

Florida Association of Code Enforcement, Inc.

Board of Directors Meeting

Minutes

Friday September 11, 2015

1:02 PM – 6:10 PM

Saturday, September 12, 2015

8:38 AM – 11:26AM

Institute of Government at UCF

12443 Research Pkwy #402.

Orlando, FL 32826

(407) 882-3960

1. Call to Order

2. Roll Call

President, Cindy Drake

1st Vice President, Leslie Banta

2nd Vice President, Bill Van Horn

3rd Vice President, Ken Jackson

Sergeant-at-Arms, April Hartseil

Treasurer, James Acosta

Secretary, Marlene Serrano

Immediate Past President, R. Sam Sullivan

Also present: Marilyn Crotty- IOG

Bob Hamilton- Attorney

Liana Teague-Webmaster

Mark Caskie – E-Polk Liaison

Thomas Hunter- App Innovations

3. Approval of Agenda

Motion to approve the agenda:

Sam Sullivan Second: Bill Van Horn

Motion carried unanimously

4. **Approval of Minutes**

Motion to approve minutes for the June Pre-Conference Meeting

Sam Sullivan Second: Bill Van Horn

Motion carried unanimously

Motion to approve minute for the June Post-Conference Meeting

Sam Sullivan Second: Bill Van Horn

Motion carried unanimously

Upon questioning about the minutes from the Annual Conference Business Meeting will be sent to all Board Members and will be voted on at the next meeting.

5. **Welcome Visiting Members** – No visiting members

6. **Opening Comments** – President Cindy Drake thanked the Board for their participation at the strategic planning session, she felt it went well.

Strategic Planning assignments (9/12/15)

Board Members were assigned responsibility of the priority objectives that had been designated during the strategic planning workshop:

April- Continue efforts to obtain state certification

Leslie- Explore use of new technologies to enhance F.A.C.E. Operations. Explore mechanisms for the use of social media (website, apps, twitter, etc).

Bill- Create 8-16 hr course for online training for CEH. Develop one day class for in person training in underserved areas.

James- Propose and review fees and charges for new and existing F.A.C.E. activities. Explore establishing position of associate treasurer (Not a priority)

Ken- Enrich content of Interface and website (Not a priority)

Cindy- Explore mechanisms for increased interaction between Board and Chapters

7. **Membership Issues**

A. None discussed

8. **Reports**

A. **E-Polk Liaison-** Mark Caskie

Mark indicated that the website was compromised just before the conference, hence the change of passwords for all board members. Sam wanted to know if the attack was the F.A.C.E. website or e-Polk site. Mark advised it was only the F.A.C.E. website. He stated that this was due to a plug on Linked-in. Bill stated that he didn't receive the new Interface and asked if there was a blast email sent to all members to let them know the Interface was available. Mark explained that members need to go to the website and request notifications to receive future communications. Mark advised that he will send a blast email about Interface postings. Leslie advised that Ken also has access to send the blast emails to all members. Bill stated that the photographs from the conference all seemed dark. Mark advised that it has to do with the resolution or personal computer settings. Marilyn asked if Mark could send the Interface instead of a link to it. Mark was not in favor of sending the Interface. Bill advised the group that he was unable to open attachments from the e-Polk emails and that he had spam issues. Mark requested Bill and the rest of the board members to send an email to him when these types of issues occur. He also stated that there are tutorials available for review. Spam filters are also available and that users can black-list to minimize the amount of spam mail. Mark also explained that e-Polk would like to initiate a contract with the Board. He will send to Sam a meeting request to discuss. Also, he recommends to block associates members access to members' emails. It will be a change in programming, probably 4-5 hours. Cindy explained that before the conference, vendors became associate members and emailed members constantly. Leslie stated that vendors pay for access to email addresses and they got them for pennies. Marilyn advised that because some vendors abuse this, new associates that joined will lose email privileges. Bob stated that this information should be in future agreements with vendors. Mark will review Interface and correct information on the website. Liana stated that any changes on the website should be forwarded to her so she can make them.

Mark advised that on the administrative side, Susan had boxes of documents to be entered to the system. The recertification certificates could be stored on the member portal and emailed to the member when due. This method will avoid spending money mailing the certificates and it could apply to the membership cards as well. This change will be an expense for FACE, but automation will definitely bring savings in the long run.

B. Historian- Donna Wisniewski- Donna was unable to attend the meeting.

C. Treasurer- James Acosta (9/11/15)

- a. **Current Budget:** James advised the board that we are breaking even as of August 31, 2015. James shared budget with the board, (see attached report).

Mark asked if the technology line was removed from the budget. James responded that the funds were added to the website line item.

- b. **2015 Conference Budget:** James provided the financial report (see attached report)
- c. **2016 Conference Budget:**
- d. **How to properly mark receipts:** James explained the process for new board members in regards to reimbursement and provided reimbursement forms.

D. President- Cindy Drake (9/11/15)

- a. **General Comments** – Cindy discussed the need to set up upcoming board meetings. There was discussion between board members on dates that presented conflicts for some.
- b. **Scheduling Board Meetings-**
December 18-19, 2015– location TBA (depends on location for 2017 Conference)
March 4-5, 2016- Orlando
May 6-7, 2016- Orlando
- c. **Committee interest form-** The committees are now full.
- d. **Florida League of Cities:** Cindy and Sam attended. She said that it was a very positive experience.
- e. **Email Vote** – The July email vote was added to the minutes
- f. **APP Innovators presentation** – Thomas Hunter, representative for the company discussed the features of the app: event calendars, ability to promote charity functions; member directory which provides member contact information and direct link to businesses and info; education news, surveys and continuing education, info tabs and sections of newsletters; PDF tab with ability to provide all kinds of information directly to mobile devices for easy viewing and sharing; revenue generation with sponsorship packages; home screen options for sponsor recognition; push notifications that utilize a robust system for push notifications based on users geographical location and more; locations for local establishments during annual conference dates to support local economy; custom design look and feel specific for F.A.C.E. and many more features are available within the App design.

Leslie advised the group that she spoke to another app company that will be presenting to the board at the next board meeting in December. She believes that their prices are lower and the app offers more features.

E. Immediate Past President- Sam Sullivan (9/11/15)

- a. Nominations Committee Update** – Sam did not have a report from the nominating committee at this time.
- b. Membership** - Sam advised that he was approached by a member requesting he meet with the Code Enforcement Manager of the City of Tampa to encourage the city to once again join F.A.C.E. He is scheduling a meeting to visit them in person in the upcoming weeks.
- c. Administrative Contract Evaluation Committee Update-** Sam provided the board copies of the amendments to the IOG contract and their responses. (see attached report). Discussion took place between members of the board in regards to the contract amendment suggestions.

#1. Marilyn agreed that the IOG would submit the annual letter of agreement to FACE on April 1.

#4. Marilyn will speak with FAU requesting they not show room rental as a class expense if they have not paid any.

#5. Motion - Beginning January 1, 2016, no person may attend F.A.C.E. training or take an exam if approved payment has not been made prior to the start of the class or exam

Sam Sullivan Seconded by: April Hartseil

Motion passed unanimously

#6/ Motion to discard item #6 relating to cancellation fees on amendment to the letter of agreement with IOG for consideration

Bill Van Horn second by Leslie Banta

Motion carried unanimously

Board also discussed increasing the amount of cost sharing between the IOGs and F.A.C.E. for certification classes and increasing the fees charged for classes. No decision was made.

Cindy requested that James prepare projections if classes are raised \$2.00 per hour.

Bob Hamilton informed the Board that he would be retiring as legal counsel to F.A.C.E. after the 2016 conference.

Motion to recesses meeting at 6:10 PM on September 11, 2015

Cindy Drake Second: Ken Jackson

Motion carried unanimously

Meeting reconvened at 8:38 AM on September 12, 2015

Roll Call

President, Cindy Drake

1st Vice President, Leslie Banta

2nd Vice President, Bill Van Horn

3rd Vice President, Ken Jackson

Sergeant-at-Arms, April Hartseil

Treasurer, James Acosta

Secretary, Marlene Serrano

Immediate Past President, R. Sam Sullivan

Also present: Marilyn Crotty- IOG

Bob Hamilton- Attorney (excused)

Liana Teague-Webmaster (excused)

Mark Caskie – E-Polk Liaison (excused)

F. **IOG** – Marilyn Crotty (9/12/15)

- a. **General comments-** Marilyn advised that Susan Pruchnicki has been working hard to bring all records up to date while attending to members' needs and dealing the on-line system.
- b. **2015 Conference Evaluations -** The 2015 evaluation summary was sent to the board. The Board discussed various comments that had been made: there was a mix of comments for not having fruit available (Marilyn explained that would have added to \$12 per person to the cost of each breakfast); Leslie advised that she heard complaints about not having soda available; Bill advised that he also heard complaints about the hotel holding a deposit for the room of \$100 per day and they took 3 days to return the money back; April stated that it was hard on some members that because of the hold for the room, people didn't have available funds to buy food; Bill also commented on the comments provided on the evaluations regarding Michelle's class - he considered her class one of the best offered and yet she received poor ratings. He didn't think it was fair and hopes that she was not upset about the comments; Marilyn said that people that do training understand that not all the time the attendees will agree with the class and with a group this large if only 8 people didn't like it, is really not a concern; Cindy stated that people really liked the entertainment, except some people said that it was too loud during dinner; April said that the location was really nice; Cindy advised that when the board visited the hotel last year it was a Waldorf Astoria and that the hotel was sold and the board didn't know until the first committee meeting; Marilyn read several other evaluations comments about the hotel, the parking, the amenities, and the staff not been friendly. Marilyn stated that hotels are not desperate anymore like in prior years because the economy is picking up. Financially, she reported that we did okay. She provided the financial statement with the revenue collected by the IOG and the expenses incurred. (see attached report). Marilyn said that James will add the other conference costs and provide a complete conference financial report at the next board meeting. Cindy stated that she tried to keep track of the budget and we should be in good shape.
- c. **2016 Conference-** Marilyn suggested this item be deferred until Leslie's report. We have the Rosen Centre reserved and she is planning on increasing the room block, to avoid running out of rooms since it is in Orlando. We don't have guaranteed food prices with them and she will start negotiating with them now.

- d. **2017 Conference Location Preference** – Marilyn mentioned that we work with Helms-Briscoe, a national company that books hotels and helps with the contract. The company doesn't charge F.A.C.E. anything but they receive 10% of the sleeping room fees from the hotel. After brief discussion, the board directed Marilyn to look for sites between Amelia Island, Hammock Beach Resort, NE area, and the Destin/Pensacola area. The results of the search will be shared with the Board via email. Our preferred dates are the third week of June 2017. Marilyn will look at Amelia Island first and determine if they can accommodate our group and then move into other areas. She will identify a hotel that will host the December Board meeting at which time the board will select the location.

G. **1st Vice President** – Leslie Banta (9/12/15)

- a. **2016 Conference Update** –Leslie advised her committee had their first meeting to plan the conference, have selected the classes, and obtained most of the speakers. Some of the speakers already provided their information to Michelle. The committee chose classes that have not being offered before. They ordered the flash drives which are connected to the lanyard which are black with gold letters. They also have 75 lanyards for the speakers that they didn't pay for it. The conference gifts this year are storage clipboards that will be good for investigators. Leslie stated that we need to vote on the proposed theme: "F.A.C.E., The Road to Success". Angi Kaiser is looking for a motivational speaker on "Health and Wellness on the Road". Other topics being considered are: CPR, Gangs and Graffiti, FEMA class (before and after a storm), Abandoned Properties and Derelict Vessels, Grow Houses, Solid Waste Class (4 hour certification class), Dangerous Dogs, Court Preparation Presentation, Conflict Resolution, Arborist and Trees, Active Shooter, CPTED. Insects and Bed Bugs, New Sign Law, Bears and Wildlife, Verbal Judo, Inspection Warrants, Diversity, and Municode.

Motion to approve theme for 2016 Conference "F.A.C.E. The Road to Success"

April Hartseil second by Cindy Drake

Motion carried unanimously

Badge for Conference- Leslie also mentioned that she has been in contact with a group called “Allied” that tracks attendance at the conference through a badge, completely paperless. The badge has a QR Code and is scanned in and out of each class. The QR Code can be used to do the survey and keep track of each class each member attended. All of the data can be merged into our system. Mark is checking if all the data can be loaded into the e-Polk system. Leslie reported that the cost is \$7 per attendee, base software application with a one-time training support fee of \$150 per person for up to 8 people. The survey electronically has a set-up fee of \$1 per person and the set-up fee (loading the information) \$450. The badge scanning system can be used with an iPad, which the company will rent them to us for \$125 each. They recommend one iPad per 50-75 people. The iPad can probably be purchased instead of renting them from the company if we want to continue using this feature. Temporary badges are 500 per packet. If we continue to do this the cost will be \$7 per person. This process will save Susan entering all the information manually into the system. The board discussed that there might be lines waiting for people to get scanned in and out. The certificates can be done electronically and linked to the member information. The company is able to do a pre-conference emailer to the attendees with all the information to print the badge and bring them with them or we can print them for them. We can also include their dinner ticket on the QR code. Leslie stated that we have to decide on the logistics and the number of people that we would need to manage the system during the conference.. Her committee has seven members that can assist, besides the Board members. Also, on the F.A.C.E. website we can have a live streaming of some parts of the conference. Bill stated that this is something that we can see as investing in the future and using new technology. April stated that she loves the idea of using new technology. Marlene stated that if the company can use iPhones it would be easier to find more monitors to assist with the scanning. Cindy liked the idea too but would like to have a second vendor to compare prices. Cindy requested that perhaps the board members can login for a demo with this vendor and try this to be able to vote at the December meeting. Leslie stated that we don’t have to decide now, but maybe during the December meeting.

Marilyn asked what kind of entertainment is being considered for the conference and Leslie said that they will be meeting in October to discuss options.

H. **2nd Vice President** – Bill Van Horn (9/12/15)

- a. **Certification Committee Update** – Committee met in August to discuss ideas. The Committee has only one returning member. Bill is adding Robert who was on Ken's committee. The committee will work a lot on the educational module on the website to make it more user friendly and provide more information on education. Bill stated that his Interface article talked about Code Enforcement Professional (CEP) and that we only have about 173 CEPs in total. He spoke to lots of people that have it almost ready or submitted their information for approval and never completed it. Bill thinks that to push for 200 CEP certifications this year is very realistic. De-certifications and Continuing Education Hours (CEHs) requests are very important, but his focus will be on getting more CEP Certifications. Cindy asked if our members can give consent to have their papers published. Marilyn said that not all papers should be published because some of them are not that good. Bill stated that the latest papers submitted are very, very good and we have lots of legal topics to choose from. Bill stated that an attorney and an English instructor who grade the papers have a checklist that the committee will be reviewing and maybe post it on the website to help members know what they are being scored on and show them that it is not that difficult to write. The Committee received a couple of de-certifications that have not requested board review yet. He also received a couple of requests for CEU's for review. Cindy asked if all the chapters are offering education. Bill stated that they are and he is committed to making contact with any jurisdiction and inform them of any changes. The Central Florida Chapter is considering splitting into two different chapters because of the large geographical area.

Marilyn stated the IOG has webinar capabilities through the FSU-IOG. They are one to two hour classes for up to 100 people. She mentioned a topic like the Sign Ordinance as an example and F.A.C.E. can make money on it. FSU just purchased availability to offer online courses, but the instructor would need to put the curriculum together. The

course allows you to see how long the person was online, can provide quizzes, and the instructor would need to be available by email to answer questions from the students.

Ken asked that if we suspend someone for lack of payment, if the member needs to take the whole class again or just the test? It depends on the time since they last took the class and if the curriculum changed. If it is more than 3 years they need to re-take the class again. Bill stated that his committee reviews each case to see if there is a hardship or the reason why it certification lapsed. Sam stated that a good thing to provide people seeking the CEP certification is a list of websites where they can find information to write the paper. Marilyn said that a lot of people use the Florida Constitution, their Code of Ordinances, etc. Cindy mentioned that they can call it “helpful links”.

I. **3rd Vice President** – Ken Jackson (9/12/15)

- a. **Membership Committee Update** – Ken stated his committee is trying to find out the cities that have F.A.C.E. members and the ones that do not. He is also focusing on recruiting retirees to become members. There are 411 cities in Florida and sometimes we only have one member from the entire city. Ken inquired about the emails that come back from the members, if Susan gets those or does he get them from Mark. Marilyn stated that she doesn’t know if when an email bounces back, who follows up with the jurisdiction for the member status. Ken also would like to review the welcome letter for language on the text. Marilyn stated that since the membership renewal period ends on December 31, 2015; that it is a good idea to follow up with the members that don’t renew. Leslie stated that Susan and Mark run the report on the bounce backs (emails that don’t go thru). She stated that Ken will be able to see the emails that bounced back when he logs in to the admin site. Leslie stated that we should have a tutorial to use the on-line membership system and that she asked Mark before for something like that.

April stated that the book that she doesn’t know if the book she received as a new board member is even updated. Leslie stated that the book is not updated, but the former board member should pass on the flash drive which has all the board policies on it.

Ken advised that there is a request for a new chapter for Collier County, City of Naples, and Bonita Springs. Cindy stated that there are about 40 code enforcement officers in Collier County. Marilyn asked Marlene if Collier County would be interested in forming their own chapter. Marlene stated that she thinks there is interest. SWACE has not reached out Collier County and it could be because of their geographical distance. Ken advised that SWACE never filled out any paperwork with F.A.C.E. to become a chapter. April stated that she remembers when they submitted a couple of names to the board at the time and they approved the name SWACE. Ken asked if they have to incorporate. April stated that they need to submit by laws. Ken asked the rest of the board's thoughts about his approach to attract new members. April stated that she did that research when she was in Tallahassee last year. Sam stated that they also sent a survey to all cities and counties to justify F.A.C.E. to legislators in Tallahassee. They contacted by telephone and email every city and every county in the state. Ken stated that maybe every year we need to reach out to all jurisdictions.

J. Sergeant-at-Arms - April Hartseil (9/12/15)

- a. Legislative Committee Update** – April stated that her committee will be meeting in two weeks to discuss their trip to Tallahassee in January. David Shepp, our lobbyist, is suggesting that F.A.C.E. not propose any legislation this year. She is trying to reach him but has not been able to. Others commented on how the Building Official certification program works, but they have licenses, not certifications. Cindy asked if they were licensed through DBPR. Marilyn asked if the Judicial and Legislative committee received feedback from the legislative staff on why the bill was unconstitutional and if David or anyone is doing any research to address that. April stated that it was there was opposition that both the state legislatures and from the Florida League of Cities. The reason stated related to constitutionality of the bill was that an outside agency, F.A.C.E. cannot oversee a state certification. Marilyn mentioned that animal control has it and April stated that her committee assumes that no one raised the issue when that bill passed.. Marilyn stated that it is interesting to note that it is now unconstitutional, but was not considered so for the animal control

legislation. She suggested an attorney should research the issue to determine if the legislative staff interpretation of the constitution is correct. April stated that they have not met since they went to Tallahassee for the 2015 session. She said that now they have to start all over again responding. Cindy stated that she just read one of the comments from one of the classes and someone said something about American Standards and she wondered if acquiring that might be something we could check into. Marilyn stated that she thinks that is a national standard for CEUs. Cindy thought that maybe it could have some weight to be nationally recognized. Bill stated that he checked and didn't see anything. April stated that her committee is not giving up by any means, that they have not met yet, and she was waiting for the board meeting to receive direction. Marilyn said that during September, October and November is when the legislative committees meet and if F.A.C.E is not present during these meetings, we may be too late to submit anything for the 2016 session. State Representatives can only file 6 bills, so it will be hard to get a sponsor in the House.

K. Secretary – Marlene Serrano (9/12/15)

- a. Reminded all to send her their committee meeting minutes and copy Cindy on your email. Cindy stated that you committees should have at least a conference call if you can't meet face to face and have someone take notes.

Motion to recesses meeting at 11:26 AM on September 12, 2015

Sam Sullivan Second: James Acosta

Motion carried unanimously

9. Old Business – No all business to discuss

10. New Business

- A. AACE Conference in Kissimmee, October 26-30th; F.A.C.E. is a vendor/sponsor. We received two registrations. Cindy and Leslie will be attending. Bill is handling the vendor table with his committee. He has one day available for someone from the Board that would

like to assist at the conference. The day he has available is October 28th from 9am-4pm to be there all day at the table. Sam offered to help if Bill doesn't find a volunteer. Cindy stated that AACE sent her a request to check if she needed electricity for the table. Marilyn asked what she is promoting at the table. Since the people who will be attending are code officers, it is probably not necessary to set up a monitor to show pictures of code enforcement situations. However, it might be a good idea to show information about our courses, training materials, etc. At the League of Cities F.A.C.E. gave out pens, cups and candy. Cindy stated that she has funds from the budget to purchase items and the attendance at AACE will be around 200-250 people. The AACE Conference Emerald Level cost was \$3,000 and includes the exhibit table, the registration fee, and lunch. Cindy asked if they should get shirts for F.A.C.E. members at the vendor table. James stated that the same color looks better. Bill stated that he is going to need about 8 shirts. attend to help with the table,

Motion to adjourn the meeting at 11:25 AM on August 9, 2014

James Acosta

Second: Cindy Drake

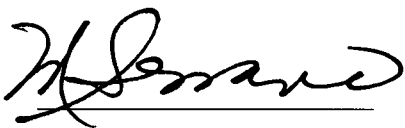
Motion carried unanimously

The next meeting dates will be December 18th and 19th, 2015; Location to be determined.

Attest:

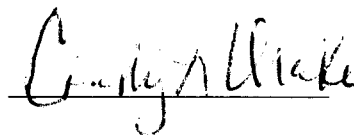
Approved:

Florida Association of Code Enforcement, Inc.



Respectfully submitted by

Marlene Serrano, Secretary



Cindy L. Drake, President