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Winter 2018



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OF THE NEW YORK STATE
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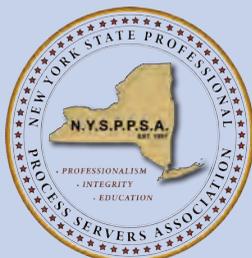
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Robert Marcus Award for Professionalism & Distinguished Service

The NYSPPSA Board unanimously voted to establish an award intended to recognize a member who has demonstrated professionalism and distinguished service to our association and the process serving profession. The award was named after Robert Marcus, a devoted member of NYSPPSA, who has since passed away. He had always embodied the spirit of the award.

Past winners of this prestigious award are:

Irving Botwinick

Bob Gulinello

Vincent Gillis

Joel Graber

Jillina A. Kwiatkowski

Larry Yellon

Gail Kagan

Brenda Geedy

Kim Letus

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Administrator's Report
Brenda Geedy

Wishing everyone a very happy and blessed holiday season.

The next board of directors meeting will be held on Sunday, January 13, 2019 and will be our first ever video conference. More details will be published in the next couple of weeks with details on how to join in on the meeting.

Did you order your ID card yet? Several members have done so, and they look great!! The order form and the process to take your photo are included in this newsletter.

As always, please do not hesitate to contact me or a board member should you have any questions or comments; admin@nysppsas.org or 888-258-8485

Happy New Year!!



President's Message by Ellen Eakley

BOCES – ADULT EDUCATION PROGRAM PARTNERSHIP WITH NYSPPSA TO PROMOTE THE PROCESS SERVING PROFESSION IN NEW YORK STATE

For the past few months John Leonard and Larry Yellon, our Promotion and Growth Committee members, have been working with the Adult Education Department at Eastern Suffolk BOCES on Long Island to develop a course to educate and train new process servers in New York. This is an exciting opportunity for NYSPPSA to partner with BOCES, the largest adult education division in New York State, to help develop the next generation of professional process servers.

NYSPPSA will begin this venture with, Eastern Suffolk BOCES, who is the largest of 37 regional BOCES in New York State and covers a geographical area that comprises 57 school districts. The adult education program currently works with over 2,300 students who take a range of courses over many different professional disciplines. The Career Training, Licensing and Certification division of the Adult Education program has courses in paralegal studies, security guards training, public safety, legal studies and more.

In partnering with NYSPPSA, BOCES has committed to performing all the marketing functions to promote the course. This will include a listing for the Professional Process Server course on their online course offering, as well as adding it to the brochure that is mailed to all students and alumni; a custom, targeted email campaign to all students who have previously taken paralegal and security guard courses. We believe this may be the pool of people most interested in exploring a career as a process server.

NYSPPSA is creating the curriculum which will be based on the "Guide to Successful Process Service in The State of New York" created by Larry Yellon. The class will align with the new online certification program entitled "How to Serve Civil Process in the State and City of New York." After this program is successfully launched with Eastern Suffolk BOCES, NYSPPSA will have the opportunity to use it as a model and bring the course to the other 36 regional BOCES programs around New York State and add it to their adult education programs.

As the official association of the profession throughout New York State, NYSPPSA is excited about this outstanding opportunity to reach a whole new generation of process servers, and be able to teach them and develop them into skilled members of the profession. This will be a great opportunity for all process serving agencies in New York to enjoy an entirely new pool of talent to draw professionally educated and trained servers.

The current goal is to have the course ready for the spring semester at Eastern Suffolk and to begin promoting it to other BOCES in New York starting summer of 2019. We will continue to update our membership as this develops.

Ellen Eakley

This article is being published in memory of Bob Gulinello

WHY JOIN YOUR STATE ASSOCIATION

By Bob Gulinello, Past President and Founding Member

Process Serving and Investigation Associations are more than a networking opportunity

Several people have asked me recently, “Why should I join a state association? After all, it costs over \$100 per year, and that’s a lot of money!” I reply by asking some questions of my own, such as: Do you consider yourself to be a professional? Has the process serving industry been good to you? What can you give back to the industry? Do you believe there is value in working with your peers to being process serving to a higher level of respectability?

I believe that being part of professional associations brings additional credibility to you and your business. I enjoy being associated with some of the most educated and knowledgeable people in the industry. When I am seeking new business, I’m proud to tell potential clients that I’m a member of NYSPPSA and NAPPS. This provides me with a network of professionals all over the world. Our board members are elected to their unpaid positions by their peers because they care about the industry and their livelihoods. Professional associations provide newsletters; hot lines that can provide answers concerning service of particular type of process, websites, membership directories and many other benefits. Also, their members are by far the best the industry has to offer.

It has happened that a good client called me with several rush services that needed to be handled at the same time. The additional manpower I needed to complete the job was right at my fingertips in my state membership directory. I was recently required to attend a Traverse Hearing. After my name, the first questions that were asked were “are you licensed and are you a member of any professional associations? Being able to answer in the affirmative added to my credibility and distinguished myself as a professional who cares about his work.

You can certainly get along in this business by yourself, however, you are selling yourself short. Being part of NYSPPSA has increased my business and I have made some good contacts and great friends. I am able to attend board meetings and brainstorm with representatives of large firms and small companies. We work long and hard to be successful and the people I work with truly care about the future of the process serving industry.

One or two services will cover the annual dues. Instead of looking at it as an exorbitant bill, it should be considered an investment in the future of your business. The sense of pride and accomplishment I have developed through my membership with NYSPPSA can’t be purchased at any price.

Forever in our hearts

Jillina Kwiatkowski, 1st Vice President

As we have all heard by now, one of our founding members and dear friends, Bob Gulinello, passed away on October 11, 2018. It is an extreme honor for me that Ellen Eakley has appointed me as chairperson of our newest committee, The Bob Gulinello NYSPPSA Scholarship Committee. I can't think of any more fitting way to honor Bobby's life and commitment to our association.

I am looking for volunteers to help me out with this. The first two main goals I'd like to accomplish are 1.) establishing the criteria that applicants must have, and 2.) the amount of the award and funding necessary to fulfill the endowment. Bob always took the extra time to talk to and advise the "new" process servers who would come to the meetings. I think he would be very proud that we are trying to carry on his efforts in his name.

If anyone is interested in participating on this committee, please contact me at jillina@smartserveprocess.com or calling me at (716) 668-2711.

I hope everyone has a very happy, healthy and prosperous new year!

Jillina

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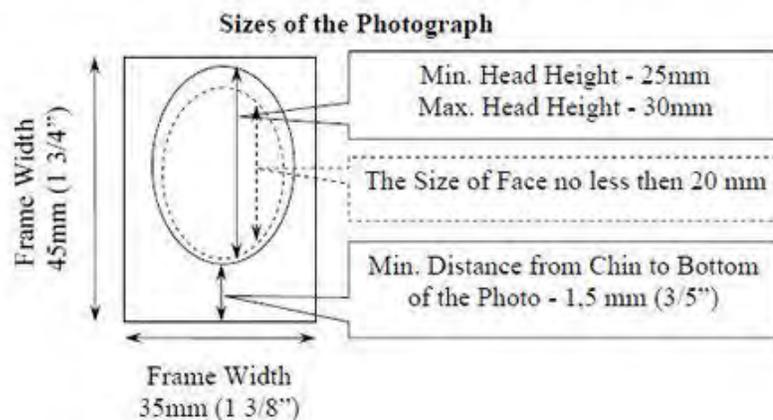


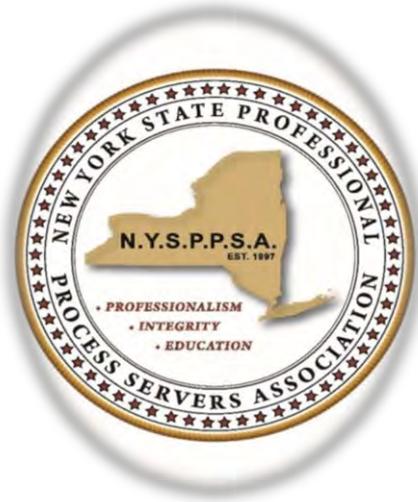
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- It is recommended to get as close as possible to the subject, capturing from the shoulders up.
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The picture size must be 35 mm x 45 mm (1 3/8" x 1 3/4").





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REPORT TO THE LIBERTY

Larry Yellon, Director

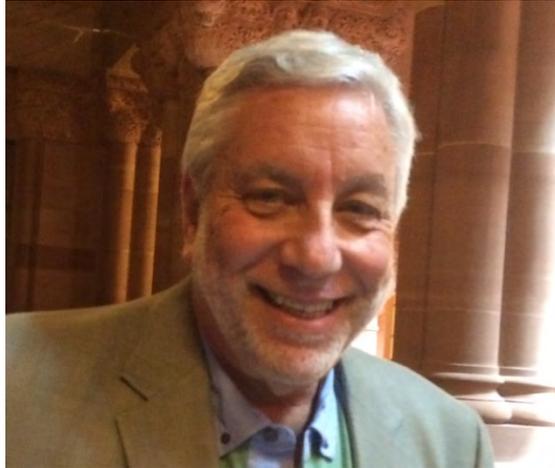
On December 4 2018, the law firm of Rosicki, Rosicki et al settled a civil action with the US Attorney's office of the US Southern District of New York for \$6.1 million dollars. Part of this settlement revolved around the fact that Rosicki and its wholly owned affiliate Enterprise Process Service inflated process service bills when invoicing various clients, particularly Fannie Mae, a government mortgage lender. The question here is whether this would have occurred if the Rosicki firm had not owned Enterprise?

In the past, other law firms and their process servers have likewise been involved in similar activity with serious repercussions. Why is it that process service is fair game for involvement in this nefarious activity? Examination of this in the greater picture of the image of our profession is necessary if we are to elevate the public perception of process service.

It is my opinion that under no circumstances should attorneys have any pecuniary or controlling interest in a process service company, and I believe NYSPPSA should consider instigating legislation to insure this cannot happen in the future.

Larry Yellon

“Ask the Professor”



“Ask the Professor”

Larry Yellon has been a guest lecturer at Hofstra University Law School for the past 17 years.

NYSPPSA is starting a new Q&A column so that you can submit process serving questions to our Professor Larry Yellon. He is our bundle of information.

Please submit all questions directly to our administrator, Brenda Geedy at admin@nyspps.org

They will be featured in our spring/summer Liberty Newsletter.

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Your Signature Line

By Josh Miller, Director

Something as small as a signature line can make a huge difference in how professional your company appears. We routinely send out inquiries to other servers asking if they cover an area for service. We find listings at NYSPPSA and NAPPS and will send an email asking for information. I am amazed at how many times I get back a one-line answer:

\$XX – 3-day TAT
-sent from my iphone

That is it. No company information, no contact phone number. As we will usually send the same inquiry to 2 or 3 different companies to compare service, this causes extra work to attempt to find what company or server this email came from. Usually a reply like this ends up in the trash bin.

Both Android and iPhone can set a full signature line on outgoing email. It lets your client or potential client know exactly who you are. It provides contact information as well as solidifies your brand with them.

Being available by phone will also make a huge difference. Service companies and attorneys will often call for price quotes and availability. If they get voicemail, they will often move on to the next listing. Office phones can be forwarded to your cell phone if you are not in. There are also services available that will answer your phones for you and take a message. Having a live person answer the phone might make all the difference in how a potential client feels about their interaction with your company. If that is not an option, I recommend setting up a voicemail greeting with the name of your company so that the caller knows who they reached.

I have been told by several out of state servers that they will not answer a call from a blocked number. I find that odd as you never know if an attorney's office or other service company blocks their caller ID for some reason. I know that spam calls can be a nuisance, but I would rather have to listen to a few calls about my vehicles extended warranty than miss one call from a potential client.

Being available for clients and potential clients can set you apart from your competition. The personal relationship you build with that attorney or outside service company can establish you as their partner and friend. That personal connection, along with great service, will keep you in business and growing for years to come.

Report to the Liberty Heather Mathe, Director

When Ellen first approached me about running for director, I think I gave her a sideways glance, and thought to myself, “who would even vote for me?” But, as I thought about it a little bit more, I realized there was nothing to lose. Fortunately, I ran unopposed, and didn’t have a chance to worry about the amount of votes I received. (Giving a special “shout-out” to those that stepped down from running this year to give others, like me, an opportunity!)

As an “employee”, as opposed to a “business owner” (as so many usually are that serve on the board), I’d like to start a new trend by inspiring our members who are business owners to bring one of your dedicated employees along to a convention. A common discussion during our meetings is how to grow our membership, and one way is to invite even *just one* of your office staff to join NYSPPSA and attend a convention. Trust me, they will take something away from it, as I always have. I have attended five NYSPPSA conventions, and four NAPPS conventions, and I have learned things from each one that I could apply to my job, or bettered me as an employee. We work in a very unique field, and none of what I have learned about this business could have ever come from a college classroom. By being given the opportunity to join NYSPPSA and attend conventions, I have learned invaluable information, and made some amazing friendships. And an added bonus, you just never know how your employee could end up contributing to our organization! A heart felt thank you to my employers, who have always encouraged my participation in NYSPPSA, and how they recognized my ability and willingness to learn more. Having been behind the scenes assisting with the planning of several of our conventions, it has certainly made me appreciate the hard work and dedication it takes to serve our organization.

I just want to thank ALL of you that participated in our Murder Mystery at the 2018 convention. It went off without a hitch, a great time was had by all, and I had so much fun planning, organizing, and decorating for the party (I couldn’t have done it without Daniela and our fellow employees at Inter County). It was a wonderful team building opportunity, and enabled all who attended to interact with some folks that they may not interact with usually! Thank you so much for jumping on board with this new “theme idea”. (Next year’s idea is in the works!)

I look forward to serving on the board, as I know it will be a great opportunity to continue to learn new things about our profession, and our organization.

Wishing you all a healthy and prosperous 2019!!

Heather Mathe



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A CHRISTMAS POEM
DEDICATED TO BOB LETUS' CHRISTMAS PAST LIGHT OBSESSION
By: Kim Letus, Secretary

Well, it's that time of year again, when most of us get nostalgic and think of days gone by and our holiday traditions, past and present. Sadly, an expensively repainted house later, Bob no longer does much in the way of outdoor decorating. He stopped because he didn't want to ruin the new paint job. Although his obsession with covering every inch of the house in twinkly lights consumed our Christmas season for about a decade, I fondly remember how happy his lights made so many people. One year, his decorations even made the front page of our local newspaper. There used to be a traffic jam in front of our house in the weeks leading up to Christmas. One of our neighbors nicknamed him the "Griz" (after Clark Griswald from Christmas Vacation), and forever called him that instead of his name. The following is a poem I wrote for the invitation to a Christmas party we had in 1998 to usher in the lights for the season. Unfortunately, that year, when he turned the lights on with everyone at the party outside, waiting expectantly, he blew the circuit and they all promptly went out. He spent the next hour rearranging plugs so that the lights would stay on. Ah, good times!

T WAS THREE WEEKS BEFORE CHRISTMAS
AT BOB AND KIM'S PAD,
AND BOB'S HANGING LIGHTS UP
LIKE SOMEONE GONE MAD

HE'S STAPLING TO GUTTERS AND FENCES AND EAVES
HE'S STAPLING TO PORCHES, PLANTERS AND TREES
HE'S BEEN OUT THERE SO LONG, IT'S GETTING REAL BRIGHT
BUT HE STILL GOES ON STAPLING, WITH NO END IN SIGHT

HIS FINGERS ARE FROZEN, HIS EARS ARE ALL RED
BUT HE'S STILL HANGING LIGHTS; HE'S OUT OF HIS HEAD
HE'S SNIFFLING AND SNEEZING BUT STILL WON'T COME IN
HE'S BEEN OUT THERE SO LONG THERE'S FROST ON HIS CHIN!

WHEN HE FINALLY GETS FINISHED, I CAN'T WAIT TO SEE
HOW BRIGHTLY LIT UP OUR HOMESTEAD WILL BE
PLEASE COME AND JOIN US AND SEE FOR YOURSELF
WHY I THINK BOB'S JUST A VERY TALL ELF

Merry Christmas everyone!

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I absolutely LOVE.....Wintah!
By Alan Goodman, Associate Member from Maine

The greatest "Wisdomers" of all time say "Stick to it" and "There is light at the end of the tunnel." What BS that is. Fact is that there will never be enough wisdom to go around, and, O, ya, when you find wisdom.....share it! But share it with but a few because it will soon be their time todo!

Did you know that: Mom and Pop agencies struggle with employees, late-payers, non-payers, receivables, payables... and trying to be the best. Mom and Pop is not a dirty word. And it really used to be Mom and Pop and daughter and son and it always kept on going, like, family. Times change though. I think that what I grew up with will be lost. Gone like good manners. What has changed? We still do the best we can, we still hit the streets, we still look for success wherever we can find it. And boy, it is so hard to find. Men (and women) on the line! "Plugged-in" gets a whole new meaning. What if you don't want to be plugged in, don't want to be... On the teetering precipice....., we all change!

Working hard is easy for some, not so easy for others, though. Natural or artificial, real or induced, confident or needy, George W or George H W Bush! We have 2 eagles on the pond we live on. One is GWB and the other GHWB, marvelous birds! They swoop and they turn, rising and catching the wind current beforeDinner! They swooped at the right time. When was the last time you swooped at the right time?

Brand loyalty, do we have that anymore? Do we call the agency that has a tried and true record or do you take the first one that returns a post you made on ProcessServers-A-Go-Go? The quality of the work, not the "flash" is what I look for. And I also look for clients that appreciate my services and are willing and ABLE to pay. Cut-throats and cheapie serves always come back to haunt you. Been there, done that, got my boot out of one alligators mouth only to step on hot coals. Hey, you in the back, I see you smiling.....she's been there, too. Just a spoonful of sugar..... How bout a bottle of Jack Daniels? I hear that, properly administered, the golden resin has performed miracles, so I heard. Seriously, I did hear that!

What did we do before GPS? My GPS's name is Jill, not Jack, not Jackie and not Jillary. It's Jill, thank you. She tells me what to do and when to do it. She keepeth me on the path to..... Well, she does! Without Jill, I am a broken man, a pawn in the game of life according to Philosopher Mongo. In 1/2 mile turn right, in 1 1/10 of a mile turn right..... Jill picked a fight with me the other day, she said turn right and I said left. That went on for a while until she said "Take a U turn.....idiot!" It's the bottom line, isn't it?

And in conclusion, I write this missive to you as the Fall colors make way for the harsh reality of Winter.

That's the standard quick zip, I gotta get outta here tag line. I know what's coming, what's gonna make life miserable, make cold a reality and all that stuff. Oh, no, it's just around the corner. Serving papers in New York state, just like in Maine in the thick of the winter, can get interesting. But, I/we have an advantage that the defendants don't,. It's my/our secret weapon. Step aside (please) Ladies, The Big Man Syndrome takes over. In the winter, (Wintah) I drive a Ford F-450 Super Duty four-wheel drive two-ton truck with a 12 foot Fisher V-Blade plow. A Fibrocaster Sander (Sandah) fills the bed of the truck, the truck weighs about 12,000 pounds when fully loaded. I can go where most can't or won't. Be nice, I'll plow your driveway for ya!

Be nasty..... You might be plowed out by Spring.

So if you see a Maine Vanity license plate U B N S R V D on a big Ford truck, that's me!

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Local Counties we cover:

Albany
Saratoga
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NATIONWIDE LEGAL SERVICES, LLC



TOP 10 REASONS TO ATTEND THE NYSPPSA CONVENTION

10. Share Best Practices
9. Discover the Latest Industry Trends
8. Hear From Experts and Meet Industry Leaders
7. Invest in Yourself and Your Company
6. Gain New Industry Tips & Techniques
5. Have Fun and Get Inspired
4. Earn Credits Toward Certification
3. Network, Connect and Reconnect with Colleagues
2. Elect the New Board of Directors
1. Learn From One Another and Develop Professionally

HAPPY HOLIDAYS

FROM OUR

NYSPPSA FAMILY

TO YOURS

MAY YOU HAVE A

PROSPEROUS

AND JOYOUS

NEW YEAR