

# BOARD OF LEGAL DOCUMENT PREPARERS

## Meeting Agenda – Monday, May 18, 2020

Arizona Supreme Court -1501 West Washington Street

Phoenix, Arizona 85007 – 10:00 A.M. – Conference Room 109

General Inquiries Call: (602) 452-3378 (Certification and Licensing Division Line)

Members of the Public May Attend Meeting in Person

For any item listed on the agenda, the Board may vote to go into Executive Session for advice of counsel and/or to discuss records and information exempt by law or rule from public inspection, pursuant to the Arizona Code of Judicial Administration, Code Section 1-202(C).

**CALL TO ORDER.....*Mary Carlton, Chair***

**1) REVIEW AND APPROVAL OF MEETING MINUTES.....*Mary Carlton, Chair***

*1-A: Review, discussion, and possible action regarding approval of the regular session minutes of the meeting of January 27, 2020.*

*1-B: Review, discussion, and possible action regarding approval of the executive session minutes for Items 2C and 3B(2) of the meeting of January 27, 2020.*

**2) PENDING COMPLAINTS.....*Division Staff***

*2-A: Review, discussion and possible action regarding complaint number 19-L013 involving certificate holder Cecilia Alcalá.*

**3) INITIAL CERTIFICATION AND ELIGIBILITY.....*Division Staff***

*3-A: Review, discussion and possible action regarding the following applications for initial individual and business entity legal document preparer certification and business entity exemption requests:*

1. Dewey Gough, IV
2. Heather Yearack
3. Idali Moreno
4. Gomez Medina Legal Document Services, LLC
5. Rochelle Morgan
6. Andrea Winterhof
7. Global Immigration, LLC
8. Angela Howard
9. Tucson Legal Documents, LLC/Richard Chan
10. Howard Snader
11. Auendrea Reynolds

- 12. DW Legal Services, LLC
- 13. Kemberton Healthcare Services, LLC

**4) RENEWAL CERTIFICATION APPLICATIONS.....*Division Staff***

*4-A: Review, discussion and possible action regarding the following applications for renewal of individual and/or business entity legal document preparer certification:*

- |                                       |                                                |
|---------------------------------------|------------------------------------------------|
| 1. Krug, Brandy                       | 11. Lien Research Corp                         |
| 2. Boyer, Scott                       | 12. Thurman, Cheryl                            |
| 3. National Document LLC              | 13. Asset Research Services, Inc.              |
| 4. Flores, Patricia                   | 14. Valenzuela-Meeks, Barbara                  |
| 5. Perez-Martinez, Maite              | 15. Utter, Jack                                |
| 6. MP Legal Services LLC              | 16. Manzanares, Raul                           |
| 7. Barrow, Stella                     | 17. Hopf, Mary                                 |
| 8. Affordable Legal Document Services | 18. Capital Consultants Management Corporation |
| 9. Butterworth, Bonnie                | 19. Tenny, Melissa                             |
| 10. Wright, Karen                     |                                                |

**CALL TO THE PUBLIC.....*Mary Carlton, Chair***

**ADJOURN ..... *Mary Carlton, Chair***

# **BOARD OF LEGAL DOCUMENT PREPARERS**

**Agenda Summary - Monday, May 18, 2020**

## **1) REVIEW AND APPROVAL OF MEETING MINUTES**

*1-A: Review, discussion, and possible action regarding approval of the regular session minutes of the meeting of January 27, 2020.*

A draft of the regular session minutes for the meeting of January 27, 2020, has been provided for the Board's review and consideration.

**BOARD OF LEGAL DOCUMENT PREPARERS**  
**Agenda Summary - Monday, May 18, 2020**

**1) REVIEW AND APPROVAL OF MEETING MINUTES**

*1-B: Review, discussion, and possible action regarding approval of the executive session minutes for Items 2C and 3B(2) of the meeting of January 27, 2020.*

A draft of the executive session minutes for Items 2C and 3B(2) of the meeting of January 27, 2020, has been provided for the Board's review and consideration.

**BOARD OF LEGAL DOCUMENT PREPARERS**  
**Agenda Summary – Monday, May 18, 2020**

**2) PENDING COMPLAINTS**

*2-A: Review, discussion and possible action regarding complaint number 19-L013 involving certificate holder Cecilia Alcala*

On September 16, 2019, Division received a complaint alleging Cecilia Alcala did not provide a consumer with accurate information regarding divorce procedures. The complainant alleged Alcala misled him through the entire process, then refused to refund her fees after he sought out an attorney to complete the process.

The matter was investigated and Probable Cause Evaluator, Mike Baumstark, ultimately determined that probable cause does not exist as to the allegations.

**Recommendation:**

It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding Cecilia Alcala has not committed the alleged act(s) of misconduct as detailed in the Investigation Summary and Allegation Analysis Report in complaint number 19-0013.

It is further recommended that the Board dismiss complaint number 19-0013.

# **BOARD OF LEGAL DOCUMENT PREPARERS**

## **Agenda Summary - Monday, May 18, 2020**

### **3) INITIAL CERTIFICATION AND ELIGIBILITY**

*3-A: Review, discussion and possible action regarding the following applications for initial individual and business entity legal document preparer certification and business entity exemption requests:*

The following applicants have applied for initial individual legal document preparer certification. The applicants have successfully passed the program examination where applicable and have submitted complete applications demonstrating that they meet the minimum education and experience requirements.

The Division recommends approval of initial legal document preparer certification for the following business and individual applicants:

1. Dewey Gough, IV
2. Heather Yearack
3. Idali Moreno
4. Gomez Medina Legal Document Services, LLC
5. Rochelle Morgan
6. Andrea Winterhof
7. Global Immigration, LLC

8. Angela Howard applied for initial individual legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that she meets the minimum education and experience requirements. Ms. Howard disclosed seven criminal matters that she was involved in as a defendant, to include a 2001 disorderly conduct (dismissed), 2003 resisting a peace officer (misdemeanor conviction), 2005 extreme DUI (misdemeanor conviction), 2010 possession of marijuana and assault (felony marijuana charge dismissed with judgment of guilt set aside for disorderly conduct), 2012 disorderly conduct (judgment of guilt set aside), 2013 failure to appear (no compliant filed), and 2013 criminal trespassing (misdemeanor conviction). Ms. Howard also disclosed several civil cases to include two dissolutions of marriage filed in 2010 and 2018, 2012 Order of Protection in which she is listed as the petitioner and two bankruptcies filed in 2005 and 2015 that contained no adversarial proceedings.

Ms. Howard stated that there were many factors that led to her involvement in her past criminal matters to include age, family matters and substance abuse. Ms. Howard stated that substance abuse was the main factor out of all the issues related to her past criminal history and has sought out treatment and has represented to Division staff that she has been sober since November 15, 2013. Ms. Howard's last involvement in a criminal matter was towards the end of 2013 and at the conclusion of Division staff's investigation she has not been involved in any other criminal matters. Furthermore, in 2017, Ms. Howard successfully obtained her paralegal certificate from Phoenix College.

The Division recommends approval of initial legal document preparer certification for Angela Howard.

9. Tucson Legal Documents, LLC/Richard Chan applied for initial business legal document preparer certification. Richard Chan is listed as the designated principal. Mr. Chan redisclosed several matters that he was involved in that were previously disclosed in his initial application that was approved by the Board on November 23, 2015. Tucson Legal Documents, LLC has also applied for a business entity exemption. The company is in good standing with the Arizona Corporation Commission and has no other legal document preparers or trainees listed on the application.

Richard Chan has also applied for renewal of legal document preparer certification and no issues were noted within the application.

The Division recommends approval of initial business entity legal document preparer certification for Tucson Legal Documents, LLC as well as approving the business entity exemption.

The Division also recommends approval of certification renewal for Richard Chan.

10. Howard Snader applied for initial certification. Mr. Snader has successfully passed the program examination and has submitted a complete application demonstrating that he meets the minimum education and experience requirements. Mr. Snader disclosed a 1997 dissolution of marriage. Mr. Snader is currently an active attorney in good standing within the state of Arizona with no history of discipline.

Mr. Snader failed to disclose a 1997 bankruptcy that contained no adversarial proceedings. Mr. Snader stated that he had forgotten to disclose the bankruptcy and was not trying to hide or conceal any information from the Board or Division staff.

The Division recommends approval of initial legal document preparer certification for Howard Snader with the standard non-disclosure language as well as including additional cautionary concerning the ACJA requirements related to the use of the term "JD" and other similar terms. Staff has provided proposed language of the cautionary note below.

Cautionary language:

*On March 23, 2020, the Board of Legal Document Preparers granted your application for certification. In doing so, the Board instructed Staff to caution you concerning the terms of ACJA § 7-208(J)(5)(c) which prohibits the use of the terms JD, Esq. law office or other similar terms. As a member of the State Bar of Arizona, the Board's certification actions are not intended to address any responsibilities or ethical obligations you may have as a licensed member.*

11. Auendrea Reynolds applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that she meets the minimum education and experience requirements. Ms. Reynolds disclosed her involvement in several civil and criminal matters.

Ms. Reynolds disclosed a 2008 felony criminal conviction for attempted possession/use of dangerous drugs. Ms. Reynolds' conviction resulted in nine days in jail, enrollment in substance abuse counseling, and three years' probation. Ms. Reynolds complied with all the terms in her sentencing and was given an early termination of her probation. Furthermore, in 2016, Ms. Reynolds had the conviction set aside and had her rights restored.

Ms. Reynolds also disclosed two additional criminal convictions regarding a 2008 attempted DUI and a 2012 DUI impaired to the slightest degree.

Ms. Reynolds disclosed a 2017 Order of Protection in which she was listed as the plaintiff.

Ms. Reynolds attributed her past issues to associating with the wrong crowd, utilizing poor judgment and having substance abuse issues. Ms. Reynolds last criminal incident was in 2012 (8 years ago) and stated that she has been sober since 2013 (7 years ago) when she became pregnant. Ms. Reynolds has submitted various letters of recommendation concerning her character and how she has grown to overcome her past criminal issues. Ms. Reynolds has also attained stable employment where she currently works as a paralegal.

The Division recommends approval of initial legal document preparer certification for Auendrea Reynolds.

12. DW Legal Services, LLC applied for business legal document preparer certification. Danielle Willets is listed as the designated principal. DW Legal Services, LLC and has also applied for a business entity exemption. The company is in good standing with the Arizona Corporation Commission and has no other legal document preparers or trainees listed on the application.

The Division recommends approval of initial legal document preparer business certification DW Legal Services, LLC to include approving the business entity exemption.

13. Kemberton Healthcare Services, LLC applied for initial business certification. The owner and Designated Principal, John Prendergast, completed the application. Division staff performed a background review.

Kemberton Healthcare Services, LLC disclosed various matters that had previously been disclosed by the designated principal on his application. Kemberton Healthcare Services, LLC did not disclose a 2004 lawsuit in which one of its corporate officers (Robert Donnelly) had been named as a defendant. The lawsuit involved Mr. Donnelly's alleged violation of a noncompete agreement. The case was settled.

Kemberton Healthcare Services LLC represented that the reason it did not disclose the suit was that, "Non-compete contests are relatively common, this matter was 15 years ago, and was settled before being heard."

The Division recommends approval of initial legal document preparer business certification for Kemberton Healthcare Services, LLC, with non-disclosure language.



# **BOARD OF LEGAL DOCUMENT PREPARERS**

## **Agenda Summary - Monday, May 18, 2020**

### **4) RENEWAL CERTIFICATION APPLICATIONS**

*4-A: Review, discussion and possible action regarding the following applications for renewal of individual legal document preparer certification:*

The following individual certificate holders have submitted applications for renewal of standard certification. The applications are complete, no information has been presented during a background review which is contrary to renewal of standard certification being granted and the certificate holders have demonstrated they meet the minimum eligibility requirements for standard certification. It is recommended renewal of standard certification be granted to the following individuals:

1. Krug, Brandy
2. Boyer, Scott
3. National Document LLC
4. Flores, Patricia
5. Perez-Martinez, Maite
6. MP Legal Services LLC
  
7. Barrow, Stella
8. Affordable Legal Document Services Inc.

Stella Barrow submitted a renewal application for the current renewal period. Ms. Barrow is listed as the designated principal for Affordable Legal Document Services, Inc. and has applied for renewal of business certification.

Two business members listed in the application disclosed a case in which another entity that they own is listed as a defendant in an ongoing case with the Mohave County Superior Court. The case involves employment matters and has no connection to the LDP business or Ms. Barrow.

It is recommended renewal of standard certification be granted to Stella Barrow and renewal of standard business certification be granted to Affordable Legal Document Services, Inc.

9. Bonnie Butterworth submitted her renewal application for the current renewal period. The application is complete, and the applicant's background has been investigated for the renewal period.

Ms. Butterworth disclosed five injunctions of harassment, four of which listed her as a defendant. Ms. Butterworth stated that the injunctions were filed against her in retaliation for an earlier incident. Three out of the four injunctions were successfully quashed by Ms. Butterworth.

It is recommended renewal of standard certification be granted to Bonnie Butterworth.

10. Karen Wright
11. Lien Research Corp

Karyn Wright applied for renewal of legal document preparer certification. Ms. Wright is listed as the designated principal for Lien Research Corp. and has applied for renewal of business certification.

Ms. Wright disclosed a case in which Lien Research Corp. was listed as a defendant in an ongoing matter with the Superior Court of the state of Washington. Lien Research Corp. stated that the case arose from the plaintiff attaining the services of Lien Research Corp. to file a lien based off their instructions. Allegations from plaintiff include breach of contract and negligence. The plaintiff further stated that the lien was erroneously filed.

It is recommended renewal of standard certification be granted to Karyn Wright and renewal of standard business certification be granted to Lien Research Corp.

12. Cheryl Thurman
13. Asset Research Services, Inc.

Cheryl Thurman applied for renewal of legal document preparer certification. Ms. Thurman is also the designated principal for Asset Research Services, Inc. and applied for renewal of business certification.

Ms. Thurman failed to disclose that Asset Research Services, Inc. was involved in 2018 Maricopa County Superior court case with allegations of breaching a contract and negligence. The case revolved around a mechanic's lien that was filed by Asset Research Services, Inc. The plaintiff stated that the mechanic's lien prepared by Asset Research Services, Inc. was not properly sent out. Ms. Thurman stated that their insurance company felt that the plaintiff did not have a valid claim since they did not follow their procedures. The case was settled out of court and dismissed. Ms. Thurman stated that she did not disclose the case in her application because it had been dismissed.

It is recommended renewal of standard certification to be granted to Cheryl Thurman and Asset Research Services, Inc. with non-disclosure language.

14. Barbara Valenzuela-Meeks submitted her renewal application for the current renewal period. The application is complete, and the applicant's background has been investigated for the renewal period. Ms. Valenzuela-Meeks was not renewed for the 2017-2019 renewal period.

Ms. Valenzuela-Meeks answered "No" on her 2017-2019 renewal application to the background information questions. Ms. Valenzuela-Meeks did not disclose a dissolution of marriage with an order of protection where Ms. Valenzuela-Meeks is the plaintiff.

It is recommended renewal of standard certification for the 2017-2019 and 2019-2021 renewal periods be granted to Barbara Valenzuela-Meeks with non-disclosure language.

15. Jack Utter submitted his renewal application for the current renewal period. The application is complete, and the applicant's background has been investigated for the renewal period.

Mr. Utter was randomly selected for a continuing education audit. Mr. Utter was originally certified January 28, 2019, and is, therefore, only responsible for ten hours of CE for reporting period 2. Division noted Mr. Utter, checked "Yes" that he had completed his CE on his renewal application, but when audited only had one hour of CE.

When sent a letter, Mr. Utter produced an additional 1 hour of out of time frame CE. Mr. Utter needs 8 additional hours of CE, to include an hour of ethics.

It is recommended renewal of standard certification be granted to Jack Utter with CE remedial actions as defined below and accepting Mr. Utter's one hour of out of time frame CE.

#### Continuing Education Remedial Actions

- The applicant will pay a \$50 CE late fee (Check or MO payable to the Arizona Supreme Court).
- The applicant will make up their deficient CE within 90 days after CE Remedial Actions are approved by the Board. The Board accepted your out of time frame CE. Because they accepted the out of time frame CE, you have 8 hours of CE to make up, one of those in ethics.
- The applicant will submit their CE annually for the next renewal period. Their CE is due on or before:

June 30, 2020 for the May 1, 2019 thru April 30, 2020 reporting period.

May 30, 2021 for the May 1, 2020 thru April 30, 2021 reporting period.

16. Raul C. Manzanares submitted his renewal application for the current renewal period. The application is complete, and the applicant's background has been investigated for the renewal period.

Mr. Manzanares was randomly selected for a continuing education audit. Two emails, one on July 9, 2019 and the second on August 12, 2019 requesting Mr. Manzanares' CE have not been answered. His cell phone which was called August 12, 2019, October 9, 2019 and November 1, 2019 rings busy and does not accept messages. His personal and business telephone number, which was called on the above dates, was out of service. Mr. Manzanares was sent a final request for his CE on August 12, 2019.

Mr. Manzanares has not responded to any attempts to contact him nor has he produced his CE.

It is recommended renewal of standard certification be denied to Raul C. Manzanares for failure to provide continuing education submission form after multiple requests in violation of § 7-201 (F)(4).

17. Mary Hopf
18. Capital Consultants Management Corporation

Mary Hopf applied for renewal of legal document preparer certification. Ms. Hopf is listed as the designated principal for Capital Consultants Management Corporation and has applied for renewal of business certification.

Ms. Hopf's application is complete and no information has been presented during a background review which is contrary to renewal of standard certification being granted. Capital Consultants Management Corporation disclosed various lawsuits in which it was named as a defendant. In these suits, the Corporation was serving in the capacity of a property management company.

It is recommended renewal of standard certification be granted to Mary Hopf and renewal of standard business certification be granted to Capital Consultants Management Corporation.

19. Melissa Tenny submitted a complete application for renewal of legal document preparer certification. Ms. Tenny disclosed the existence of complaints with the Better Business Bureau and a Tennessee Commerce and Insurance complaint concerning fees. Ms. Tenny represents that all BBB complaints have been appropriately resolved.

It is recommended renewal of standard certification be granted to Melissa Tenny.