



APRIL 2024

A MESSAGE FROM THE PRESIDENT

By Kristan Pujol, M.A., CCPS

Greetings,

I am pleased to share with you how actively productive our CALSPRO committees have been from the onset this year despite the slower than expected progress in renewals and how firm our resolve continues to be in our efforts to protect, promote and preserve our legal support industry.

It is so important for everyone to please renew their membership timely and continue supporting CALSPRO!

[Renew here](#)

This year we continue our primary focus on two goals: financial *sustainability* and *continuity* of our core agendas: legislative and educational. After experiencing the hardship of the pandemic's economic effects and consequent decline in membership across the country, our association set out to establish a new dependable financial structure to sustain it with the aim of providing consistency we can count on and a realistic revenue source we can build upon. Our plan for sustainability and mission continuity has been at the forefront of our leadership agenda and we have taken numerous measures to accomplish these two essential and very important aims. Please refer to sources of sustainability examples below.

In helping to firmly establish financial sustainability, our Active membership fees as you know changed this year as voted by the membership at our annual conference. The aim of the new tiered-dues structure (based on number of employees per company) is to allow California companies to join CALSPRO at a membership rate proportional to their employee size (rates start as low as \$250.00!). The main goal is to establish a realistic financial base we can rely on for the future while being more inclusive of all company sizes and entry income levels. The challenge now is of course, outreach and communication.

We are reaching out this year to the 3,700+ process servers and photocopiers across California after making a thorough effort of retrieving and accumulating all the lists of registrations from the 58 counties. A diligent attempt will be made to reach out to as many county registrants as possible depending on the information provided by the Clerk/Recorder's office and the human resources available to CALSPRO. We appreciate all the volunteer work and donations toward this endeavor.

This month, several of us will be attending this years NAPPS annual conference scheduled for April 18-20, 2024, to represent and promote CALSPRO (the longest active chartered state association in the United States). As always, we encourage everyone to please attend our national association events, especially this year since it is happening in our neighboring state of Arizona which is looking to have good sunny weather this time of year. I am looking forward to it and hope to see you there!



Kristian Pujol
CALSPRO President

On the legislative front, we continue to make progress having reviewed over 2,000 bills this year and submitted two CALSPro sponsored bills of our own: SB 1040 (re: Prison services) and AB 2067 (re: Financial institution service of process locations). Our legislative advocates are actively exploring the possibility of moving the Process Server and Professional Photocopier registration process under a single source (possibly the State Bar) while talks continue with the Los Angeles County Downton Sheriff's Civil Department and Sheriff's Association in lieu of improving the Writ/Levies processing and turnaround times for backlogged civil cases.

In pursuit of our education agenda, our Continuing Education committee is updating all sources of learning within our CCPS Program and online platform. The team has held two well attended online seminars so far in 2024 and plans on hosting several more throughout the year. In collaboration with numerous other committees such as Newsletter, Membership, Advertising and Technology, their aim is to *also* educate members and all legal support professionals on the importance of legislative advocacy and legal protections for the betterment and continuing viability of our business profession.

Sources of Sustainability (2024)

- Affordable Membership pricing
- Targeted outreach to 3700+ California Registered Process Servers and Photocopiers
- Advertising opportunities for our Vendors and all Members (online and at conference)
- Annual Conference growth (increase participation and improve member loyalty)
- Educational online resources for purchase (promote industry while helping new entrepreneurs)
- Membership expansion (EFSPs, Copy Services, LPI, Vendors, past members, and more)
- Technology / website and App options for advertising, job listings, and educational support
- Revamped Newsletters to help communicate updates, new tiered structure to members and help educate on the importance of membership, legislative protections and use of technology

I thank you for your time and I look forward to hearing from you soon. You can reach me any time at president@calspro.org

Stay Tuned,



REGISTRATION OPENING MAY 1ST

Save the Date! 2024 CALSPro Conference registration is scheduled to open May 1st.

WHERE: Hilton Arden Sacramento

WHEN: September 27th - 29th, 2024

Mark your calendars. This year's CALSPro Conference is scheduled! It's never too early to plan, especially on topics your business can't afford to miss. Our goal is maximum participation. Our plan to achieve this is to provide the best education opportunity in California! CALSPro has over 50 years of rich and productive legislative advocacy. Industry



leaders will gather and share their best practices. Network and promote your business to other process servers.

Note that we are not raising registration fees this year. We will publish registration and sponsorship rates soon, but for budgeting purposes, look below at last year's rates for a reference.

LAST YEAR'S RATES

- Full Member Registration: **\$550**
- Full Non-Member Registration: **\$600**
- Saturday Education (Lunch Included): **\$300**
- Saturday Banquet Only: **\$150**
- Saturday Lunch: **\$100**
- Golf Tournament: **\$135**
- Padres Baseball Game: **\$75**



Dan Mora



MEMBERSHIP IS EVERYTHING

By Larry Kirlin

Now that our kids are grown and gone, our conversations with them are more on a friendship/mentor level than when we were pushing them out to door to get to school on time. In a recent conversation, one of the kids said, in a matter-of-fact way, that my wife and I are rich. I thought it was hilarious. Rich!? No. Just because we've climbed our way out of debt and no longer pay their college tuition doesn't mean we are wealthy.

The conversation with my son felt familiar with a conversation I was having with someone about CALSPro membership. In that conversation, it was obvious that the person believes CALSPro is a wealthy organization, flush with cash to spare. Cash? Flush? What?? The truth is that 80% of our regular income comes from membership dues. The remaining 20% comes from advertising and CCPS webinars. The cost of administration and lobbying is more than our regular income, so we make up the difference through donations and the annual conference.

When I say that every member is important, I mean that because no business or organization can operate in the red. The people who voted for the new membership dues structure took a huge gamble that larger companies would be willing to pay a larger share so that smaller companies could have more affordable dues. From the conversations I'm having with people about past-due renewals, I'm more than a little worried.

The jury is still out on whether the new structure is going to attract more members. This year is critical for the survival of the CALSPro we've known for so many years. If you think



Larry Kirlin

CALSPRO is a good advocate for our industry and you like the benefits of your membership, please share the word. Help recruit a new member. At \$250, the dues will never be lower.

Active Membership Category

The breakdown of the sub-categories within the Active Member category shall be defined as follows:

Category	Number of Full-Time Equivalent (FTE) Employees	2024 Dues Amount	Number of Individual Votes
Category 1	1-2 FTE Employees	\$250.00	Up to 1
Category 2	3-5 FTE Employees	\$500.00	Up to 2
Category 3	6-10 FTE Employees	\$750.00	Up to 3
Category 4	11-25 FTE Employees	\$1,500.00	Up to 6
Category 5	26+ FTE Employees	\$3,000.00	Up to 10

[VIEW THE FULL LIST OF POLICIES AND PROCEDURES](#)



LEGISLATIVE UPDATE

Your legislative committee is working hard on your behalf. At the February deadline, over 2,100 bills were presented to the state legislature. Two of those are CALSPRO sponsored bills, SB1040 and AB2067.

SB1040 – State Correctional Facilities (AKA The Prison Service Bill).

If passed, this bill would eliminate the diligence requirement when serving a Summons and Complaint on an incarcerated person at a state prison or county jail. We are working with the senate public safety committee and the ACLU to refine the bill and confirm the incarcerated persons rights are protected.

AB2067 – Financial Institutions

Back in 2012, CCP684.115 was amended to require financial institutions with more than nine branches to designate one or more central locations for service of legal process within this state. This unintentionally created an issue for the Los Angeles County Sheriff’s Department, when Bank of America designated CT Corporation as its agent for service. Since Bank of America is the largest bank in the US, a tremendous number of levies are served to CT Corporation on their behalf, which requires the Los Angeles County Sheriff to process the levy. Unfortunately, the sheriff is experiencing staffing issues and is unable to keep up with the volume of levies it receives. This bill, if passed, would require financial institutions with more than nine branches to designate four or more central locations for service of legal process in different counties throughout the state. We believe that spreading the work throughout the state will result in more timely processing of levies and allow judgment creditors to get the money owed in a timelier manner.

As our advocates and the committee sift through the vast number of bills presented, we are identifying any bill that has a potential impact on our industry. Once identified, we will choose to oppose, support, or simply monitor the bill. Keep an eye out for my next article in the CALSPRO newsletter for an update on the bills we are monitoring. In the meantime, if you have any questions or want to discuss a bill, please feel free to contact me.

Sincerely,

Chad Barger
Legislative Chair



CALSPRO - CONTINUING EDUCATION COMMITTEE

Save the dates:

2024 CCPS workshops and examinations

All classes will be virtually held via Zoom:

2-19-24 Presidents' Day (done)

We had 17 attendees and 16 took the exam. 12 people passed the exam and are now CALSPRO Certified Process Servers (CCPS)

4-13-24 Saturday (done)

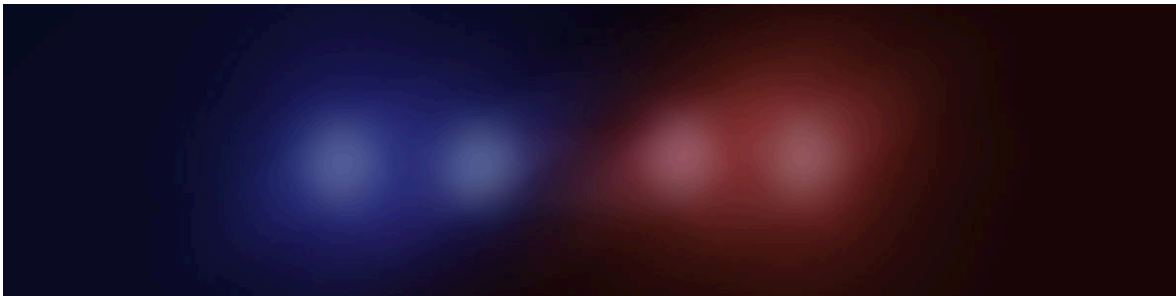
6-19-24 Juneteenth - Courts Closed

8-17-24 Saturday

2024 Conference TBD

I strongly recommend that not just your process servers attend the workshop, but you're your office staff as well. The CCPS committee looks forward to serving our members and the legal community in 2024!

Cheers,
Robert Porambo



ALWAYS PRACTICE SAFETY FIRST – PLEASE BE SAFE!

Dear CALSPRO Family,

I'm deeply saddened to share this tragic incident with you below. This highlights what process servers face daily. It extremely saddens me to share with all of you that Drexel Mack known as "Mack", a Civil Court Process Server was shot and killed while serving an eviction notice for back taxes on a defendant in Northeast Independence, Missouri on February 29th, 2024.

Drexel Mack was a beloved, kind, hard worker who went out of his way to help others. He was voted employee of the month and employee of the year. It was reported that "Mack" was the type of guy who you could always count on and was a true friend. And "Mack's" laugh was as big as his heart. Drexel Mack devoted his life to public service and worked for the Jackson County courts as a process server for over 12 years.

At 41 years of young age, "Mack" was murdered along with another Sheriff's deputy who was called in and who attempted to assist after he was shot. Devastatingly, Drexel Mack left behind his fiancé with three children of her own and his only own son too. There is a "Go Fund Me" page set up at www.gofundme.com/ff/honoring-drexel-mack if you'd like to send some financial support.

Awareness and warning drive the necessity to share this with all of you. As process servers, we can no longer live in denial about the volatile society we are engaged in along with the dangerous work we perform. Process servers must be aware of their surroundings at all times. While by yourself and with no buddy system, it is only more imperative that we all pay even more attention now to what is going on while working in the field.

The following is some friendly advice to all of you in hopes you always get home safely and in no way, shape or form does this reflect or correlate with what happened to "Mack". This is only provided for your benefit and please heed these warnings always. You are always in potential danger and at all times! Please Be Alert! Please be Safe! Please be present and be here now! Please stay on guard! Please know that you will get to your next serve when you are supposed to get there! There is no rush except to stay safe at all times. Also, please review your Assault, Battery and Trespass codes in your jurisdiction. Please always practice safety first and please be safe.

Kraig Vorsatz, C.C.P.S./ESQ.
CALSPRO ASSAULT ADVISOR

VENDOR SPOTLIGHT



"Your brand is what other people say about you when you're not in the room". – Jeff Bezos.

Did I get your attention? I hope so. I love this quote by Mr. Bezos because, underneath the surface, it implies that doing NOTHING to build your brand is just as consequential (for all the wrong reasons) as doing EVERYTHING to build your brand.

I'd like to introduce myself as a new vendor member of CALSPPro. My name is Steve Oil, and the company I started during the Jurassic Period in 1980 is Crackerjack Promos, Inc.---a promotional products company that "Imprints the Minds" of your clients, prospects, and employees through the use of creative, targeted, and cost-effective custom imprinted promotional products. In other words, we help you build your brand.

I know, you're probably thinking we're just another promo company selling pens, key chains, and other "trinkets". Truth be told, those products serve a purpose and can be effective. But when promotional products really shine is when they make a loud and clear statement of your brand and, ideally, when they convey the specific theme and message of your promotion and purpose. This is how promotional products ***imprint minds!*** We've created promotional product concepts that you may never have seen nor heard of. Make no mistake: these products have been displayed, discussed, and demonstrated by their recipients many times over. This means that your brand has generated good-will, humor, drama, and interest many times over, and in many instances, for years after they've first been received. Talk about ROI!

There's never a cost to kick around ideas with us. When you're considering promotional products for *corporate events, employee recognition, customer appreciation, brand awareness, tradeshow and exhibitions and holiday gifts*, please allow us to give you a hand.

Steve Oil
Crackerjack Promos, Inc.

ADVERTISE WITH US!



Are you looking to grow your business? Advertise with CALSPRO!

- Banner Ads are rotating ads that are visible on each landing page of the CALSPRO website and when clicked, direct the user to your company site.
- Newsletter and E-News are released 5 times per year via email and contain clickable ads that direct users to your website.
- NEW – E-Blasts can be used if you want to release a specific announcement that you want CALSPRO members to know about. Anything from an urgent job posting, office relocation or a new service you provide.
- NEW – CALSPRO Classified's – If you have a job to post or equipment to sell, this may be the perfect option to target your industry colleagues. You provide the information and images for your posting and we do the rest. The CALSPRO Classified is a one-stop shop for members to find what they are looking for. When new items are added, we will send an e-blast letting members know of new postings.

**Interested in Becoming A CCPS?
(CALSPRO Certified Process Server)
... or just need to renew your certification or fine tune your serving skills?
WATCH FOR INFORMATION ON OUR NEXT WORKSHOP**

2024 Officers and Board of Directors

PRESIDENT

Kristian Pujol
One Legal / InfoTrack US

VICE PRESIDENT

Michael Kern
Direct Legal Support, Inc.

SECRETARY-TREASURER

Larry Kirlin
First Legal Support

CHAIRPERSON OF THE BOARD

Jackie Janney
Janney & Janney Legal Support Service

DIRECTOR

Chad G. Barger
Attorney's Certified Services

DIRECTOR

Jason Burke
D&R Legal Process Service

DIRECTOR

Esteban Pujol
Steno

DIRECTOR

Kristian Pujol
One Legal / InfoTrack US

DIRECTOR
Jackie Janney
Janney & Janney Legal Support Service

DIRECTOR
Steve Janney
Janney & Janney Legal Support Service

DIRECTOR
Larry Kirilin
First Legal Support

DIRECTOR
Dan Mora
Gemini Legal

DIRECTOR
David Kern
Direct Legal Support, Inc

DIRECTOR
Robert Porambo
Knox Attorney Service

DIRECTOR
Jonathan Shisler
A2Z Attorney Services

LEGISLATIVE ADVOCACY
Mike Belote, Esq.
California Advocates, Inc.

2023 New CALSPRO Members

Name: Antoinette Garlington
Company: Our Love Enterprises LLC
City: Manhattan Beach
Category: Active Individual
State: CA
Email: ourloveenterprisesllc@gmail.com

Name: Gilbert Campos
Company: Gilbert A Campos (Self Proprietor)
City: Hayward
State: CA
Category: Active Individual
Email: Ntrylsa84@Gmail.com

Name: James Eslick
Company: A Better Process
City: Placerville
State: CA
Category: Active Individual
Email: 2abetterprocess@gmail.com

Name: Chad Conner
Company: Chad Conner Investigations
City: Chula Vista
State: California
Category: Active Individual
Email: cconnerinvs@gmail.com

Name: Daniel Hoefnagel
Company: First Legal
City: Los Angeles
State: CA
Category: Active Individual
Email: danielh@firstlegal.com

Name: Ruven Lupovici
Company: LockJaw Legal Process Services
City: Santa Ana
State: CA
Category: Active Individual
Email: info@lockjawlps.com

Name: Jamie Mariscal
Company: First Legal Investigations
City: Santa Ana
State: CA
Category: Active Individual
Email: jmariscal@firstlegal.com

Name: Marissa Mendenhall
Company: Central Coast Justice
City: Atascadero
State: CA
Category: Active Individual
Email: centralcoastjustice@gmail.com

Name: Zakikhani Siroos
Company: Top Priority Courier
City:
State: CA
Category: Vendor (Complimentary)
Email: cs_mgr@topprioritycouriers.com

Name: Farmaz Sadeghi
Company: Bluebird Office Supplies
City: Los Angeles
State: California
Category: Vendor
Email: farmaz@bluebirdonline.com

Name: Joseph O'Donovan
Company: Legal Errands, Inc.
City: Prospect Park
State: Pennsylvania
Category: Associate Individual
Email: jodonovan@legallerrands.com

Name: Don Haworth
Company: Chicagoland Detective Services
City: Chicago
State: Illinois
Category: Associate Individual
Email: falconpi@aol.com

Name: Andrew Webster
Company: Puget Sound Process
City: Renton
State: Washington
Category: Associate Individual
Email: andrew@pugetsoundprocess.com

Name: Stephen Schneider
Company: DocuCents
City: Corvina
State: California
Category: Vendor
Email: stephen@schneideremail.com

Name: Victor Moreno
Company: VM Process Serving
City: Visalia
State: California
Category: Active Individual
Email: vmprocessserving@gmail.com

Name: Chuck Frakes
Company: Advanced Microsystems

Name: Alex Bell

Name: Rolanda Breaux
Company: ServeMax, Inc.

City: Los Angeles
State: California
Category: Active Individual
Email: chuck@photocopyservice.com

Company: SERVICES UNLIMITED INT'L LLC.
City: Palmdale
State: California
Category: Active Individual
Email: info@unltdservintl.com

City: Ontario
State: California
Category: Active Individual
Email: rb@servemax.org

Name: Jason Cantrell
Company: OmniTrace Investigations
City: Yuba City
State: California
Category: Active Individual
Email: jason@omnitraceinvestigations.com

Name: David Gonzalez
Company: Affirm Investigative Solutions LLC
City: Irvine
State: CA
Category: Active Individual
Email: affirminvestigativesolutions@gmail.com

Thank You To Our Vendors

BONDS



[Philadelphia Insurance Company](#)

[Phone: \(888\) 321-4713](tel:(888)321-4713)

COLLECTIONS



[Verliance, Inc.](#)

[Phone: \(877\) 643-4549](tel:(877)643-4549)

COURIER SERVICES



[Top Priority Couriers, Inc.](#)

[Phone: \(951\) 781-1000](tel:(951)781-1000)

INSURANCE SERVICES



[J.D. Ostdiek Insurance, Inc.](#)

[Phone: \(559\) 227-1636](tel:(559)227-1636)



[Yergey Insurance](#)

[Phone: \(800\) 683-1226](tel:(800)683-1226)



[Patriot Risk & Insurance](#)

[Phone: \(858\) 210-4595](tel:(858)210-4595)

MARKETING / OFFICE SUPPLIES



[ServeNow.com](#)

[Phone: \(877\) 737-8366](tel:(877)737-8366)



[crackerjack](#)

[Phone: \(631\) 331-1587](tel:(631)331-1587)



[Bluebird Office Supplies](#)

[Phone: \(888\) 477-0700](tel:(888)477-0700)

SOFTWARE SOLUTIONS

LEGALCONNECT®

TRISTAR

GreenFiling

[LegalConnect](#)

[Tristar Software](#)

[Green Filing](#)

[Phone: \(800\) 909-6859](#)

[Phone: 805-227-1213](#)

[Phone: \(801\) 448-7268](#)

BOOKKEEPING & QUICKBOOKS

Joey Reid

[Joey Reid](#) - **Servicing all your Bookkeeping and Business Management Needs**

[Phone: \(818\) 571-4796](#)

LANGUAGE SERVICES



[Legal Language Services](#)

[Phone: 1-800-755-5775](#)

[International Call: 001 \(913\) 341-3167](#)



Connect with Us:

Facebook

Twitter

LinkedIn