use the new CALSPro Mobile App!
- Use the CALSPro logo on all your company correspondences and signatures
- Attend this year's historic 50th Annual CALSPro Conference Celebration on October 5th-7th 2018

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Know Your Bylaws - Did You Know...

by *Lauri Rowland,*
Bylaws Committee Chair

Section IX –Procedure of the Bylaws states: “Roberts Rules of Order shall govern the conduct of all meetings except as provided herein.”

What exactly are Robert’s Rules of Order?

Robert’s Rules of Order Newly Revised, commonly referred to as Robert’s Rules, is the most widely used manual of parliamentary procedure in the United States. It governs the meetings of a diverse range of organizations—including church groups, county commissions, homeowners associations, nonprofit associations, professional societies, school boards, and trade unions—that have adopted it as their parliamentary authority.

The manual was first published in 1876 by U.S. Army officer Henry Martyn Robert, who adapted the rules and practice of Congress to the needs of non-legislative societies. The procedures prescribed by the book were loosely modeled after those used in the United States House of Representatives, with such adaptations as Robert saw fit for use in ordinary societies. Although he was in the military, the rules in his book were not based on military rules. The author’s interest in parliamentary procedure began in 1863 when he was chosen to preside over a church meeting. In his later work as an active member of several organizations, Robert discovered that members from different areas of the

country had very different views regarding what the proper parliamentary rules were, and these conflicting views hampered the organizations in their work. He eventually became convinced of the need for a new manual on the subject, one which would enable many organizations to adopt the same set of rules.

Ten subsequent editions have been published, including major revisions in 1915 and 1970. The 11th and current edition was published in 2011.

Edited from Wikipedia

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