# Table of Contents

To Our Members ................................................................................................................. 3  
Vision Statement .................................................................................................................. 3  
Mission Statement ............................................................................................................... 3  
Strategic Highlights .......................................................................................................... 3  
Financial Highlights ......................................................................................................... 3  
Operating Highlights ....................................................................................................... 3  
Looking Ahead .................................................................................................................... 3  
About NALA ......................................................................................................................... 4  
NALA Presidents ................................................................................................................. 5  
Membership ....................................................................................................................... 7  
Certifications ....................................................................................................................... 9  
Certified Paralegal Certification ......................................................................................... 9  
Advanced Certified Paralegal Certification .................................................................... 10  
Education ........................................................................................................................... 11  
Online Education .............................................................................................................. 11  
Conference & Expo ........................................................................................................... 14  
Conference Location History ............................................................................................ 15  
Financial Summary ............................................................................................................ 16  
Net Assets At Year End ..................................................................................................... 16  
Summary of Revenue & Expenses .................................................................................... 16  
Outlook for 2020 ............................................................................................................... 16  
NALA Board of Directors ................................................................................................. 17  
Board of Directors Activities ............................................................................................ 18  
NALA Certifying Board ..................................................................................................... 20  
Standing Committee Reports ............................................................................................ 21  
  Continuing Education Council (CEC) ............................................................................ 21  
  Professional Development Committee (PDC) ................................................................. 22  
Company Information ........................................................................................................ 23  
NALA Staff .......................................................................................................................... 23
To Our Members

VISION STATEMENT
The preeminent resource for personal and professional success.

MISSION STATEMENT
Advancing paralegals through certification and professional development.

STRATEGIC HIGHLIGHTS
NALA’s Board of Directors evaluates the changing landscape for paralegals to ensure that we continue to be the leader for the paralegal profession. We monitor the industry closely for external factors and influences so that we are adequately prepared for change. Throughout 2019, we updated and continued to implement the strategic plan developed by the Board of Directors in the fall of 2018. The strategic plan includes these five key areas:

FINANCIAL HIGHLIGHTS
After a year of decreased revenues and net assets in 2018—which was primarily due to the changes in the Certified Paralegal exam and the lag-time in book sales during the transition to an in-house edition of the CP Review manual—NALA ended 2019 with an increase in net assets of $153,411.

OPERATING HIGHLIGHTS
As NALA continues to improve its technology infrastructure, significant effort in 2019 was put into integrating its multiple databases and platforms to provide a seamless experience for members and other users, while increasing the efficiencies of staff and the accuracy of data collection and evaluation.

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

Jill I. Francisco, ACP
NALA Board President

Vanessa Finley, MBA
CEO
About NALA

The National Association of Legal Assistants (NALA) is the leading paralegal association in the U.S. Its mission is to provide continuing education and professional development to all paralegals. NALA provides current information about the profession, continuing education programs (publications, courses, and webinars), networking opportunities, professional certification programs, and occupational survey reports 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. This means that the individual members of NALA are the leading force of NALA programs and policies. Through NALA, paralegals across the nation have come together to develop programs and standard setting codes to help them grow in the workplace. The association is governed by a Board of Directors and maintains an office and headquarters staff in Tulsa, Oklahoma.

NALA is a trade name (filed in Oklahoma in 2003) for The National Association of Legal Assistants which was formed on April 10, 1975, in Oklahoma.

You can find NALA online at:

- Facebook
  - CP Exam Review Study Group
- LinkedIn
  - Group
  - CP Exam Review Study Group
- Twitter - @NALA_Paralegals
NALA Presidents

Jane Terhune, ACP
Tulsa, OK
1975-1977

Dorthea Jorde, ACP
Minot, ND
1977-1979

Janis Davidson, CP
Birmingham, AL
1979-1980

Signa Treat
Seattle, WA
1980-1982

Robert F. Farrell, CP
Norfolk, VA
1982-1984

Kay Kasic, CP
NAPA, CA
1984-1986

Karen Sanders-West, JD, ACP
Wichita, KS
1986-1988

Karen B. Judd, CP
Champaign, IL
1988-1990

Connie Krutchmer, ACP
Omaha, NE
1990-1992

Karen M. Dunn, ACP
Avon, CO
1992-1994

Pamela J. Bailey, ACP
Pittsburgh, PA
1994-1996

Amy J. Hill, ACP
Raleigh, NC
1996-1997
Membership

NALA's membership is made up of several classification types. The chart below illustrates the total members of all of the classification types at the end of each fiscal year. The decline in membership over the past two years is due in part to the changes in the Certified Paralegal exam, as once someone passes the exam, they now receive a one-year complimentary membership. NALA'S retention rate remains in par with the national average. In 2019, NALA launched a new organization membership pricing structure to allow companies to join NALA and provide NALA membership to their employees.

Membership Categories:

- Active
- Associate
- Student
- Organization (new in 2019)
- Sustaining
- Honorary

**Active Membership** is open to individuals who meet at least one of the following qualifications:

- Successfully completed NALA's Certified Paralegal Exam
- Graduated from an ABA-approved paralegal program
- Graduated from an institutionally accredited program with not less than the equivalent of 60 semester hours of classroom study
- Graduated from a paralegal program not listed above, but has no less than six months of in-house training as a paralegal, whose attorney-employer attests that such person is a qualified paralegal
- Holds a baccalaureate degree in any field, plus not less than six months of in-house training as a paralegal, whose attorney-employer attests that such person is a qualified paralegal
- Minimum of three years of law-related experience under the supervision of an attorney, including at least six months of in-house training as a paralegal, whose attorney-employer attests that such person is qualified as a paralegal
- Minimum of two years of in-house training as a paralegal, whose attorney-employer attests that such person is a qualified paralegal

**Associate Membership** is open to individuals who meet at least one of the following qualifications:

- Member of bar association endorsing the paralegal concept or involved in the promotion of the paralegal profession
- Individual involved in the educational field who endorses the paralegal concept or is involved in the promotion of the paralegal profession
- Supervisor of paralegals

**Student Membership** is open to individuals who meet at least one of the following qualifications:

- Full-time student in good standing pursuing a course of study as a paralegal
- A full-time student is defined as a student taking a minimum of 12 semester hours or who is taking all of the paralegal courses the schedule permits, provided the individual is not employed as a paralegal
**Organization Membership** allows companies to offer all the benefits of NALA to each of the paralegals on their staff for just ONE FLAT RATE. With several different staff sizing options available, you can select the best fit for your entire organization. The staff members who are members under and organization membership are Active type members.

**Sustaining Membership** is open to individuals, law firms, corporations, and paralegal program representatives who endorse the paralegal concept or are actively involved in the promotion of the paralegal profession.

**Honorary Membership** is given to members who have been a member for 25 consecutive years.
Certifications

NALA offers two certifications – the Certified Paralegal (CP) and the specialty certification, the Advanced Certified Paralegal (ACP). Established in 1976, the Certified Paralegal (CP) credential is key to respect and opportunity throughout the legal profession. Becoming a NALA Certified Paralegal means you have successfully passed a rigorous examination of the knowledge necessary to be an effective paralegal. Earning this credential is a proud achievement that comes with a career-long commitment.

The CP examination is a comprehensive assessment based on federal law and procedures. Successful completion of both the Knowledge and Skills Exams is required to obtain the CP credential. While the CP exam tests your general knowledge, NALA’s Advanced Certified Paralegal (ACP) courses are designed to advance your education in specific areas of law. These web-based, interactive courses are available 24/7, allowing you to complete them at your own pace.

CERTIFIED PARALEGAL CERTIFICATION

The charts on this page provide detail on the Certified Paralegal (CP) certification.
ADVANCED CERTIFIED PARALEGAL CERTIFICATION

The following chart lists the total number of Advanced Certified Paralegal specialty credentials issued. The total number of ACPs issued through the end of 2019 is 505.

NALA is the only National Commission for Certifying Agencies (NCCA) accredited paralegal certification program. NALA's Certified Paralegal Program has been recognized both nationally and internationally for over 40 years. Our CP credential has been acknowledged by the American Bar Association as a mark of high professional achievement, and more than 47 other paralegal organizations and numerous bar associations also acknowledge the credential as the paralegal standard. We provide a professional experience while still being personable with our certificants. From the application process to maintaining the certification, NALA is affordable for paralegals.
Education

ONLINE EDUCATION
NALA offers a variety of education primarily through its delivery of live and on-demand webinars and self-study courses.

Live webinar registrations continue to decline due to the increase in specialty topics that started in 2018. This specialization was necessary to increase our depth and breadth of offerings. Of note, however, is the increase in on-demand webinar registrations (chart below) due to changes in technology and marketing. On-demand webinars are also accessible 24/7 and do not need to fit within traditional working hours.
Total Online Education Registrations

<table>
<thead>
<tr>
<th>Year</th>
<th>Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>9,658</td>
</tr>
<tr>
<td>2018</td>
<td>11,226</td>
</tr>
<tr>
<td>2017</td>
<td>6,038</td>
</tr>
<tr>
<td>2016</td>
<td>5,851</td>
</tr>
<tr>
<td>2015</td>
<td>6,070</td>
</tr>
</tbody>
</table>

Members with an Active Membership type have access to the following courses for free.

On-Demand Webinars

- Dealing with Difficult People
- Managing Stress in a Turbulent World
- School Safety: From the Schoolhouse to the Courthouse
- The Science of Living in Balance
- Using Coaching Skills to Improve Communication

Self-Study Courses

- Leadership Basics
CONFERENCE & EXPO
The 2019 Conference was held in Scottsdale, Arizona, July 11-13. NALA experienced record attendance having 514 registered attendees. Attendees were able to earn up to 13 CLEs through 25 educational sessions and had the opportunity to participate in a Mock Trial. An add-on Paralegal Technology Workshop was also offered post-conference.

![Conference Attendance Graph](image)

![Conference Images](image)
## CONFERENCE LOCATION HISTORY

<table>
<thead>
<tr>
<th>Year</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>Conference @ Home (Virtual)</td>
</tr>
<tr>
<td>2019</td>
<td>Scottsdale, AZ</td>
</tr>
<tr>
<td>2018</td>
<td>St. Louis, MO</td>
</tr>
<tr>
<td>2017</td>
<td>Orlando, FL</td>
</tr>
<tr>
<td>2016</td>
<td>Las Vegas, NV</td>
</tr>
<tr>
<td>2015</td>
<td>Tulsa, OK</td>
</tr>
<tr>
<td>2014</td>
<td>Charleston, SC</td>
</tr>
<tr>
<td>2013</td>
<td>Portland, OR</td>
</tr>
<tr>
<td>2012</td>
<td>Omaha, NE</td>
</tr>
<tr>
<td>2011</td>
<td>Plano, TX</td>
</tr>
<tr>
<td>2010</td>
<td>Jacksonville, FL</td>
</tr>
<tr>
<td>2009</td>
<td>San Diego, CA</td>
</tr>
<tr>
<td>2008</td>
<td>Oklahoma City, OK</td>
</tr>
<tr>
<td>2007</td>
<td>New Orleans, LA</td>
</tr>
<tr>
<td>2006</td>
<td>Tampa, FL</td>
</tr>
<tr>
<td>2005</td>
<td>Kansas City, MO</td>
</tr>
<tr>
<td>2004</td>
<td>Reno, NV</td>
</tr>
<tr>
<td>2003</td>
<td>San Antonio, TX</td>
</tr>
<tr>
<td>2002</td>
<td>Savannah, GA</td>
</tr>
<tr>
<td>2001</td>
<td>Reno, NV</td>
</tr>
<tr>
<td>2000</td>
<td>St. Louis, MO</td>
</tr>
<tr>
<td>1999</td>
<td>Tampa, FL</td>
</tr>
<tr>
<td>1998</td>
<td>Colorado Springs, CO</td>
</tr>
<tr>
<td>1997</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>1996</td>
<td>New Orleans, LA</td>
</tr>
<tr>
<td>1995</td>
<td>Tulsa, OK</td>
</tr>
<tr>
<td>1994</td>
<td>Reno, NV</td>
</tr>
<tr>
<td>1993</td>
<td>Nashville, TN</td>
</tr>
<tr>
<td>1992</td>
<td>Bismarck, ND</td>
</tr>
<tr>
<td>1991</td>
<td>Colorado Springs, CO</td>
</tr>
<tr>
<td>1990</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>1989</td>
<td>Honolulu, HI</td>
</tr>
<tr>
<td>1988</td>
<td>Las Vegas, NV</td>
</tr>
<tr>
<td>1987</td>
<td>Philadelphia, PA</td>
</tr>
<tr>
<td>1986</td>
<td>Tulsa, OK</td>
</tr>
<tr>
<td>1985</td>
<td>San Francisco, CA</td>
</tr>
<tr>
<td>1984</td>
<td>Norfolk, VA</td>
</tr>
<tr>
<td>1983</td>
<td>Albuquerque, NM</td>
</tr>
<tr>
<td>1982</td>
<td>Nashville, TN</td>
</tr>
<tr>
<td>1981</td>
<td>Minneapolis, MN</td>
</tr>
<tr>
<td>1980</td>
<td>Denver, CO</td>
</tr>
<tr>
<td>1979</td>
<td>Hollywood, FL</td>
</tr>
<tr>
<td>1978</td>
<td>Indianapolis, IN</td>
</tr>
<tr>
<td>1977</td>
<td>New Orleans, LA</td>
</tr>
<tr>
<td>1976</td>
<td>San Francisco, CA</td>
</tr>
</tbody>
</table>
Financial Summary

These numbers are from the 2019 audited financials completed by HoganTaylor LLP accounting firm in Tulsa, OK.

NET ASSETS AT YEAR END

<table>
<thead>
<tr>
<th>Assets</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Net Assets</td>
<td>$827,265</td>
<td>$616,059</td>
</tr>
</tbody>
</table>

SUMMARY OF REVENUE & EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td>$2,004,671</td>
<td>$1,655,823</td>
</tr>
<tr>
<td>Expenses</td>
<td>$1,851,230</td>
<td>$1,816,343</td>
</tr>
<tr>
<td>Net</td>
<td>$153,441</td>
<td>($160,520)</td>
</tr>
</tbody>
</table>

OUTLOOK FOR 2020

The Board of Directors remain conservative with projects for 2020 focusing on the strategic plan. The Board is very optimistic about NALA's future as the association continues to grow its non-dues revenue. Focus for 2020 will be on enhancing the membership experience and increasing the value proposition for members. Additional emphasis will concentrate on better engaging students, recent graduates, and individual members of Affiliated Associations.
# NALA Board of Directors (2019-2020)

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Jill I. Francisco, ACP</td>
</tr>
<tr>
<td>Vice President</td>
<td>Melissa J. Hamilton, ACP</td>
</tr>
<tr>
<td>Secretary</td>
<td>Debra L. Overstreet, ACP</td>
</tr>
<tr>
<td>Treasurer</td>
<td>Cheryl J. Nodarse, ACP</td>
</tr>
<tr>
<td>CEO</td>
<td>Vanessa Finley, MBA</td>
</tr>
<tr>
<td>Certifying Board Chair</td>
<td>Kimberly A.S. Brown, ACP</td>
</tr>
<tr>
<td>Continuing Education Council Chair</td>
<td>Deborah M. Paul, CP</td>
</tr>
<tr>
<td>Professional Development Committee Chair</td>
<td>Carla Y. Dennis, CP</td>
</tr>
<tr>
<td>Affiliated Associations Director</td>
<td>Peonca S. Grier, CP</td>
</tr>
<tr>
<td>Area 1 Director</td>
<td>Nancy L. Jordahl, ACP</td>
</tr>
<tr>
<td>Area 2 Director</td>
<td>Christine K. Lillo, ACP</td>
</tr>
<tr>
<td>Area 3 Director</td>
<td>Michele T. Pfeiffer, ACP</td>
</tr>
<tr>
<td>At Large Director</td>
<td>Richard Hahn, ACP</td>
</tr>
<tr>
<td>At Large Director</td>
<td>Debby Sawyer, ACP</td>
</tr>
</tbody>
</table>
Board of Directors Activities

NALA’s Board of Directors is responsible for the governance of the association.

Highlights

• Revamped NALA’s Award Program
• Approved implementation of digital badges
• Approved creation of Diversity, Equity, and Inclusion Committee
• Approved NALA’s statement regarding Diversity, Equity, and Inclusion
• Represented NALA at tradeshows and affiliated association meetings. Period January 1, 2019, to December 31, 2019, listed below.

| Alabama Association of Paralegals, Inc. (AAPI) | Orange County Paralegal Association (OCPA) |
| American Association of Paralegal Education (AAfPE) | Paralegal Association of Florida, Inc. (PAF) |
| Atlanta Paralegal Association (APA) | North Carolina Paralegal Association (NCPA) |
| California Alliance of Paralegal Associations (CAPA) | Paralegal Association of Santa Clara County (PASSCO) |
| California State University Los Angeles College (CSU) | Sierra Nevada Association of Paralegals (SNAP) |
| Central Florida Paralegal Association | South Carolina Upstate Paralegal Association (SCUPA) |
| Central Illinois Paralegal Association (CIPA) | South Dakota Paralegal Association (SDPA) |
| Charleston Association of Legal Assistants (CALA) | St. Louis Paralegal Association (SPA) |
| El Paso Paralegal Association (EPPA) | Tampa Bay Paralegal Association (TBPA) |
| Greater Memphis Paralegal Alliance (GMPA) | TCC Orientation Day/Paralegal Day |
| Houston Paralegal Association (HPA) | Tennessee Paralegal Association (TPA) |
| International Practice Management Association (IPMA) | Texas Advanced Paralegal Seminar (TAPS) |
| JL Turner Legal Association (JLTLA) | Tulsa Area Bar Association and Tulsa County Bar Association |
| Las Vegas Valley Paralegal Association (LVVPA) | Tulsa Legal Expo |
| Legal Assistants/Paralegals of Southern West Virginia (LAPSWV) | Tulsa Northeast Texas Association of Paralegals (TAPA) |
| Nebraska Paralegal Association (NePA) | Utah Paralegal Association (UPA) |
| New Jersey Paralegal Convention | Virginia Trial Lawyers Association (VTLA) |
| Oakland County Bar Association (OCBA) Paralegal Committee | Western Dakota Association of Legal Assistants (WDALA) |
| Oklahoma Paralegal Association (OPA) | |

Actions of the Board for 2019-2020

• Ratified appointments of Deborah M. Paula, CP, as Continuing Education Council Chair; and Shannon Rezania, CP, and Laura Reaves, CP, as committee members, each with a 3-year term.

• Ratified appointment of Mary Theroux, ACP, to a 1-year unexpired term to the Continuing Education Council.

• Ratified appointments of Carla Y. Dennis, CP, as Professional Development Committee Chair; Jennifer Finch, ACP, FRP, Kristine Custodio Suero, ACP, Melissa Klimpel, ACP; as committee members, each with a 3-year term.
• Ratified appointments of Vicki L. Kasper, ACP, as Ethics Chair for a 1-year term.
• Ratified appointments of Carla Y. Dennis, CP, and Nancy L. Jordahl, ACP, as additional members of the 2019-2020 Executive Committee.
• Ratified appointment of Jeanie C. Johnson, ACP, as the 2019-2020 Credentials/Nominations Elections Chair.
• Approved the designated depositories, authorized signers, loan authorization, and CPA firm.
• Approved minutes of the July 12, 2019 meeting.
• Adopted the 2020 budget.
• Approved the proposal of the Awards Task Force – Revamping the NALA Awards Program.
• Approved expanded and additional language regarding the Nominations Committee added to Policy and Procedure Manual.
• Approved hiring of audit firm, HoganTaylor, to conduct 2019 audit.
• Implemented a Nominations Committee to assist in generating interest and conduct outreach to possible candidates for NALA Officer and Director positions.
• Ratified the recommendation of the Search Committee to hire Vanessa Finley, MBA, of Tulsa, Oklahoma, as the next Chief Executive Officer of the National Association of Legal Assistants, Inc.
• Hired Vanessa Finley, MBA, as CEO for NALA.
• Approved Mariah Williams, NALA Administrative Manager, and Paula Van Straten, NALA Executive Assistant, be awarded merit bonuses to recognize their extra duties and exemplary service to NALA during the Chief Executive Officer transition.
• Approved implementation of digital badges.
• Approved creation of Diversity, Equity, and Inclusion Committee.
• Ratified the recommendation of the San Francisco Paralegal Association and the Paralegal Division of the Nevada State Bar as NALA Affiliated Associations.
• Approved the minutes of the October 5, 2019 meeting.
• Ratified appointment of Linda Calhoun for a 1-year unexpired term to the Continuing Education Council.
• Declared Melissa J. Hamilton, ACP, as NALA President for 2020-2021.
NALA Certifying Board

The NALA Certifying Board is responsible for content, standards, and administration of the Certified Paralegal Program. It is composed of paralegals who have received the Certified Paralegal certification designation, attorneys, and paralegal educators who 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.

NALA Highlights:

- 875 examinees (Knowledge Exam – 508; Skills Exam – 367) participated in the Certified Paralegal examination program since July 2019 report.
- The annual report for the Certified Paralegal Program was filed with NCCA by June 1 in compliance with accreditation requirements.
- The Certifying Board continues to increase accessibility for examinees by offering 350+ 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 Certifying Board continues to review and refine examination items with the assistance of PSI Psychometric Consulting Services, including review and revising Knowledge Exam questions as needed.
- The Certifying Board held its first virtual meeting in April 2020 and spent much of that meeting discussing and revising three of the new five Skills Exam Essays, Rubrics, and Sample Answers.
- Over the next year, the board will complete a task-intensive project of referencing each and every Knowledge Exam question in the test bank. The board will start with the pre-test ready items and continue as the year progresses.
- Many long-time Certifying Board members, who will be truly missed, rolled off of the board to fulfill other personal and professional goals. We have new talented, experienced, and skilled board members for three-year terms.
- In conjunction with NALA, the board began creating a policy to allow external Subject Matter Experts to grade Skills Exams. This policy is still underway and should be finalized by September 2020.

NALA and the Certifying Board welcome Certified Paralegals to the board. If you have any questions about the board, its work, or would like to join, please feel free to reach out to Kimberly A.S. Brown, ACP, Chair at kbrown@nala.org.
NALA relies on its volunteer base to provide exceptional products to the paralegal industry. To learn more about NALA’s standing committees or its members, please view our website.

CONTINUING EDUCATION COUNCIL (CEC)

The CEC is responsible for selecting NALA’s educational offerings for webinars and the Conference & Expo, along with determining the content for NALA’s quarterly magazine publication, Facts & Findings.

Highlights:

- Published 4 print issues of Facts & Findings. In 2019-2020, we converted to four larger printed issues of Facts & Findings and discontinued the two electronic versions.
- Several new columns are set to debut in the September 2020 issue -- Student Section; Diversity, Equity & Inclusion; and our What’s Happening? (hot and timely issues in the paralegal field).
- The CEC requested and received proposals for 2020 Conference topics and selected speakers from the proposals received, in addition to reaching out for particular topics, such as this year’s “Immigration and Human Trafficking” and “Risks and Variances of Cannabis Law” presentations.
- There has been a continued focus on quality education in both print and webinar formats.
- The CEC continues to provide assistance for CP review topics by selecting CP review speakers for conference and providing NALA with CP review content for online practice exam.
PROFESSIONAL DEVELOPMENT COMMITTEE (PDC)

The PDC is responsible for reviewing and maintaining the NALA Model Standards and Guidelines for Utilization of Paralegals, maintaining the NALA Code of Ethics and Professional Responsibility, providing professional development content for Facts & Findings, overseeing the development of professional development courses, and keeping up to date on activities affecting the paralegal profession.

Highlights:

• Comprehensive review and revisions to the organizational leadership development courses.
• Provided professional development and leadership articles for Facts & Findings.
• Recorded professional development and networking videos for NALA's YouTube Channel.
• Provided professional development and career-related articles for 2020 Career 101 Bonus Issue of Facts & Findings.
• Recruited presenters for webinars on career-related and professional development topics.
• Collaborated with Continuing Education Council on future career-related, professional development, and wellness content for Facts & Findings and the 2021 Career 101 Issue
• Review of the:
  ✓ NALA Code of Ethics and Professional Responsibility
  ✓ Model Standards and Guidelines for the Utilization of Paralegals
Company Information

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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 STAFF

Vanessa Finley, MBA
CEO

Melody Brewer
Certification Coordinator

Lea Clark
Accountant

Stephanie Johnson
Member Services Representative

Leslie Metzger
Communications Specialist

Jessica Lynn Nazarian
Marketing Specialist

Allison Rapson
Member Services Representative

Janine Ross
Membership Coordinator

Mariana Soto
Member Services Representative

Paula VanStraten
Executive Assistant & Project Manager

Mariah Williams
Administrative Manager

Vanessa Williamson
Member Services Representative

Deanna Young
Affiliate & Education Specialist