



CALSP^{ro} PRESS

California Association of Legal Support Professionals

Volume 15 / Issue 2 / Summer 2022



LEGISLATION

Legislation:

Highlights of Our History



MEMBERSHIP

Membership:

Member Benefits and Value



EDUCATION

Education:

A Worthwhile Investment



CONFERENCE

Conference:

September 23-25, 2022

The San Jose Hilton





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PRESIDENT'S MESSAGE

KEN HASTINGS

2022 CALSPRO PRESIDENT

An Issue Facing Not-for-Profit Organizations in 2022

It's no secret that the number one issue that Non-Profit Organizations (NFPs) face is financial stability. With that said, the way individual NFPs tackle this situation greatly varies from one to the next.

As a result of the pandemic, some NFPs are experiencing a surge in revenue. This is particularly true in areas of education, homelessness, and housing. For example, food banks are receiving donations at unprecedented levels in recent years—either in the form of actual food or monetary donations that assist with administration and distribution. However, not all NFPs are so fortunate. CALSPRO is the case in point.

Consider the fact that currently, most of all incoming funds CALSPRO receives are provided by its membership. Most in the form of membership dues. However, members also contribute to income through advertising, continuing education, and other monetary donations. While it can be said that later revenue comes from outside sources, most of this revenue can be directly attributed back to our members. In other words, we have little to no income diversification.

There are five main channels for generating revenue for most NFPs. They are:

- membership dues
- services (i.e., education and advertising)
- investments
- donations
- grants

As previously mentioned, CALSPRO's membership dues are responsible for the majority of all revenue, but did you know it is to the tune of approximately 70 percent? When looking at the other categories of income we see services, with its two sub-categories, contributing a combined 17 percent. Advertising makes up 10 percent, while education produces approximately 7 percent.

Pouch revenue brought in 6 percent and the annual NAPPs donation adds 2 percent (and yes, I know this is only 95 percent). These numbers prove that CALSPRO, as previously mentioned, relies almost exclusively on membership dues and services. This leaves us with investments, donations, and grants.

In years past, when CALSPRO's assets were greater than \$250,000.00, the board of directors was able to create an investment committee. This committee had great success during the years that it was functioning. Unfortunately, subsequent years have found us facing a declining cash reserve. As a result, the board of directors at the bequest of the investment committee decided to liquidate all stocks and bonds in favor of retaining liquid assets. While investment revenue may be off the table for the time being, an investment strategy could surely return. When assets return to pre-2019 levels and operational capital shows that it is sustainable long-term, then and only then, do I see CALSPRO returning to the stock market for revenue.

While in recent years donations have been used to offset losses, CALSPRO cannot continue to rely on this form of revenue. Pass-the-hat donations have sustained us, but exact amounts will always vary and therefore are unreliable when forecasting or budgeting.

So now what? I see two areas where immediate improvement can be achieved. First, CALSPRO may be the leader in legal support education, but we can do better. The Blue-Ribbon Committee, with help from the conference and education committees, is looking at ways to extend education benefits and topics to members and non-members alike. So now this leaves one revenue source that isn't being explored or discussed at all. However, I'd imagine that this will change soon.

Continued on page 16



CAPITOL REPORT

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

California Legislature at Fifty Yard Line

Not unlike a court case or a real estate transaction, the legislative process moves from a series of deadlines to deadlines. As this column is written, the California Assembly and Senate are at the metaphorical fifty yard line. The Assembly is finishing action on 2022 Assembly bills, and the same in the Senate. In June, the entire process flips, and the Assembly begins to act on Senate bills and vice-versa. Under the state constitution, the legislative session must adjourn by midnight August 31, and then the Governor has the month of September to sign or veto the many hundreds of bills sitting on his desk. Legislative Process 101!

In terms of things influencing the legislative process this year, there are many: pandemic burnout causing resignations and announcements not to seek reelection in November; redistricting drawing new boundaries for all 120 state legislators, fears of increases in both violent crime and retail crime; voter frustration over the intractable problem of homelessness; and a gargantuan budget surplus approaching \$100 billion, with a "B".

For 2022, CALSPRO is monitoring over three dozen bills. Of those, one is actually sponsored by our association, AB 1974 (Chen), dealing with service of process in penal institutions. The bill would amend Penal Code Section 4013 to clarify that both local jails and state prisons must designate an employee to accept service of process upon an incarcerated person. The problem is that procedures vary quite significantly from institution to institution, with some refusing to accept service at all. Others designate litigation coordinators to perform the receipt function. The bill had further clarified that service upon such an employee constitutes personal service upon the inmate, but this language was removed pending further evaluation.

AB 1974 was approved by the Assembly on a vote of 65-0, and will be heard in the Senate in June. We intend to look for a compromise on the issue of clarifying the type of service when effected upon a jailer or warden, but the issue is complicated by a long line of court cases as well as constitutional issues of due process.

Two other bills merit particular attention. The first is AB 2791 (Bloom), relating to sheriff processing of writs and notices. The bill is sponsored by organizations in the domestic violence

community which are concerned about sheriff handling of domestic violence restraining orders. As introduced, however, the bill would have required all 58 county sheriffs in California to accept all writs, notices and other process electronically, and required the sheriff to serve all such process. At the request of CALSPRO, the bill has now been amended to apply only to notices, not writs; the bill further clarifies that nothing in the language should be construed to impede the rights and obligations of process servers, including the ability to serve notices or other process as requested by clients.

The second bill of particular interest is SB 937 (Ochoa Bogh), relating to service of subpoenas commanding only the production of records. The bill proposes to permit service of these subpoenas by overnight delivery, facsimile transmission, or electronic means. CALSPRO has engaged in extensive discussions with the bill's author and staff, as well as the group of lawyers which requested introduction of the bill. CALSPRO Legislative Committee Chair, Chad Barger and Photocopy Subcommittee Chair, Tom Alkema have provided valuable technical assistance in these discussions.

SB 937 raises significant questions – who has the authority to consent to this alternate service? Does this consent need to be in writing? Do you need to provide specific consent per subpoena or can someone consent to all subpoenas? Can a registered process service or professional photocopier rely on this consent? What about the \$15 witness fee that is associated with these subpoenas? Is email sufficient to protect personal information? At the time of this writing, we are continuing our efforts to clarify these important questions and will have an update soon.

SB 937 will soon leave the Senate and proceed to the Assembly, where significant amendments are expected. This bill will be heard in June. All CALSPRO members will certainly want to attend the convention in September in San Jose to learn the fate of these important bills.



CALSPRO Legislative Update

By Chad Barger, Legislative Chair

Since my last update, I'm happy to report that we are making good progress in the fight to protect our profession. Senate Bill 937 is a bill of great concern, because it would allow for deposition subpoenas that command only the production of business records to be served by overnight delivery, facsimile transmission, or electronic means, in addition to traditional hand delivery. I asked Tom Alkema to head a subcommittee to dissect the bill and create ways to oppose it and/or amend it to better suit us. The subcommittee provided their findings and our advocate team met with Senator Ochoa Bogh's office, where they relayed our concerns. Unfortunately, the author did not want to withdraw the bill but did address each of the issues we had. The bill recently passed the Senate Judiciary Committee and was sent to the Assembly Judiciary Committee where our agreed changes to the bill will be made.

The second bill of concern is Assembly Bill 2791. This bill would require a marshal or sheriff, including their department or office, to accept an electronically signed writ, notice, or other process and would prohibit a marshal or sheriff, including their department or office, from requiring an original or wet signature on a writ, notice, or other process. The bill would require a marshal or sheriff, including their department or office, to allow a writ, notice, or other process for service to be transmitted to the department or office by email or fax and would prohibit a marshal or sheriff, including their department or office, from charging and collecting a fee for the transmission of the writ, notice, or other process for service. The bill would prohibit a marshal or sheriff, including their department or office, from reviewing the substance of a writ, notice, or other process for service, and would require a marshal or sheriff to serve a writ, notice, or other process if specified criteria are met. I headed a subcommittee to break down the bill and detail the areas of concern. During our discussions with the author and assembly judiciary committee, they received advice from Leg Counsel that authorizing writs to be transmitted electronically could potentially open Pandora's Box. Since this bill was presented by domestic violence supporters,

they agreed to remove all language concerning writs to keep the bill moving forward.

Assembly Bill 1974 is a CALSPRO sponsored bill that would require a correctional facility or jailer when served with legal documents for a prisoner, to deliver the paper to the prisoner, with a note of the time of its service. It also makes the correctional facility or jailer liable to the prisoner for all damages occasioned for neglecting to perform that duty. The bill would clarify that service pursuant to these provisions constitutes personal service on the incarcerated person. Since the bill deals with prisons and jails, the bill was sent to the public safety committee for review. The committee took issue with our personal service wording. Stating unless we personally serve the inmate, it would not be personal service. Our team argued that when a person is incarcerated, the prison or jail becomes the agent for service of the inmate. Unfortunately, the public safety committee disagreed and required the personal service language be removed. Even though we were disappointed with the decision, we were able to add wording that would allow for substituted service, without diligence, when serving a summons and complaint at a correctional facility or jail.

In addition to the previously mentioned bills, the legislative committee presented wording to amended CCP 415.20(c) to remove the reference of the business and professional code 17538.5(d)(1) and inserted wording that requires a mailing be completed by the process server. The service is deemed complete 10 days after the date of mailing. We also presented language to amend Business and Professions Code 22450 to remove the language that requires professional registered photocopyers to obtain registration in each county they have a branch office in. Both changes will be presented in the state omnibus bill and should pass without opposition.



CALSPRO Membership Update

by Kristian Pujol, Membership Chair

eService Legislation is Looming *As Gas Prices Keep Booming*

Membership is bouncing back slightly this year, but we are still far from pre-pandemic membership totals and struggling to stay in the black through membership dues alone. As reported in our last publication article, "Pass the Hat and Don't Look Back," we lost one-third of our membership during 2020 and 2021. The pandemic affected our economy in various adverse ways, but never did I imagine that we would see gasoline prices soar as they have in the past several weeks (especially with Omicron still spreading). This past weekend, I filled up my tank at \$6.59 per gallon driving through Los Angeles County and was painfully reminded of how difficult it must be for people who drive for a living, like Gig and On-Demand economy drivers, and our very own Process Servers, Private Investigators, and Photocopiers.

The unprecedented high gas prices will push lawmakers further to find solutions to the pervasive problem of traffic congestion on our highways, hospitals, and public places like courthouses. As you are reading this, our CALSPRO Legislative Committee and Advocate are working hard on your behalf to address several newly introduced bills in Sacramento dealing with codifying electronic/fax/mail service of subpoenas for business records and electronic delivery of Writ Packages and emergency documents to County Sheriff offices (where unfortunately the language was originally devoid of any reference to Registered Process Servers). We certainly cannot control gas prices, but CALSPRO does protect us from legislative proposals and continues to advocate for

our business interests pertaining to safety, accessibility, legal clarity, and business continuity. As enumerated in the Legislative Report, we also have our own "Prison Bill" (to improve and standardize process for personal service) and Omnibus Bill where we are updating the Substitute Service Code 415.20 (c) CCP regarding CMRAs (to clarify procedure and make it impermeable to challenges). Now more than ever, it is so important to support CALSPRO while we continue to protect, promote, and preserve our industry during uncertain times of pandemic, war, court closures, and increasing gas prices.

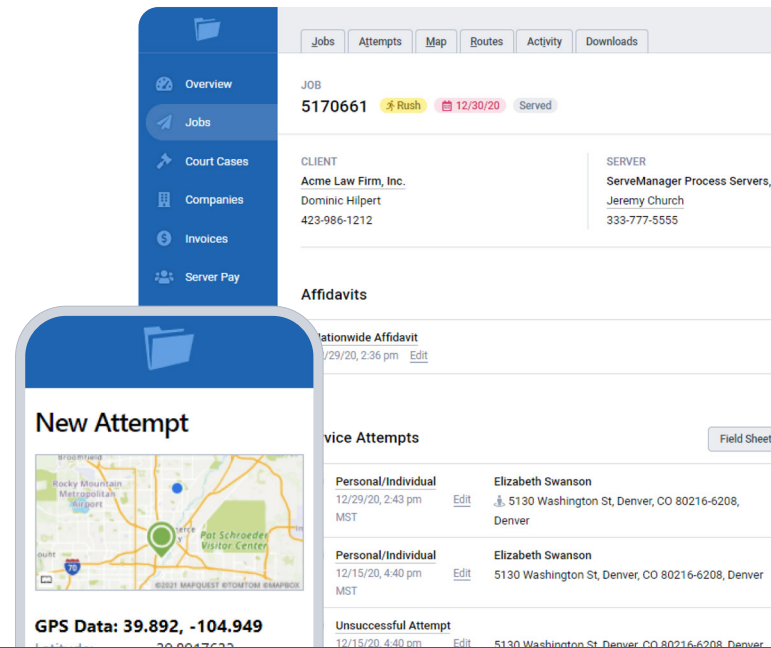
During this eventful year, a Blue-Ribbon Committee was organized by our officers and board to assess our current financial situation and provide suggestions and "out of the box" ideas for the future financial sustainability of our association. A survey has been emailed with a short questionnaire for members to answer. We appreciate your participation and feedback in advance. We are all volunteers and need everyone's help in either increasing our membership roster (reaching out to affiliates and colleagues to join, sponsor and/or attend yearly conferences) or increasing membership dues (higher annual fees) to ensure adequate funding of our legislative advocacy and educational programs, with the ultimate aim of industry business protections. If you have any questions or suggestions, please feel free to contact: membership@calspro.org.



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Ed Dietz
Legal Support Net, Inc.

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- ✓ 49 total affidavits
- ✓ Custom affidavits by request
- ✓ Photocopy fields and forms
- ✓ Website order form
- ✓ eFile into CA courts



EDUCATION

Continuing Education Report by Larry Kirlin, Education Chair

On February 26th, Chad Barger led a class of twelve students in the first CCPS class of 2022. Thirteen people took the exam that day. After a series of retests, a total of nine students passed with a score exceeding 80% and were awarded their CCPS designation. Congratulations to those students and thank you, Chad, for sharing your lifetime of experience.

On April 30th, Robert Porambo held our first in-person class since the pandemic began. Robert had four students in the class, which was held at the Law Offices of Gomez Trial Lawyers in San Diego. I want to extend my appreciation to the Gomez firm for their generous donation of their office. I also want to thank Jackie Janney for traveling down from Orange County to assist Robert with the class.

The next few months are busy for the education committee. We are starting a series of educational webinars featuring vendors and other advanced content. We kicked off our series on May 18th with George Knecht of Green Filing. The next session on June 22nd features the team from LegalConnect.

Following shortly thereafter by Michael Kern, who will share industry-specific marketing advice on June 29th.

On August 3rd, we will have a presentation by Mark Manchester on advanced service of process topics. We're appropriately calling it: "Process Service 102". The agenda picks up where the CCPS class ends. Mark will share unusual examples of summonses and proofs with the class. He'll also provide helpful techniques for managing process servers. Finally, he will share his experience with helpful mobile apps and other software. This is the class everyone has been clamoring for and you won't want to miss it.

If you are interested in attending a class, look for the registration links in your inbox. The events are also posted on the CALSPro website at: <https://calspro.org/calspro-events/>. All vendor members have been invited to create presentations. The webinars are free to active members and only \$10 for guests and employees. If you have any ideas for future courses, please send your suggestions to info@calspro.org.

Need help marketing and growing your business?

Register to learn more from industry marketing guru, Michael Kern.

Spotlight Webinar: CALSPro Educational Webinar – Marketing Your Business

Wednesday, June 29, 2022

5:00pm – 6:00pm

REGISTER ONLINE: <https://calspro.memberclicks.net/june29#!/>

The CALSPro Education committee and Direct Legal Support have teamed up to provide this free educational session for our members (\$10 non-members). This webinar features Michael Kern from Direct Legal Support. Michael is recognized throughout the legal support community for his innovative and effective marketing strategies. During this interactive meeting, he will explain the techniques he has employed to catapult his business to the top of Google's search rankings. He will also discuss the benefits of other methods for growing your business, as well as answering questions from attendees.

EMAIL SAFETY

PHISHING & SCAMS

**By Michael Cochran, Director of IT, Website Administration,
California Advocates Management Services**



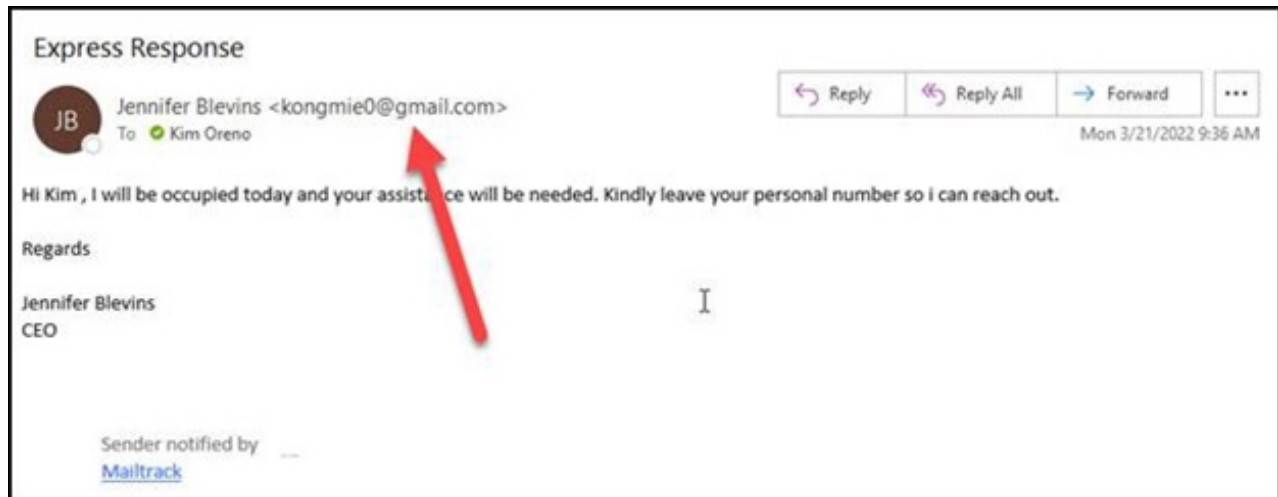
While email safety has always been a concern, with the advent of ransomware, spear phishing, spoofing, more people working remotely and other current security events, it has become a very active attack vector for those wanting to take advantage. With many scams today, if it doesn't start with a phone call/text message, it probably starts with an email.

Most of us have probably witnessed the usual attempts, such as scammers targeting employees by spoofing a CEO or manager's identity. They typically want money wired or gift cards purchased. We often think 'I would never fall for that!', but it happens repeatedly. This is because they don't always come up when you might be expecting them. In fact, some pick their targets and those they are impersonating very carefully. They will even pick a time when they know the target is off

guard and/or under pressure. This is known as "spear phishing", rather than a general 'phishing' attempt where they throw out a broader net trying to get anyone to bite. When spear phishing is combined with social engineering, spoofing, etc., it can be a very effective method.

You can often check if an email is 'spoofed' by looking at the email address it was sent from. Many times they will just spoof the name and not the email address itself. However, they can do that as well. So, the best way is to look at the details of an email through the settings of your email client to see whom it came from. Specifically, look for the email header in the properties of the email in question.

Targeted scams typically focus on a group of users with something that group is interested in. One of



the examples we see often, is someone purporting to be selling a contact list of members of a specific organization as either sales leads or simply contact lists. For most people, they wouldn't know it was a scam unless they purchased the list. However, this is a known scam. The best way to prevent yourself from falling prey to this scam, is to always verify the contact before purchase.

An example like the above came up recently. The email purported to be from a female named Megan Fox (I think most of us have heard that name before) from a domain that sounded like it might be an actual sales lead provider. It was targeting someone that might be interested in such a list.

We found that the domain was owned by a male in India belonging to a different organization in India. Also, further investigation showed the domain did not load a website. This also showed that the domain was registered just months before. Was this a sales leads scam? Is this a phishing attempt or worse, a spear phishing attempt? Was this someone that simply scrubbed the available public information and is now trying to sell it? It is hard to say, as the target didn't take the bait. Instead, they forwarded it to someone that might know or might want to know about this list and the fact that it was out there.

Some good articles and resources to help to ensure safe email handling and what to look for in the most

typical phishing attempts and/or scam emails are linked below. But remember, email isn't the only attack vector for this. Phone calls, text messages and even the old school faxes and snail mail are used.

If you are not 100% sure, check, check, and triple check. May I also suggest that if you have an IT resource, use and abuse it. If they are bothered by such inquiries, hire a good one...no one wants to deal with the "Company Computer Guy".

USEFUL RESOURCES:

<https://www.securitymetrics.com/blog/top-10-types-phishing-emails>

<https://www.securitymetrics.com/blog/7-ways-recognize-phishing-email>

<https://consumer.ftc.gov/features/scam-alerts>

<https://consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams>

**CALIFORNIA ASSOCIATION OF LEGAL SUPPORT PROFESSIONALS
Board of Directors Meeting
February 1, 2022, Via Zoom
MINUTES OF THE MEETING**

PRESIDENT'S REPORT:

Ken Hastings discussed the following items:

- Thanked everyone for their hard work.
- Wrote an article for the newsletter which should be out tomorrow encapsulating the status of the association since the Conference. The association is sitting in a much better spot, and Ken acknowledged everyone's engagement.

SECRETARY-TREASURER'S REPORT

- Steve Janney referenced his written report in the agenda packet and noted the association ended up with a \$62.12 loss for calendar year 2021 and thanked the board for raising over \$18,000.00 to bring the association to a near break-even financial state for the year-end 2021.
- Steve reminded the board that there is \$1,000.00 outstanding from the December 4 pledges. 2022 is looking positive so far, and Steve highlighted several line items. The December 2021 balance sheet shows total assets of \$43,508.56. The December 2021 income statement shows total income of \$164,600.29 and total expenses of \$164,662.41.
- Steve Janney discussed the letter that went out regarding the association's finances; Ken Hastings received two responses which questioned the longevity of the association and Ken encouraged the members to be engaged.
- Andy Estin provided an update regarding the financial support of NAPPS for legislative activity, and reported that NAPPS had a meeting three weeks ago. Andy indicated that the NAPPS Board discussed a proposed increase to the current \$10.00 per member donation to the chartered states to \$20.00. There was a motion relating to same which failed. Andy reported that NAPPS offered to give a loan to CALSPRO of \$25,000.00 with no interest. There are two areas where NAPPS can help CALSPRO financially: legislative fund in the form of a grant with no requirement to pay it back, and the second area includes a loan. Andy Estin would like the board to consider asking for a grant of 10% from the NAPPS Legislative Fund.
- Steve Janney suggested that CALSPRO cannot borrow its way out of the situation the association is in. Steve indicated that the members have responded as well as current and past leaders, and CALSPRO is not in need of a loan at this time. Steve suggested to defer a loan request at this time. Steve discussed a grant from the Legislative Fund and indicated that CALSPRO has a strong legislative program and it may be in order for CALSPRO to apply for a grant. Michael Kern clarified that the NAPPS Legislative Fund could be used to pay the retainer fee of California Advocates, the CALSPRO Legislative Advocacy firm.

- Upon motion by Ken Hastings, seconded by Chad Barger, was to apply for the maximum allowable of 10% for a grant from the NAPPS Legislative Fund to support the CALSPro Legislative activity. The motion carried unanimously.
- Steve Janney will take the initiative to complete the application for the grant. Regarding the “loan”, Michael Kern clarified that this really is an advance of the annual donation CALSPro receives and future donations over the next ten years would be applied to the advance. There was no further action regarding the loan/advance.

CORNERSTONE REPORTS

Legislative

Legislative Committee Update:

- Chad Barger referenced his written report which recapped the current activity, and he indicated that all three of the pending items are in the works. Chad will schedule a committee meeting. Chad submitted a draft of the legislative history to Mike Belote and the Central Office for review, and would like it posted to the website as soon as it is approved. The committee is prepared to review all of the bills that will be introduced this year.
- Mike Belote discussed the following items:
 - o State of the Legislature.
 - o Two-year bill process background.
 - o AB 1400 – single payer healthcare system – failed to move forward.
 - o Bill introduction deadline is February 18, 2022.
 - o State Capitol Annex construction and swing space.
 - o Redistricting
 - o CALSPro items:
 - » CMRA and the branch office issue for photocopiers – hope to take care of this in Omnibus bills.
 - » Service of process on penal institutions – Assemblymember Phil Chen has agreed to be the author of the bill.
- The Legislative Committee will review bills as they are introduced.
- Tony Klein discussed a class action lawsuit relating to photocopy charges, agent issues (contracting with the requestor) and not being bound to the 10 cents per page copy limitation. The name of the case is Spencer S. Busby, APLC, vs. BACTES Imaging Solutions, LLC. Tom Alkema provided additional information.

Photocopy Report: Dan Mora referenced his written report and indicated there will be a February 25, 2022, meeting in which the Coalition will be participating.

Dispute Resolution: acknowledgement of the written report in the agenda packet.

Continuing Education: Larry Kirlin indicated there will be three live CCPS classes and all of the courses except for the one at Conference will also be online. Vendor members will have the opportunity to share educational information during the CCPS programs. The committee will develop an additional education class, beyond CCPS. The committee may also develop a class around how to become a process server.

Technology: Michael Kern is working with Michael Cochran at CAMS to continue to keep the website current and accurate. Kristian Pujol noted challenges with the search function on the website as it relates to searching for states outside of California and international searches.

Membership

- Kristian Pujol referenced his written report and noted the association is off to a good start; the committee has met twice; MemberClicks has helped with renewals with an automated process. The current membership count is 174 compared to 116 this time last year.
- Kristian provided an update relating to action items and noted that the committee will contact those members who have not yet renewed, and the committee is also working on verifying pouch program participants are members in good standing and that all of their additional listings are accounted for; messaging through Green Filing; vendors are helping with retention efforts; NAPPS outreach plans, and Jason Burke and Michael Kern are trying to get the e-mails for NAPPS individuals; Kristian suggested that NAPPS be asked for the e-mails of their California members.

- Regarding Vendor outreach, five out of the eight Vendor Members from 2021 have renewed; Vendor Members may be allowed to present a webinar.
- Regarding a complimentary booth at the NAPPS Conference, it was clarified that only the State Association in which the Conference is geographically held receives a complimentary booth. The booth cost is \$750.00 and includes two people to attend the Conference. Michael Kern will talk to Gary Crowe to see if NAPPS will donate a booth to CALSPro.

OLD BUSINESS

Tom Alkema reminded Kristian Pujol that since e-mails are now required for process server registration, it may be a good time to try to get new lists. Chad Barger noted that Kern County did not know about the e-mail requirement; Tony Klein will reach out to the Clerk's Association.

NEW BUSINESS

- Ken Hastings is working on a charity function with Andrew Gowing for Sacramento the weekend of June 11, 2022, in conjunction with the board meeting in case anyone wishes to participate.
- Steve Janney had motions to quash on services from 2010 and 2012 on collection accounts and was surprised and he asked if anyone else has had these come up.
- Blue Ribbon Committee – Robert Porambo is chairing and asked if anyone is interested in serving to let him know.
- Manual of Policies and Procedures was provided to the Board members and committee chairs.

GOOD OF THE ORDER

- Chad Barger congratulated Cliff Costa on becoming the Vice President of California Advocates.
- Chad Barger wished condolences to Michael Kern on the loss of his childhood friend.

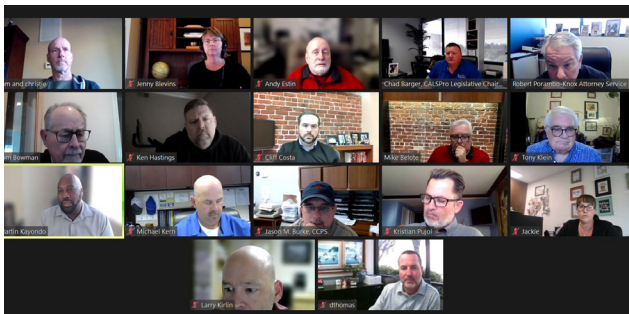
Upcoming CALSPro Board Meeting

Saturday June 11, 2022

Hilton Garden Inn LAX/El Segundo
2100 East Mariposa Avenue, El Segundo, CA 90245

Legislative Committee Meeting – 10:30 a.m. – 12:00 noon

Board of Directors Meeting – 12:30 p.m. – 2:30 p.m.



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How Far Should a Process Server Go?

Discussing Olivia Wilde's CinemaCon Service

By Rachel Chaples, Communications Coordinator at Tristar Software



Actress Olivia Wilde was served custody papers during a public event in Las Vegas in front of an audience of 4,000 people a few weeks ago. Although it is not illegal to hand over papers publicly, I find this a drastic measure for a first or second service attempt. Process servers are allowed to serve papers anywhere the public goes. Therefore, buying a ticket to CinemaCon and handing Wilde an envelope titled, "Personal and Confidential" is perfectly legal, but ethically, is this a right and just thing to do?

Process servers often get a bad rap as the bearers of bad news. Servers are simply the messengers of vital information protecting a servees legal rights. The constitutional rules our government has in place require that a person be informed if they are being sued or ordered to appear in court. A process server's purpose is to help give people like Wilde the information needed to protect them. In this case, was the server protecting Wilde's rights or causing emotional distress? Her children will likely hear about their parent's custody battle on the playground when it could have been handled quietly between each party and their attorneys.

The state of Nevada, where Wilde was served is lax when it comes to service of process. Perhaps that is why

she was served there rather than in California where she lives. In Nevada, servers can serve any day of the week at any time. The state has a loose code of ethics with the primary "rule" being that process servers use good judgment, and not be inappropriate or cause undue attention. However, there are no ramifications for violating these recommendations.

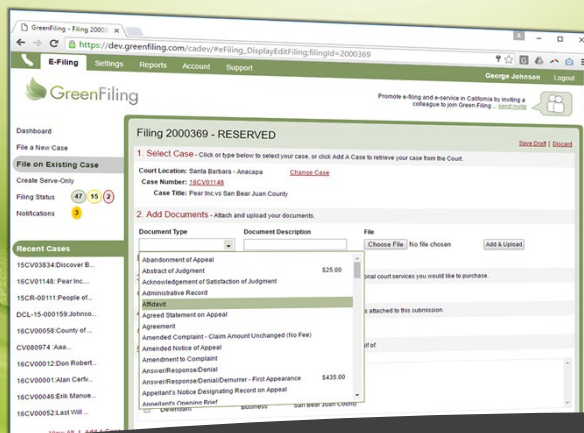
To some in the industry, the process server involved was simply "getting the job done" because serving a celebrity is rarely easy. The other party involved in the case, Jason Sudeikis, made a public statement that he was not aware of when or where the papers would be delivered, and he would never approve of serving Wilde in this manner. If this is true, then undoubtedly there was a breakdown in communication between Sudeikis and his lawyer. Why did the service have to be during her presentation? I believe the service could have waited until she was off-stage.

In civil proceedings, it is ideal for attorneys and clients to remain in close communication about all aspects of the case i.e.: how the papers will be served. Most process servers serve papers in a dignified and tasteful manner. I've been served twice in my life, once at my residence the day after Thanksgiving. The second time was by a company we work with, and they called the office to ask if they could drop them off or if I would rather be served somewhere more private. I understand that sometimes it's just not possible to serve someone at their home or work, especially when it comes to serving celebrities who have more resources to avoid service.

Regarding Wilde, was she avoiding service? If so, do you think she would have thought she was being served a movie script?



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In my 12-plus years as a CALSPro member and leader, I cannot recall a discussion that has ever mentioned grants. There are several types of grants that CALSPro may be eligible for. Grants come in many forms and can be granted from the two major sectors of the workplace, the private and the public. NFPs are considered the "third sector", are uniquely positioned to benefit from the other two more traditional employment sectors because this is where most of the capital resides.

There are grants from the public sector that are legal services tangent, however, I believe CALSPro is most likely not qualified for consideration. Alternatively, private sector grants, such as ones provided by Coca-Cola and Amazon Web Services, could be an opportunity for CALSPro. I discovered that there is a more specific form of grant that is interesting and could be a viable answer for CALSPro's diversification.

I am referring to a "recoverable grant". Such grants allow funds to be distributed to an NFP for multipurpose use in many cases. These grants require repayment when and if there is profit generated by improvements that can be directly credited to the grant. One such grant requires only a 30 percent return on the original grant until the amount of the grant has been repaid. This type of revenue may be something that could sustain CALSPro for years to come. NAPPS offers something similar for Chartered Associations. However, this offer is borrowing against future NAPPS donations to CALSPro. Meaning, NAPPS would keep its yearly donation until the offer is repaid. I see this as a negative opportunity.

While many of our leaders continually try to think outside the box, I think it might be time to start thinking even further and look at non-traditional types of revenue for CALSPro. Whether it be derived from these five areas mentioned here or an undeveloped concept still to come, CALSPro should be open and receptive to any idea that could be beneficial to the association. So, for the benefit of all legal support professionals in California, don't be afraid to take a chance and present any suggestion you may have to assist the association in prospering and growing. Let us work together and keep fighting for viability to ensure CALSPro is available for many generations to come.

As always, stay safe and stay healthy my friends.

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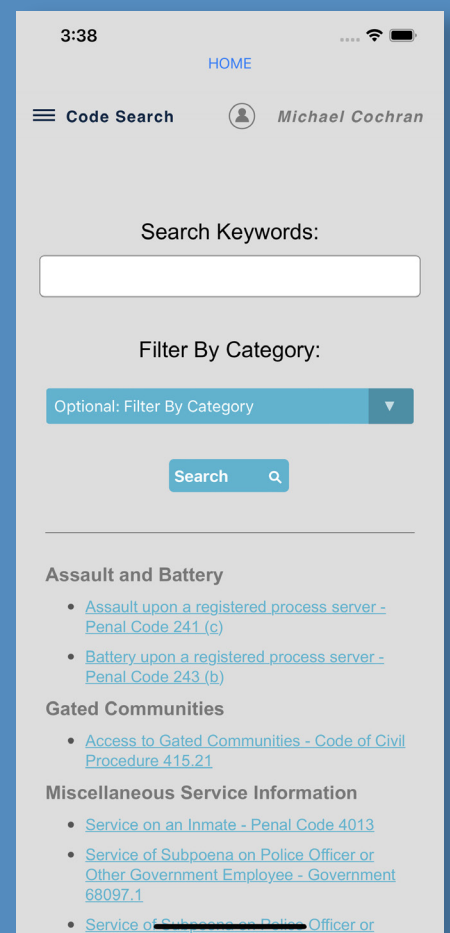
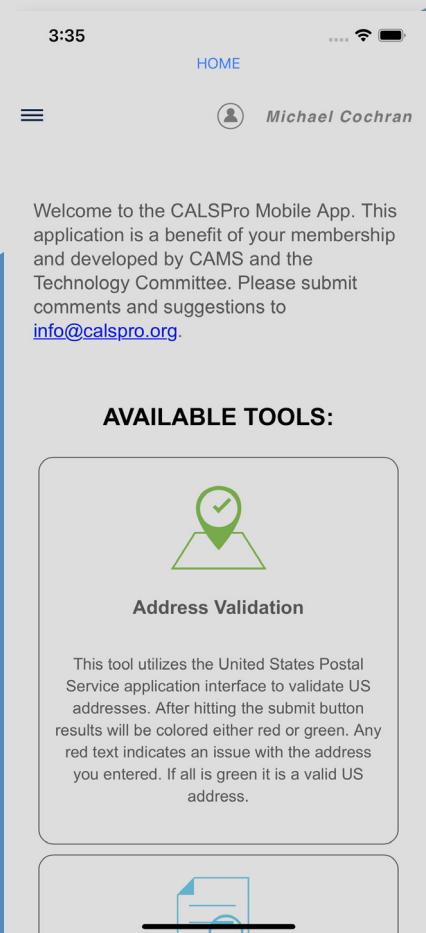
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v1.1 New Features
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CALSPRO Conference Update

By Jackie Janney, Conference Chair



The 54th Annual CALSPRO Conference at the Hilton San Jose is less than 4 months away!

The conference committee has been hard at work planning a conference filled with hot topic education, CCPS program, exhibits, social activities, networking opportunities and of course, lots of fun.

Watch your email for registration information and mark your calendar for September 23-25, 2022.

Can't wait to see everyone in San Jose!

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