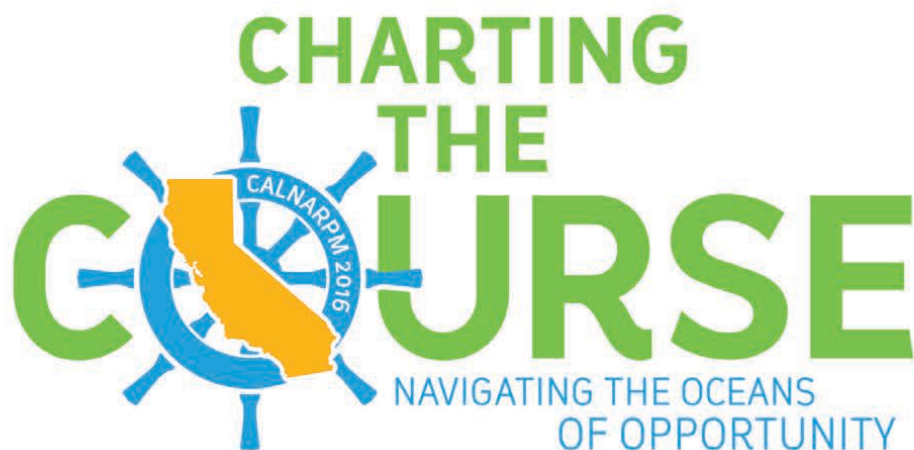


P.O. Box 70464
Oakland, CA 94612



Conference Brochure



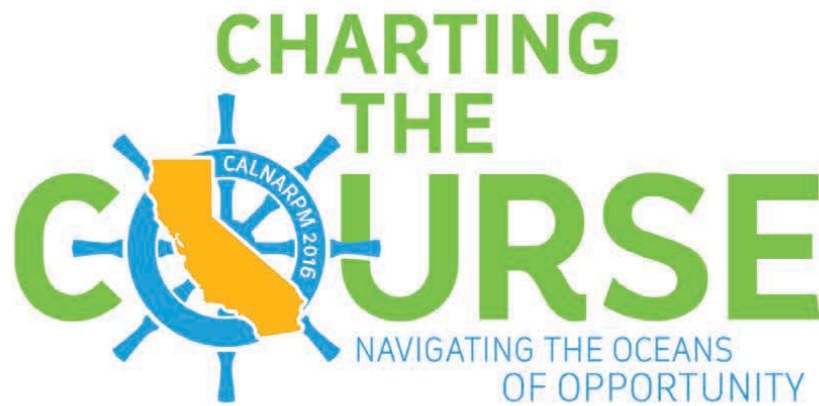
ANNUAL CONFERENCE & TRADESHOW

February 9-12, 2016

Kona Kai Resort & Spa

Thank you to our 2016 Conference Partners!





A Message from the 2015-2016 CALNARPM President

As the 2015-2016 CALNARPM President, I would like to welcome you on behalf of the Board of Directors to the 21st Annual CALNARPM Conference and Tradeshow. The Conference Committee and Board of Directors have been hard at work making exciting new changes to this year's conference. We are thrilled about the incredible speakers and classes we have lined up for this year's event. Through exceptional education and networking you will leave this conference not only feeling empowered but with the ability to chart the course for your future and navigate the oceans of opportunity.

Lisa Fore, CALNARPM President

TUESDAY, FEBRUARY 9TH

NARPM® National Instructor, Vickie Gaskill, MPM® RMP® will be teaching Personnel Procedures Essentials
NARPM® National Instructor, Peter Meer, MPM® RMP® will be teaching Developing Rewarding Owner Relationships.

WEDNESDAY, FEBRUARY 10TH

NARPM® National Instructor, Vickie Gaskill, MPM® RMP® will be teaching Personnel Procedures Advanced
NARPM® National Instructor, Bev Perina, MPM® RMP® will be teaching Office Operations - Policy & Procedures
NARPM® National Instructor, Melissa Prandi, MPM® RMP® will be teaching Ethics.

THURSDAY, FEBRUARY 11TH

Lloyd Smigel, Care Management Consultants, will be speaking at the General Session. His presentation, CHARTING THE COURSE: Navigating The Oceans of Opportunity, will focus on leadership & strategic planning. Additionally, attendees will be able to choose from twelve (12) different workshops & panels, have the opportunity to meet exhibitors at the Tradeshow & participate in the Exhibitor Reception.

EXCLUSIVE: Our 2015 Speed Networking event was so successful we're bring it back for round two! Stay tuned for more information on the exclusive event held for company decision makers, our conference partners, and gold sponsors.

FRIDAY, FEBRUARY 12TH

Energize your morning at the General Session with Andrew L. Propst, MPM® RMP® CPM® who will be discussing growing your company outside of the box and into an empire. Attendees will have the opportunity to meet with exhibitors at the tradeshow and can choose from four (4) workshops & panels. Our closing session with James M. Roth, Esq. of The Roth Law Firm, will be wrapping up our conference with Risk Management: Friend or Foe.

The 2016 CALNARPM Conference Committee has been diligently working on bringing together this exciting schedule of speakers, workshops, and exhibitors creating opportunity for every attendee.

Charting the Course: Navigating the Oceans of Opportunity

We look forward to seeing you in beautiful San Diego, California, February 9-12, 2016
Cheryl Chase-Berkson, President Elect

February 9-12, 2016
Kona Kai Resort & Spa – San Diego, California



WELCOME FROM THE REGIONAL VICE PRESIDENT, PACIFIC & PACIFIC ISLANDS REGIONS

Keith Becker, MPM® RMP®

On behalf of the Board of Directors of the National Association of Residential Property Managers, as well as the Board of Directors of CALNARPM, I am pleased to welcome you to the 21st annual CALNARPM California State Conference. This year we've evoked a nautical theme, which is quite apt since our conference will take place at the beautiful Kona Kai Resort & Spa, located on San Diego Bay. As you navigate the rocky shoals of California requirements and regulations, you constantly need to be sure your sea charts are accurate, detailed and up-to-date. More than any other event, the annual CALNARPM conference is dedicated to helping YOU, the California professional, and providing you the tools to succeed. Only at this conference will you be able to benefit from many state-specific workshops and seminars. In addition, you'll have ample opportunity to increase your overall industry knowledge by participating in any of the many general sessions and break-out session being offered. I encourage you to improve your skills, work toward a professional designation, and burnish your personal reputation as an industry leader by attending any of the NARPM® educational classes offered. In addition, this is an event not just for the primary "decision makers" in your company, but for everyone who would benefit from industry-specific and state-specific training. Please join me in taking full advantage of this year's CALNARPM Conference and the beautiful San Diego coastline. I am confident this event – with its numerous workshops, classes and networking opportunities – will leave a lasting impression on each attendee. Now, bring me that horizon and let's begin CHARTING THE COURSE!



THURSDAY, FEBRUARY 11, 2016

Lloyd Smigel

Care Management Consultants

Lloyd has been in the Consulting Business for over 33 years, consulting for companies throughout the US ranging from startups to \$120 Million. His focus has been in Dealing with Change, Strategy, Sales Management, Sales and Interpersonal Skills as well as Employee Retention and Leadership. He was the first National Training director for a National Service Company which, at the time had over 50 offices, and most of his courses are still being taught today. He has taught many courses on Sales as well as Sales Management. His presentations have received Continuing Educational points in many States and he has given Key Note Speeches to many organizations including ASAE (American society of Association Executives), SME (Sale and Marketing Executives), IREM, ASTD (American Society for Training and Development) and many, many others.



FRIDAY, FEBRUARY 12, 2016

Andrew L. Propst, MPM® RMP® CPM®
President, Park Place Property
Management, CRMC®

Andy is lucky enough to be married to his lovely wife Shonda Propst for 16 years. He has been managing properties for over 15 years for two different property management companies. After Managing in Oregon for ten years Andy and Shonda adopted their first child Samuel Propst in 2008. Soon after they welcomed Sam into their life they moved to Boise, Idaho to be closer to family. In 2011 they adopted their second child Brooklyn. Andy has been the President of Park Place Property Management for 6 years. Andy holds the Master Property Manager® (MPM®) Designation and the Residential Management Professional® (RMP®) Designation from The National Association of Residential Property Managers® (NARPM®) and the Certified Property Manager® (CPM®) Designation from the Institute of Real Estate Management® (IREM®). Andy has sat on the National Board of Directors of NARPM® for six years as a Regional Vice President, National Treasurer, and National President Elect. Now, Andy has the privilege of serving as the 2015 President for the National Association of Residential Property Managers®.



Thank you to our 2016 Conference Partners!



HOTEL INFORMATION

Please make your reservation by **January 9, 2016** to receive our special rate of \$165/night (does not include taxes and fees). To make your reservation, please contact the Kona Kai Resort & Spa directly. In order to receive the special rate you must provide the following information when making your reservation: our name, the event name, and the event dates (California State Chapter of the National Association of Residential Property Managers, CALNARPM Annual Conference, and February 9-12, 2016). Rates will not be charged at check-in for any guests that failed to identify their affiliation at the time of reservation. Please note that check in time is 4:00 p.m., check out time is 12:00 p.m., and the hotel can store luggage. If you would like to book your reservation online, please email conference@calnarpn.org for more information.

Kona Kai Resort & Spa

1551 Shelter Island Drive
San Diego, CA 92106
800-566-2524

FRIDAY, FEBRUARY 12, 2016

James M. Roth, Esq.

Attorney at Law, The Roth Law Firm

After negotiating an allowance increase at the age of 6, Jim Roth's family believed he was suited to become an attorney. Maintaining a daily paper route during 6th grade to save for college, he never missed a delivery come rain, sleet, or snow. As a teenager, his teachers routinely made him the Master of Ceremony for school presentations because of his quick wit and comfort with public speaking. Throughout his formative years, Jim was preparing to practice law.



An AV-rated attorney by his peers, Jim has devoted his practice to corporate, real estate and business law. As general counsel to diverse business entities nationwide, Jim is responsible for developing strategies to minimize risk, navigating complex transactions, and representing his clients' interests in litigation. Jim has successfully tried numerous cases and argued before the California and federal courts of appeal. He is also a frequent speaker and lecturer to professional and community groups on a variety of legal topics.

TUESDAY, FEBRUARY 9, 2016

8:30 a.m.	to	9:00 a.m.	RMP® and MPM® Designation Class Registration
9:00 a.m.	to	4:00 p.m.	NARPM® Class - Personnel Procedures Essentials - Vickie Gaskill, MPM® RMP®
9:00 a.m.	to	4:00 p.m.	NARPM® Class - Developing Rewarding Owner Relationships - Peter Meer, MPM® RMP®
12:00 p.m.	to	1:00 p.m.	Lunch - On Your Own

WEDNESDAY, FEBRUARY 10, 2016

8:30 a.m.	to	9:00 a.m.	RMP® and MPM® Designation Class Registration
9:00 a.m.	to	4:00 p.m.	NARPM® Class - Personnel Procedures Advanced - Vickie Gaskill, MPM® RMP®
9:00 a.m.	to	4:00 p.m.	NARPM® Class - Office Operations - Policy and Procedures - Bev Perina, MPM® RMP®
9:00 p.m.	to	12:00 p.m.	NARPM® Class - Ethics - Melissa Prandi, MPM® RMP®
12:00 p.m.	to	1:00 p.m.	Lunch - On Your Own
4:00 p.m.	to	7:00 p.m.	Conference Registration Open

THURSDAY, FEBRUARY 11, 2016

7:00 a.m.	to	4:30 p.m.	Conference Registration Open
7:00 a.m.	to	12:00 p.m.	Tradeshow Set-up
8:45 a.m.	to	9:00 a.m.	Conference Opening Kick-off
9:00 a.m.	to	10:15 a.m.	General Session - CHARTING THE COURSE: Navigating The Oceans of Opportunity - Lloyd Smigel, Care Management Consultants
10:15 a.m.	to	10:30 a.m.	Break
10:30 a.m.	to	11:45 a.m.	WORKSHOP SESSION I
			Workshop A - The Art of the Sale for Property Managers
			Workshop B - Call Time Out! 5 Steps to Successfully Referee the Barrage of Demands from Clients, Tenants & Vendors
			Workshop C - Effectively Screening Prospective Tenants
			Workshop D - Charting the Course of the Top 7 Coverage's of Insurance For Property Manager's - Panel
11:45 p.m.	to	12:45 p.m.	Lunch - 50/50 Sales
12:45 p.m.	to	1:00 p.m.	CALNARPM Annual Meeting
1:00 p.m.	to	2:30 p.m.	Tradeshow Grand Opening - 50/50 Sales
2:30 p.m.	to	3:45 p.m.	WORKSHOP SESSION II
			Workshop E - 5 Strategies For Sales Dominance
			Workshop F - How to Deal with Difficult Residents
			Workshop G - Better Living Through Technology: How New Apps Are Transforming Engagement
			Workshop H - Increase Your Business by Converting the SMIPs: How to Get the "By Owner" into Your Portfolio
3:45 p.m.	to	4:15 p.m.	Break - Dessert with Exhibitors - 50/50 Sales
4:15 p.m.	to	5:30 p.m.	WORKSHOP SESSION III
			Workshop I - Systematizing For Success: How your business can run on autopilot through the use of System Manuals
			Workshop J - Navigating your way through...The many requirements to be in compliance running a property management company in California
			Workshop K - Hoarding: The Gathering Storm
			Workshop L - Top 5 Property Management Tech Tools That You Can't Live Without
5:30 p.m.	to	5:45 p.m.	Break - 50/50 Sales
5:30 p.m.	to	6:45 p.m.	Speed Networking: Company Decision Makers with Conference Partners and Gold Sponsors
5:45 p.m.	to	7:45 p.m.	Exhibitor Reception - 50/50 sales

FRIDAY, FEBRUARY 12, 2016

8:00 a.m.	to	9:00 a.m.	Conference Registration Open
8:00 a.m.	to	2:00 p.m.	Tradeshow Open
9:00 a.m.	to	10:15 a.m.	General Session - Growing Your Company Outside of the Box and into an Empire - Andrew L. Propst, MPM® RMP® CPM® President, Park Place Property Management CRMC®
10:15 a.m.	to	2:00 p.m.	Tradeshow Open - 50/50 Giveaway at 10:30 a.m.
10:45 a.m.	to	12:00 p.m.	WORKSHOP SESSION IV
			Workshop M - From Rough Seas To Smooth Sailing
			Workshop N - Should I Stay or Should I Grow - Panel
			Workshop O - The Uber Generation: What The Expectation of 'Instant Service' Means for Your Business And How You Can Use it to Stand Out From The Crowd
			Workshop P - Handling Your Regulator: From an Audit and Investigation Through an Accusation
12:00 p.m.	to	12:45 p.m.	Lunch - Exhibitor Raffle
12:45 p.m.	to	2:00 p.m.	Closing Session - Risk Management: Friend or Foe - James M. Roth, Esq. Attorney at Law, The Roth Law Firm

Workshop A - The Art of the Sale for Property Managers

John Bykowski, Fourandhalf.com / Alex Osenenko, Fourandhalf.com

Be the PERFECT choice for the RIGHT client. Learn how to better discover your client's needs, present your value proposition, and follow up to close the deal.

Workshop B - Call Time Out! 5 Steps to Successfully Referee the Barrage of Demands from Clients, Tenants & Vendors

Kellie Tollifson, T-Square Real Estate Services, Inc.

Enter the world of handling client demands, tenant requests, & vendor needs with confidence. Learn how to referee the demands we are required to make each day with ease & come out a winner!

Workshop C - Effectively Screening Prospective Tenants

Jim Karjian, National Tenant Network

Focusing on obtaining the "big picture", from interview to decision, on prospective residents. Topics include the application process & screening reports while maintaining compliance with Fair Housing, FCRA, & FACTA.

Workshop D - Charting the Course of the Top 7 Coverage's of Insurance For Property Manager's - Panel

Curt Bulloch, Business Insurance Broker / David Earwood, J.D., CSE Insurance Group / Frederick Fisher, J.D., USG Insurance Services, Inc.

Panel discussion with Q&A and audience participation on what type of coverage's do property managers & landlords need to protect themselves & the properties they manage.

Workshop E - 5 Strategies For Sales Dominance

Jordan Muela, LeadSimple

This workshop will lay out a blueprint for redefining your sales process to close more new leads AND nurture older leads until they're ready to buy. Walk away with a new framework for sales success.

Workshop F - How to Deal with Difficult Residents

Puneet Singh, Kimball Tirey & St. John LLP

Learn how to avoid conflict with difficult residents, and when & if they do arise, how to recognize, manage & resolve those conflicts. You will also learn helpful legal & psychological perspectives.

Workshop G - Better Living Through Technology: How New Apps Are Transforming Engagement

Jindou Lee, Happy Inspector

Why is our industry so committed to the status quo, and how is it costing us? This session will explore new tech trends and provide guidance on how to implement them.

Workshop H - Increasing Your Business by Converting the SMIPs (Self Managing Investment Property Owners): How to Get the "By Owner" into Your Portfolio

Scott P. Brady, Progressive Property Management

Learn how to target people who manage their own properties. Stop fighting for market share by looking for owners looking for property management. Convert "by owners" to loyal customers.

Workshop I - Systematizing For Success: How your business can run on autopilot through the use of System Manuals

Marc Cunningham, Grace Property Management & Real Estate

The most successful companies don't rely on people, they rely on systems. Systems make your business scalable, increase value, protect you from liability, reduce the dependence on any one employee, and give clarity. Learn the process of how to create and implement System Manuals.

Workshop J - Navigating your way through...The many requirements to be in compliance running a property management company in California

Melissa Prandi, MPM® RMP®, PRANDI Property Management

Make sure you know and understand all the things that MUST be done in California to maintain Real Estate, Employer, Corporation, and Business Licenses. Melissa will speak from experience, share her check lists, and tell real stories that came from other property managers. Attendees will have the opportunity to share their ideas, suggestions, additions, and what works for them.

Workshop K - Hoarding: The Gathering Storm

Lynn Dover, Kimball, Tirey & St. John LLP

Hoarding is on the rise & is expected to be an ever-increasing problem. When occurring in a multi-family setting, it can create many serious issues not only for the hoarder but also for other residents & the property itself.

Workshop L - Top 5 Property Management Tech Tools That You Can't Live Without

Lucas Hall, Cozy

Learn how to implement the most useful online tools & resources into your rental business, from application to move-out. We'll review the leading solutions & show you how these easily accessible tools will streamline your business - making it more profitable and efficient.

Workshop M - From Rough Seas To Smooth Sailing

Kathleen Richards, Portola Property Management / Jennifer Newton, CRMC®

Walk away with simple but effective strategies for creating success in your business and personal life without sacrificing one over the other. What is your ideal vision for your life? What is getting in the way of that success? You can have it all. Come learn how.

Workshop N - Should I Stay or Should I Grow - Panel

Andrew L. Propst, Park Place Property Management / Jennifer Newton, Walters Home Management / Michael Catalano, Real Estate Connections / Lisa Fore, McLain Properties (Moderator)

Our panel of expert property managers will discuss Growth vs Lifestyle. How many units should you manage, why and how to scale it? What are your goals for growth and how do you attain those goals while keeping a good life/work balance.

Workshop O - The Uber Generation: What The Expectation of 'Instant Service' Means for Your Business And How You Can Use it to Stand Out From The Crowd

Ursula Shekufendeh, Appfolio

What is the Uber generation? The expectation of instant response & fast service at your fingertips. In this session we'll look at how technology is raising the bar on service expectations, & how property managers can use this to gain a competitive advantage.

Workshop P - Handling Your Regulator: From an Audit and Investigation Through an Accusation

Joshua A. Rosenthal, Medlin & Hargrave, PC

How to work with the BRE from the perspective of counsel who has defended hundreds of audits, investigations and accusations. Covering how to manage the audit or investigation, what to expect from an accusation & the types of discipline the BRE is looking to impose.

CALNARPM California State Conference Education

Location: Kona Kai Resort & Spa, 1551 Shelter Island Dr., San Diego, CA 92106

SELECT COURSE(S)

- ☐ **Personnel Procedures Essentials** | Feb 9, 2016 | 9 am – 4 pm | Vickie Gaskill, MPM® RMP®
This course will help you determine when to hire an assistant and to develop an effective job description. When you are ready, you will learn the best hiring and selection practices with training and retention for your assistant. Also, answer how to identify how and when to terminate.
- ☐ **Developing Rewarding Owner Relationships** | Feb 9, 2016 | 9 am – 4 pm | Peter Meer, MPM® RMP®
This fundamental course covering the four (4) steps in the cycle of owner relations will assist you in developing and managing your clients from first contact to termination. From the big picture to the small details, you will learn industry best practices in obtaining new clients and working with them during several scenarios.
- ☐ **Personnel Procedures Advanced** | Feb 10, 2016 | 9 am – 4 pm | Vickie Gaskill, MPM® RMP®
The main course objective for this class will be to expand on key elements of an effective personnel plan for the residential property management company.
- ☐ **Office Operations – Policy & Procedures** | Feb 10, 2016 | 9 am – 4 pm | Bev Perina, MPM® RMP®
Every brokerage needs a policy and procedure manual to standardize their office operation, especially as they grow and add staff. This course covers the Process from start to finish and includes an overview of trust accounting policy and procedure as an example for the manual.
- ☐ **Ethics** | Feb 10, 2016 | 9 am – 12 pm | Melissa Prandi, MPM® RMP®
(Required for all members every four years) Are you ethical? You may be surprised at the pitfalls. This course will cover the basics of ethical behavior in your property management business. The NARPM® Code of Ethics will be reviewed as well as the entire grievance process.



Contact: Ellen Purdy, epurdy@hbrinfo.com or 510.814.4804

CLASS FEES	6-Hour Course		Ethics
	Before Jan 9	After Jan 9	
Member	\$195	\$250	\$45
Non-member	\$295	\$350	\$95
Retake	\$75	\$150	
RMP®/MPM® Designee	\$100	\$150	
Designee Candidate	\$180	\$250	

CANCELLATION POLICY

Cancellations must be received in writing. If received by **January 9, 2016**, registrant will receive a full refund less a \$25.00 processing fee. If received **after January 9, 2016**, a 50% refund will be issued. No refunds will be made on the day of class; however, the registration fee can be applied to a later class, with a \$25.00 transfer charge. **If course is cancelled because a minimum of 10 registrations have not been met or for any other reason, tuition paid will be fully refundable. All courses are subject to cancellation by NARPM®.**

In order to receive a certificate of completion, students must achieve a minimum of 70% on the NARPM® exams.

REGISTRATION

Name _____
Company _____
Address _____
City/ST/Zip _____
Phone _____
Email _____

ClassID=PPE2915 ClassID=OP21016
ClassID=Dev2915 ClassID=ETH21015
ClassID=PPA21015

METHOD OF PAYMENT

☐ Check enclosed for \$ _____ Chk # _____

☐ Charge my credit card \$ _____

☐ VISA ☐ MC ☐ AMEX ☐ Discover

Name on card _____

Signature _____

----- All information below this line will be shredded. -----

Card # _____

Exp Date _____ Security Code _____

NARPM® ANTITRUST STATEMENT

It is the policy of the NARPM® to comply fully with all antitrust laws. The antitrust laws prohibit, among other things, any joint conduct among competitors that could lessen competition in the marketplace. NARPM®'s membership is composed of competitors; they must refrain from discussing competitively sensitive topics, including those related to pricing (such as rates, fees, or costs), individual competitors or specific business transactions, or controlling or allocating markets. Further, NARPM® shall not restrict members' ability to solicit competitors' clients or to advertise for business in any way that is not false, deceptive or otherwise illegal.

FAX, MAIL or E-MAIL REGISTRATION FORM:

638 Independence Parkway, #100, Chesapeake, VA 23320

P: 800-782-3452 | F: 866-466-2776

E: educationinfo@narpm.org

Or sign up using the Member log-in at www.narpm.org



National Association of Residential Property Managers

2016 CALNARPM Conference & Tradeshow

Registration Page



Please PRINT legibly.

If registering multiple attendees, please complete a registration form for each individual.

Whenever possible, please email completed forms to narpmcalifornia@gmail.com with the subject line "2016 Conference Registration".

Name: _____ Title: _____

Designation: ☐ RMP® ☐ MPM® ☐ CSS ☐ CRMC® Other: _____

Badge Name: _____ Company Name: _____

Address: _____ City/State/Zip: _____

Phone: _____ Fax: _____ Email: _____

Website: _____

NARPM® Chapter: _____ Chapter Leader? ☐ Yes ☐ No ☐ **Check if you are a decision maker for your firm**

Please check all that apply

- ☐ CALNARPM Member ☐ NARPM® Member ☐ Staff/Office Member ☐ Non-NARPM® Member ☐ First Time Attendee
- ☐ I am a NARPM® member and would like to join CALNARPM for the remainder of the 2015-2016 membership year to receive the discounted CALNARPM Member rate. **Please add the \$39 annual dues to my invoice.** If you select this option and are already a paid member you will not be charged. (Note: you must be a NARPM® member to join. CALNARPM does not offer prorated membership dues.)

Registration Fees	Early Bird Registration Postmarked On or Before 12/24/15		Registration Postmarked After 12/24/15		SUB TOTAL
	CALNARPM MEMBER	NON-MEMBER	CALNARPM MEMBER	NON-MEMBER	
Full Conference – February 11-12, 2016	\$185.00	\$225.00	\$205.00	\$245.00	
Thursday Only – February 11, 2016	N/A	N/A	\$135.00	\$165.00	
Friday Only – February 12, 2016	N/A	N/A	\$135.00	\$165.00	
Guest Lunch – Thursday, February 11, 2016	\$60.00	x	=		
Exhibitor Reception – Thursday, February 11, 2016	\$45.00	x	=		
Guest Lunch – Friday, February 12, 2016	\$60.00	x	=		
GRAND TOTAL:					

Note: Attendee meals are included in the cost of conference registration. If you are bringing a guest to either lunch or the exhibitor reception please make sure to add the additional meal now

☐ Vegetarian Meal ☐ Gluten Free Meal ☐ Handicap Requirements? List Needs: _____

Payment Information:

- ☐ **By Check:** Please email your completed form to narpmcalifornia@gmail.com with the subject line "2016 Conference Registration". Checks should be made out to "CALNARPM" and mailed to CALNARPM, P.O. Box 70464, Oakland, CA 94612.
- ☐ **By Credit Card:** Please email your completed form to narpmcalifornia@gmail.com with the subject line "2016 Conference Registration". After your registration form is received, you will be sent an email with a link and instructions for paying online.

Note: 10% discount if there are five (5) or more attendees from the same office. All attendees *must* register at the same time in order to be eligible for the discount.

Cancellation Policy: Cancellations must be received in writing. If cancellation is received 20 days prior to February 9, 2016, registrant will receive a full refund less a \$25.00 processing fee. If cancellation is received 15 to 19 days prior to February 9, 2016, a 50% refund will be issued. There is no refund if cancellation is received 1-14 days prior to February 9, 2016. However, the registration fee may be applied to a future California Conference only, with a \$25.00 transfer processing fee.

Monetary Policy: If rebilling of a credit card is necessary, a \$25.00 processing fee will be charged. A charge of \$25.00 will apply for all non-sufficient fund checks. Checks not in US funds will be returned.

Questions? Call 888-506-2776 or email us at conference@calnarpm.org