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To Our Members

MISSION STATEMENT
The National Association of Legal Assistants, Inc., leads the paralegal profession by providing a voluntary certification program, continuing legal education, and professional development for all paralegals.

STRATEGIC HIGHLIGHTS
NALA’s Board of Directors continues to evaluate the changing landscape for paralegals to ensure that NALA continues to be the leading association for the paralegal profession. We monitor the industry closely for external factors and influences to ensure that we are adequately prepared for change. We continue to build our foundation for growth, while evaluating and improving our organization.

FINANCIAL HIGHLIGHTS
This past year, we increased our expenditures in technology. NALA staff and volunteers worked diligently to save money by streamlining processes and automating certain tasks. NALA’s Financial Summary is detailed later in the report. NALA has at least 90 days of operating reserves in cash or cash equivalent unrestricted assets.

OPERATING HIGHLIGHTS
NALA continues to work on improving its technology infrastructure. We continue to update our technology to serve our members and our customers more efficiently and effectively. We have invested heavily in technology, while bringing new features to our members and improving internal processes.

LOOKING AHEAD
With NALA’s dedicated and passionate Board of Directors, committees, and staff, we will continue to increase and improve our ability to lead the paralegal profession and to make NALA invaluable to all paralegals.

Cassandra Oliver, ACP
NALA Board President

Greta Zeimetz, CAE
Executive Director
About NALA

The National Association of Legal Assistants, Inc. (NALA) is the leading paralegal association in the U.S. Its mission is to provide continuing education and professional development programs to all paralegals. NALA provides current information about the paralegal profession, continuing education programs (publications, courses, and webinars), networking opportunities, professional certification programs, occupational survey reports, and publications to help paralegals excel in the workplace. NALA is a non-profit organization, 501(c)(6), representing more than 18,000 paralegals, who are individual members or members of NALA affiliated associations.

NALA is a membership organization founded in 1975. Individual members of NALA are the leading force of NALA programs and policies. NALA develops programs and standard setting codes to help paralegals across the nation grow in the work place. The association is governed by a Board of Directors, and maintains an office and staff in Tulsa, Oklahoma.

NALA PRESIDENTS

There have been strong leaders at the helm of NALA since it was founded in 1975. The following roll is offered in recognition of these outstanding leaders.

Jane Terhune, ACP, Georgetown, South Carolina (Deceased) 1975 – 1977
Dorthea L. Jorde, ACP, Minot, North Dakota (Deceased) 1977 – 1979
Janis C. Davidson, CLA, Birmingham, Alabama (Deceased) 1979 – 1980
Robert F. Farrell, CLA, Norfolk, Virginia (Deceased) 1982 – 1984
Kay E. Kasic, CLA, Napa, California 1984 – 1986
Karen Sanders-West, ACP, Wichita, Kansas 1986 – 1988
Connie Kretchmer ACP, Omaha, Nebraska 1990 – 1992
Patricia G. Elliott, ACP, Phoenix, Arizona 2000 – 2002
Vicki J. Kunz, ACP, Bismarck, North Dakota 2002 – 2004
Tita A. Brewster, ACP, Las Cruces, New Mexico 2006 – 2008
Linda J. Wolf, ACP, Dallas, Texas 2008 – 2010
Karen Greer McGee, ACP, Shreveport, Louisiana 2010 – 2012
Ann L. Atkinson, ACP, Omaha, Nebraska 2012 – 2014
Cassandra Oliver, ACP, Tulsa, Oklahoma 2016 – 2018
Financial Summary

NALA switched to the accrual method of accounting effective May 1, 2017, and to a calendar year which requires us to spread dues revenue over a 12-month period, instead of reporting it when received. Thus, finances below are displayed for the short year of May – December 2017. Due to the change to accrual method of accounting, we cannot compare prior years’ financials. Therefore, a comparison is not provided in this report.

The announcement of the changes to the Certified Paralegal Exam created a delay in examinees ability to take the exam in 2017, as they awaited the changes. Revenue for the certification program was down around $92,000 in 2017 compared to 2016.

Data for the financials are from the independent auditor’s report of Stanfield & O’Dell, PC, dated June 15, 2018.

NET ASSETS AT YEAR END

<table>
<thead>
<tr>
<th>Assets</th>
<th>2017 (May – Dec)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Net Assets</td>
<td>$827,025</td>
</tr>
</tbody>
</table>

SUMMARY OF REVENUE & EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2017 (May – Dec)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$1,122,605</td>
</tr>
<tr>
<td>Expenses</td>
<td>$1,290,284</td>
</tr>
<tr>
<td>Net</td>
<td>($167,679)</td>
</tr>
</tbody>
</table>

FOR OUR MEMBERS & STAKEHOLDERS

- Obtained for the first time, affinity partnerships that provide discounts to members on office supplies, identity theft protection, and travel.
- Provided two new complimentary education courses for members: Using Coaching Skills to Improve Communication and Managing Stress in a Turbulent World.
- Invested close to $150,000 on technology in 2017 to update NALA’s website and systems, including the new association management system.

OUTLOOK FOR 2018-2019

Optimistic about NALA’s future, the Board of Directors believes we are positioned for considerable growth. The past few years have been spent building the foundation of the organization to enable it to grow and serve more paralegals in the future. With the continued growth of the paralegal profession, NALA remains at the forefront of paralegal education, certification, and professional development.
NALA offers two certifications – the Certified Paralegal (CP) and the specialty certification, the Advanced Certified Paralegal (ACP).

CERTIFIED PARALEGAL CERTIFICATION

The charts on this page provide details on the Certified Paralegal (CP) certification.

*Does not include retired CPs.
ADVANCED CERTIFIED PARALEGAL CERTIFICATION

In fiscal year, 2017-2018, we continued the updates of many of the ACP courses and have launched several on the new platform. The updates and newer technology will provide an opportunity to create activities and other learning tools to enhance the learners’ participation in the course, along with an aide in learning the material. Once all the courses are updated, there will be 18 advanced specialty courses. These courses are also available to those individuals who do not hold a CP and are not looking to attain the ACP certification, but rather are interested in continuing their learning in a specific topic area.

The following chart lists the total number of Advanced Certified Paralegal specialty credentials issued.

- ACP certification is for Certified Paralegals and is focused on the mastery of specific course material developed under the direction of the Advanced Paralegal Certification Board.
- Many Certified Paralegals seek multiple advanced certifications as their work assignments change.
NALA’s membership is made up of several classification types. The chart below illustrates the total members at the end of each calendar year.

Members of NALA are found in all of the United States, Puerto Rico, Virgin Islands, and in several other locations, such as Canada and Europe. NALA represents more than 18,000 paralegals nationwide through 82 Affiliated Associations.

There are four categories of membership:

- **Active Membership** is open to individuals who are working as paralegals or who have paralegal experience. Among the qualifications for membership are successful completion of the Certified Paralegal examination, graduation from an ABA approved or institutionally accredited program with at least 60 semester-hours of study, a Bachelor’s degree plus six months of in-house training, or several years of in-house training.

- **Associate Membership** is open to individuals or schools that support the paralegal concept or that are involved in promoting the paralegal profession, and/or those who are directly involved in the supervision of paralegals.

- **Student Membership** is open to individuals who are full-time students in good standing in any college, junior college or other school pursuing a course of study as a paralegal.

- **Sustaining Membership** is for individuals, law firms, corporations and paralegal program representatives that subscribe to the paralegal concept, or that are actively involved in promoting the paralegal profession.
EDUCATION

NALA offers a variety of education primarily through its delivery of live and on-demand webinars and self-study courses. NALA offers around 50 live webinars a year and has more than 100 on-demand webinars available online.

NALA’s Annual Conference & Expo provides paralegals from across the country with quality education and exceptional networking in an in-person format. The conference in July 2017 was in Orlando, FL.

![Conference Attendance Chart](chart.png)

Photo taken at the 2017 NALA Conference & Expo
*Self-study has seen a temporary decrease in registrations, as we moved older courses off an outdated platform. New courses are being added.
<table>
<thead>
<tr>
<th>YEAR</th>
<th>HOTEL</th>
<th>CITY/STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1976</td>
<td>Hyatt Regency San Francisco</td>
<td>San Francisco, California</td>
</tr>
<tr>
<td>1977</td>
<td>Monteleone Hotel</td>
<td>New Orleans, Louisiana</td>
</tr>
<tr>
<td>1978</td>
<td>Hyatt Regency Hotel</td>
<td>Indianapolis, Indiana</td>
</tr>
<tr>
<td>1979</td>
<td>Diplomat Hotel</td>
<td>Hollywood, Florida</td>
</tr>
<tr>
<td>1980</td>
<td>Plaza Cosmopolitan Hotel</td>
<td>Denver, Colorado</td>
</tr>
<tr>
<td>1981</td>
<td>Radisson Downtown Hotel</td>
<td>Minneapolis, Minnesota</td>
</tr>
<tr>
<td>1982</td>
<td>Hyatt Regency Hotel</td>
<td>Nashville, Tennessee</td>
</tr>
<tr>
<td>1983</td>
<td>Four Seasons Motor Inn</td>
<td>Albuquerque, New Mexico</td>
</tr>
<tr>
<td>1984</td>
<td>Omni International Hotel</td>
<td>Norfolk, Virginia</td>
</tr>
<tr>
<td>1985</td>
<td>Sheraton At Fisherman's Wharf</td>
<td>San Francisco, California</td>
</tr>
<tr>
<td>1986</td>
<td>Tulsa Marriott Hotel</td>
<td>Tulsa, Oklahoma</td>
</tr>
<tr>
<td>1987</td>
<td>Sheraton Society Hill</td>
<td>Philadelphia, Pennsylvania</td>
</tr>
<tr>
<td>1988</td>
<td>Las Vegas Tropicana Hotel</td>
<td>Las Vegas, Nevada</td>
</tr>
<tr>
<td>1989</td>
<td>Hawaiian Regent Hotel</td>
<td>Honolulu, Hawaii</td>
</tr>
<tr>
<td>1990</td>
<td>Hyatt Regency Hotel</td>
<td>Washington, D.C.</td>
</tr>
<tr>
<td>1991</td>
<td>Antlers Doubletree Hotel</td>
<td>Colorado Springs, Colorado</td>
</tr>
<tr>
<td>1992</td>
<td>Radisson Hotel</td>
<td>Bismarck, North Dakota</td>
</tr>
<tr>
<td>1993</td>
<td>Loews Vanderbilt</td>
<td>Nashville, Tennessee</td>
</tr>
<tr>
<td>1994</td>
<td>Flamingo Hilton Hotel</td>
<td>Reno, Nevada</td>
</tr>
<tr>
<td>1995</td>
<td>Doubletree Warren Place</td>
<td>Tulsa, Oklahoma</td>
</tr>
<tr>
<td>1996</td>
<td>Doubletree Hotel</td>
<td>New Orleans, Louisiana</td>
</tr>
<tr>
<td>1997</td>
<td>Hyatt Regency Hotel - Capital Hill</td>
<td>Washington, D.C.</td>
</tr>
<tr>
<td>1998</td>
<td>Doubletree Hotel</td>
<td>Colorado Springs, Colorado</td>
</tr>
<tr>
<td>1999</td>
<td>Hyatt Regency Westshore Hotel</td>
<td>Tampa, Florida</td>
</tr>
<tr>
<td>2000</td>
<td>Regal Riverfront Hotel</td>
<td>St. Louis, Missouri</td>
</tr>
<tr>
<td>2001</td>
<td>Hilton Hotel</td>
<td>Reno, Nevada</td>
</tr>
<tr>
<td>2002</td>
<td>Hyatt Regency</td>
<td>Savannah, Georgia</td>
</tr>
<tr>
<td>2003</td>
<td>Hyatt Regency Riverwalk</td>
<td>San Antonio, Texas</td>
</tr>
<tr>
<td>2004</td>
<td>John Ascuagas Nugget</td>
<td>Reno, Nevada</td>
</tr>
<tr>
<td>2005</td>
<td>Hyatt Regency Crown Center</td>
<td>Kansas City, Missouri</td>
</tr>
<tr>
<td>2006</td>
<td>Tampa Marriott Waterside &amp; Marina</td>
<td>Tampa, Florida</td>
</tr>
<tr>
<td>2007</td>
<td>Sheraton New Orleans</td>
<td>New Orleans, Louisiana</td>
</tr>
<tr>
<td>2008</td>
<td>Renaissance Oklahoma City</td>
<td>Oklahoma City, Oklahoma</td>
</tr>
<tr>
<td>2009</td>
<td>The Westin Gaslamp Quarter</td>
<td>San Diego, California</td>
</tr>
<tr>
<td>2010</td>
<td>Hyatt Regency Jacksonville</td>
<td>Jacksonville, Florida</td>
</tr>
<tr>
<td>2011</td>
<td>Dallas/Plano Marriott at Legacy Town Center</td>
<td>Dallas/Plano, Texas</td>
</tr>
<tr>
<td>2012</td>
<td>Hilton Omaha</td>
<td>Omaha, Nebraska</td>
</tr>
<tr>
<td>2013</td>
<td>Hilton Portland and Executive Tower</td>
<td>Portland, Oregon</td>
</tr>
<tr>
<td>2014</td>
<td>Charleston Marriott</td>
<td>Charleston, South Carolina</td>
</tr>
<tr>
<td>2015</td>
<td>Hyatt Regency Tulsa</td>
<td>Tulsa, Oklahoma</td>
</tr>
<tr>
<td>2016</td>
<td>Paris Las Vegas Hotel &amp; Casino</td>
<td>Las Vegas, Nevada</td>
</tr>
<tr>
<td>2017</td>
<td>Wyndham International Drive</td>
<td>Orlando, Florida</td>
</tr>
<tr>
<td>2018</td>
<td>Hilton St. Louis at the Ballpark</td>
<td>St. Louis, Missouri</td>
</tr>
</tbody>
</table>
NALA Board of Directors

President
Cassandra Oliver, ACP

Vice President
Jill I. Francisco, ACP

Secretary
Melissa J. Hamilton, ACP

Treasurer
Debra L. Overstreet, ACP

Executive Director
Greta Zeimetz, CAE

Advanced Paralegal Certification Board Chair
Dawnne L. Linenbrink, ACP

Certifying Board Chair
Nanci L. Lilja, ACP

Continuing Education Council Chair
Jeanne M. Elliott, ACP

Professional Development Committee Chair
Andrea Schultz, ACP

Affiliated Associations Director
Annette R. Brown, ACP

Area 1 Director
Jaye L. Koch, ACP

Area 2 Director
Melissa M. Klimpel, ACP

Area 3 Director
Michele T. Pfeiffer, ACP

At Large Director
Debby Sawyer, ACP

At Large Director
Jane McKinnon, CP
Board of Directors

Representing more than 18,000 paralegals, who are individual members or members of NALA Affiliated Associations, the Board of Directors’ focus embraces the opportunities to build value for all paralegals and positions NALA for continuous improvements through commitment to high professional standards and the relevancy of NALA’s programs and services.

Highlights:
➢ Continued its review of NALA’s governance structure
   • After consultation from counsel, updated the NALA’s organization chart
   • Approved the Annual Budget;
   • Recommended to the NALA membership adoption of an amendment to the Bylaws
   • Thoroughly reviewed NALA Policy Manual, including:
     - Approved the Executive Director Succession Policy
     - Initiated review of a draft Antitrust Policy
   • Appointed an independent auditor, responded to audit report, and conducted board training
     including new Accounting Standards update
   • Approved a three-year employment agreement with the Executive Director
➢ Conducted a thorough analysis of the Affiliates Association Program and approved changes
➢ Analyzed the awards given by NALA
➢ Conducted research regarding nomination processes of nonprofit associations
➢ Increased collaboration with aligned associations and schools
➢ Represented NALA at tradeshows and affiliated association meetings May 1, 2017 to April 31, 2018

• American Association of Paralegal Education
• Arizona Paralegal Association
• Arkansas Paralegal Alliance, Inc.
• California Alliance of Paralegal Associations
• Capital Area Paralegal Associations
• Central Florida Paralegal Association
• Greater Memphis Paralegal Alliance
• Gulf Coast Paralegal Association
• Houston Metropolitan Paralegal Association
• Inland Counties Association of Paralegals
• International Practice Management Association
• J.L. Turner Paralegal Section
• Kansas Association of Legal Assistants
• Los Angeles Paralegal Association
• Montana Association of Legal Assistants
• North Carolina Paralegal Association
• Northern Virginia Community College
• Oklahoma Bar Association
• Orange County Paralegal Association
• Paralegal Association of New Jersey
• Paralegal Association of Santa Clara County
• Paralegal Cruise
• Richmond Area Paralegal Association
• St. Louis Paralegal Association
• Sierra Nevada Association of Paralegals
• Southeastern Association of Legal Assistants
• South Carolina Upstate Paralegal Association
• Southeastern Association of Legal Assistants
• Southwest Florida Paralegal Association
• Tennessee Paralegal Association
• Texas Advanced Paralegal Seminar
• Tulsa Community College
• Tulsa Legal Expo
• University of Oklahoma College of Law
• Virginia Trial Lawyers Association
• Walmart Legal Department Professional Development
• Western Kentucky Paralegals
ACTIONS OF THE BOARD FOR 2017-2018

Ratified Appointments of the following:

- Executive Committee – Jeanne Elliott, ACP, of Akron, Ohio and Annette R. Brown, ACP, of Missoula, Montana;
- Continuing Education Council – Kaila Glaros, ACP, of Clearwater, Florida; Eileen Mann, ACP, of Pittsburgh, Pennsylvania; Richard Hahn, ACP, of San Jose, California; Danielle Brooks of New York, New York; Donna Donavant, CP, of Richmond, Virginia; and Angela Oberle, ACP, of Great Bend Kansas.
- Professional Development Committee – Carla Dennis, CP, of Dallas, Texas; Susan Lewis, CP, of Cheyenne, Wyoming; and Kristine Custodio, of San Diego, California.
- Ethics Committee – Chair, Barbara E. Mills, CP, of Charleston, South Carolina, Members, Christian Chicas, CP, of Tulsa, Oklahoma, and Katrina Lea, of Fort Worth, Texas.
- Nominations and Credentials Chair – Bridget O. Briggs, of St. Louis, Missouri.
- Board Liaison – Melanie Hicks, ACP, of Beaver, West Virginia

Other Actions:

- Approved the financial transactions of the Executive Director and Treasurer for the 2016-2017 fiscal year.
- Approved the designated depository of Bank of America
- Approved to engage Stanfield & O’Dell, PC for consultations throughout the year and to complete the audit for 2017-2018.
- Approved the budget for the 2018 calendar year.
- Appointed the Executive Committee as having the responsibility for the oversight of the audit, review, or compilation of NALA’s financial statements for the 2016-2017 year.
- Approved the changing of the name of the Advanced Paralegal Certifying Board to the Advanced Certified Paralegal Board (ACP Board) to be consistent with the ACP credential.
- Approved the response to the audit report.
- Approved additional funding to complete the implementation of Impexium, NALA’s association management system.
- Approved of the use of a matured CD of $74,091 to assist in paying Impexium implementation costs.
- Approved the transfer of $78,000 currently held in cash reserves at Wells Fargo to the NALA account at Bank of Oklahoma.
- Approved that the $77,000 from the matured Ally CD remain in cash reserves account at Wells Fargo for future decision regarding whether the Board will reinvest the funds.
NALA Certifying Board

The Certifying Board is responsible for the administrative rules and regulations of the CP program. They ensure that exam rules and regulations are carried out in compliance with the law and generally accepted certification testing practices, and in a way that ensures the financial stability of the program. These rules and regulations must be consistent with the goals and philosophies of NALA.

Highlights:

- **Certifications:** For 2017-2018, the number of active CPs declined slightly, to 8,418.
- **Total CP Credentials Awarded:** There have been a total of 19,438 CP credentials awarded as of November 2017, representing a slight increase over the previous period. The new exam structure was introduced in March 2018, with initial testing still underway. As a result, there has not been any new certifications in 2018.
- **The annual report for the Certified Paralegal program was filed with The National Commission for Certifying Agencies (NCCA) on May 25, 2018, in compliance with accreditation requirements.**
- **The new structure of the Certified Paralegal examination was offered for the first time as a special testing window in March 2018, with 122 candidates participating. The year-round Knowledge Exam opened in June 2018, and the Skills Exam will be offered in July and October 2018. For 2019, the Skills Exam will be offered in windows during the months of February, April, July, and October.**
- **The Board continues to increase accessibility for examinees by offering 50+ non-PSI testing locations, in addition to the 250+ testing centers through the PSI testing center network. The number of non-PSI locations increases each year as interest increases in serving as a testing center.**
- **The Board continues to review and refine examination items and processes with the assistance of PSI Psychometric Consulting Services.**

CERTIFYING BOARD MEMBERS

Nanci J. Lilja, ACP, (Chair)
Bradley J. Beehler, J.D.
Stacey Bowers, J.D., M.L.I.S., Ph.D.
Kimberly Brown, ACP
Cathy Davis, ACP
Donna W. Gilliland, ACP
Amy S. Hodgson, ACP
Deidra A. Kirtley
Tracy A. Landry, ACP
Christine K. Lilo, ACP
Tracie L. Livesay, ACP
Elizabeth Mann, J.D.
Kathleen H. Miller, ACP, CAS
Tom Pokladowski, J.D.
Georgia M. Seeley, ACP
Lisa M. Stone, ACP
Cathy Hulsey, ACP (Past Chair) Ex Officio
Greta Zeimetz, CAE Ex Officio
Marie Greninger Ex Officio
Advanced Paralegal Certification (APC) Board

The APC Board is responsible for the administrative rules and regulations of the advanced certification program. The APC Board ensures that the rules and regulations are carried out in compliance with the law and generally accepted certification testing practices in a way that ensures the financial stability of the program. These rules and regulations must be consistent with the goals and philosophies of NALA.

Highlights:
- Recommended changes to the NALA Bylaws to change the name of the board to the Advanced Certified Paralegal Board (ACP) for naming consistency with the ACP credential.
- Revised and approved policies related to the APC Board.
- Conducting a major overhaul of APC courses to update them and make them more engaging.
NALA relies on its volunteer base to provide exceptional products to the paralegal industry. To learn more about NALA’s committees or its members, please view our website (www.NALA.org).

CONTINUING EDUCATION COUNCIL (CEC)
The CEC is responsible for selecting NALA’s educational offerings, along with determining the content for NALA’s publication, Facts & Findings and Facts & Findings Digital.

Highlights:
The Continuing Education Council (CEC) was responsible for the education content NALA provided this past year. The CEC had two in-person meetings in Tulsa, Oklahoma to work and plan for the educational success of NALA; a fall meeting on September 6-8, 2017, and a spring meeting on April 27 - 28, 2018. The fall meeting focused on the selection of conference speakers for 2018 and onboarding of new board members. The spring meeting focused on the education for the 2019 conference, determining the topics and columns for 2018-2019 Facts & Findings, and provided in-depth training for Webinar procedures and procurement. The CEC created four sub-committees this year: Webinar, Facts & Findings, CP Review, and Conference.

The CEC members continued the responsibility of writing and/or procuring articles for the magazine, finding webinar speakers and topics, and handling the selection of conference speakers. The CEC published the NALA magazines, Facts & Findings and Facts & Findings Digital, every other month. This year, the focus was on publishing educational articles rather than personal stories and producing a magazine with a minimum of 50 pages per issue. The CEC is currently working to bring a CLE option to the magazine for NALA members during 2018. Additionally, the CEC looks to social media to bring audiences to NALA’s online and magazine educational opportunities.

Speaker selections for the 2018 conference were obtained largely through a request for speaker proposals. Those who contacted the CEC directly were referred to an online form to submit a proposal. With these methods, there were enough submissions to fill our educational slots with qualified speakers. Webinars were held every month in a ‘spring’ and ‘fall’ semester. Speakers are asked to return only if
feedback rates them as above average or better. Plans are in place to begin offering webinars year-round beginning the summer of 2018.

2018 brought a new CP exam format and the CEC worked to have a select group of writers trained in question writing and then this group wrote 300 questions on topics covered by the CP exam. These are now offered as an online study tool. CP review courses will also be a part of the 2018 Conference education.
PROFESSIONAL DEVELOPMENT COMMITTEE (PDC)
The PDC is responsible for conducting research, reviewing and updating the NALA Model Standards and Guidelines for Utilization of Paralegals, and the NALA Code of Ethics and Professional Responsibility, as needed. The PDC also furthers the Association’s goals to develop, encourage, support, and maintain high standards for the paralegal profession. The PDC manages the Association’s leadership program This committee provides professional development content for Facts & Findings.

Highlights:
• Extensive review and revisions to the Organizational Leadership modules.
• Oversight of the roll-out of the Personal Leadership courses: To date, close to 1,000 persons have enrolled in these foundational courses.
• Created original content for NALA’s social media outlets.
• Review of the National Utilization and Compensation Survey.
• Review of the NALA Model Standards and Guidelines for Utilization of Paralegals.

PDC MEMBERS
Andrea Schultz, CP (Chair)
Kristine M. Custodio, ACP
Carla Dennis, ACP
Kimberly Grabbe, ACP
Susan K. Lewis, CP
Barbara E. Mills, ACP, Ethics Chair
Dana Welcker, ACP
Cassandra Oliver, ACP, NALA President
Greta Zeimetz, CAE, NALA Executive Director
Company Information

National Association of Legal Assistants, Inc.
7666 E. 61st Street
Suite 315
Tulsa, OK 74133
P: 918.587.6828
F: 918.582.6672
E: nalanet@nala.org
www.nala.org

Twitter: @NALA_Paralegals
Facebook: NALA.Paralegals
LinkedIn: NALA – The Paralegal Association

NALA HEADQUARTERS STAFF

Greta Zeimetz, CAE
Executive Director

Jennifer Riddle
Member Services Coordinator

Marie Greninger
Dir. of Administrative Services & Certification

Staci Shannon
Member Services Representative

Melody Brewer
Certification Coordinator

Paula VanStraten
Executive Assistant & Project Manager

Lea Clark
Accountant

Mariah Williams
Education Coordinator

Stephanie Johnson
Member Services Representative

Vanessa Williamson
Member Services Representative

JessicaLynn Nazarian
Marketing Associate

Latisha Wood
Member Services Representative

Thank you to all our volunteers who make everything possible!