



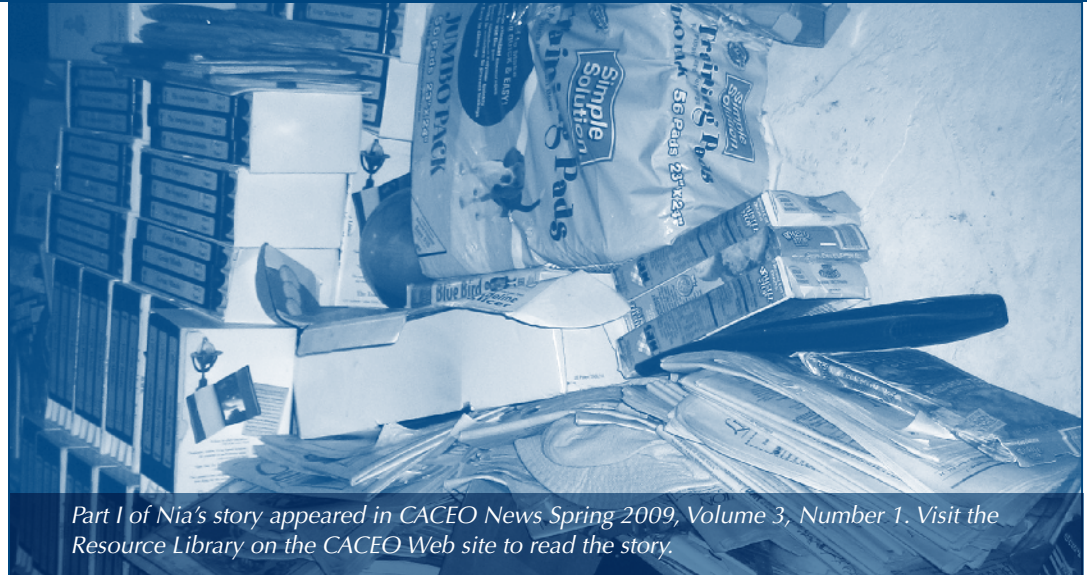
CACEO *news*

California Association of Code Enforcement Officers

Want to be a Guest Writer?

Do you have a story to share? Is your city, special district or county doing something interesting?

Whether it's an exciting new program or how you managed a complex issue, we want to hear about it. If you would like your story to be featured in an upcoming CACEO Newsletter, contact Communications Assistant Ashley Paul at ashley@caceo.us. ♦



Part I of Nia's story appeared in CACEO News Spring 2009, Volume 3, Number 1. Visit the Resource Library on the CACEO Web site to read the story.

Code Enforcement Officers Give Graduate Student a Real Education, Part II

By Nia Nakamura, Candidate for a Master's of Science in Gerontology, California State University, Fullerton

In the last issue of *CACEO News*, I shared details about hoarding cases that Orange County code enforcement officers shared with me during my master's degree internship. In case you missed my previous article, hoarding is defined as the acquisition of, and inability to discard worthless items even though they appear (to others) to have no value, according to The Obsessive Compulsive Disorder Foundation.

Hoarding behaviors can occur in a variety of psychiatric disorders and in the normal population, but are most commonly found in people with obsessive-compulsive disorder (OCD). Now, let's look at the suggestions that these officers think will give them the necessary knowledge and resources to effectively handle code enforcement cases that involve hoarding. I will conclude this article with my recommendations, which I think

will provide officers with the tools necessary to effectively handle hoarding cases.

Overview of Code Enforcement Interviews

During my interviews with the 33 Orange County code enforcement teams, 26 cities reported that they dealt with hoarding cases. Code enforcement officials indicated that they handled 94 hoarding cases between July 1, 2007, and June 30, 2008. One city's officers indicated that hoarding cases did not require any more time than other types of code enforcement cases. The remaining 25 teams conveyed that the time needed to resolve one hoarding case was equal to the time spent resolving between three and 50 non-hoarding cases.

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Letter from CACEO President Dirk Voss



Dirk Voss

A blazing summer to all of you...

July is already amongst us and it continues to be one heck of a wave we're riding here in 2009. For many, as the temperature rises, it's like being caught in a riptide—wondering if we'll be able to swim to shore or continue to be pulled out to sea.

As we face FY 2009-10, many of us are wondering what the new fiscal budget year will bring us. Will it be an onshore breeze pushing us forward or an offshore breeze pushing back. Unfortunately, not even a hand of tarot cards or a crystal ball could predict the answer. Nevertheless, each and every one of us gives it our all and does the best that we can with the tools given to us, whether it's training, networking or utilizing available resources such as CACEO.

As we look across the gnarly coastline in the hope of finding a glassy moment, the economy requires us all to change the way we do business—CACEO included. As such, using the "back to basics" theme, the Board of Directors continues to re-engineer processes and programs, streamline steps and develop ways of how we can maximize results with the available resources to assure a solid foundation. The articles in this newsletter will provide you with informative news and updates as to what the committees are doing to achieve these goals.

Many of us have endured a rough sea so far this year and anticipate it to continue throughout the 2009-10 fiscal year, especially given the severity of the state's budget. We have felt budget cuts, experienced demotions and watched our friends get laid off. Because of these challenges, CACEO has signed on with other professional organizations—the League of Cities and the like. By joining these organizations and becoming part of the Local Government Coalition, we will fight for and assure that the state does not borrow revenue from local agencies to balance its budget.

Recently, I attended the two-day training session held in the city of Westminster. Both class days were very well-attended and exceeded expectations. I had a chance to update those in attendance on what CACEO is doing, where

we're headed and I asked for their feedback, as well. The message from the membership tells us quite a bit and is very valuable as we develop programs and review our services. This is another reason why it's very important for the membership to complete the Annual Survey CACEO sends out every year.

Overwhelmingly, the two-day training sessions have been well-liked. The attendance numbers we had at the second two-day session, which was held in Hayward, showed the feeling is mutual throughout the state. Upcoming two-day training sessions will be held in Chino and the Central Valley, so be sure to check the CACEO Web site calendar for registration information. Due to budget cutbacks, many of you pay for these classes out of your own pocket. As such, CACEO continues to do its best to keep the cost as affordable as possible so you can continue to obtain valuable training and maintain certification. We understand that many agencies

have severely cut back or eliminated training budgets. This tidal wave has impacted us all in ways we never would have imagined.

Continuing the wave of education, the committee has come up with an impressive list of future training classes and is updating the academy curriculum to meet your training needs. In addition to the newest academy location in the Central Valley, College of the Sequoias, beginning in the

fall we will be offering academy classes at our new Southern California location, Santiago Canyon College in the city of Orange.

Also, for a cowabunga rippin' time, be sure to mark your calendar for this year's Annual Seminar, Sept. 9-11, at the Westin Hotel in San Diego. More information is provided here in the newsletter and on the CACEO Web site.

Just remember, as the sun rises in the morning over the coast, it also sets with a different shade of light at night—both offering valuable insight into how we should look at what is before us, so grab your long board and paddle out. Whether it's a tubular ride or a wipeout, it doesn't matter, for all of us are in this together. So, hang ten and let's make the best of this ride together!

Respectfully,
Dirk Voss
President

MISSION STATEMENT

CACEO exists to promote and advance the profession of code enforcement while serving and supporting its members by: Offering comprehensive education and certification, Providing legislative advocacy on issues of importance to the code enforcement profession, Facilitating a network for an exchange of information and technology.

As we look across the
gnarly coastline in
the hope of finding a
glassy moment, the
economy requires us all
to change the way we
do business—CACEO
included.



Executive Director's Report



Melissa Dixon

As summer comes upon us, so does fiscal year 2009-10. A lot of you will have your budgets, or possibly your jobs, affected by your agency's budget deficit—exacerbated by the state possibly borrowing local government revenues as allowed by Proposition 1A (2004). In these turbulent economic times, it's important for you to feel the value of membership in your association.

To that end, we'd like to put out a request to all of you. What can we, as your professional association, do to enhance the value of your CACEO membership?

We currently provide the only code enforcement-specific education in the state. We of-

fer a Certified Code Enforcement Officer designation, to help you illustrate your job proficiency. We offer an Annual Seminar to provide a one-stop opportunity for you to maintain your certification and make invaluable networking contacts.

As a member, we offer a Listserv for you to instantly communicate with your peers. On a personal level, we offer a discount on rental cars and personal lines of insurance for CACEO members.

We contract with a top-notch legislative advocate to promote legislation that benefits code enforcement, and work against legislation that hinders your profession. Every year we send CACEO members to the State Capitol with other law enforcement professionals to make contacts with legislators and explain the importance of code

enforcement in California's communities.

We believe that every member's voice deserves to be heard, every suggestion holds value and that we can accomplish more if we work together.

With that, we invite you to share your ideas and suggestions for consideration in the upcoming Annual Survey. Please e-mail your responses to me at mdixon@caceo.us. Responses need to be sent prior to the CACEO 2009 Annual Seminar, held Sept. 8-11 in San Diego.

We look forward to your responses and are dedicated to working with you toward the betterment of the association during this difficult time. ♦

CACEO 2009 Board of Directors Elections NOMINATIONS NOW OPEN!

CACEO is now accepting nominations for our 2009 Board of Directors elections. The following seats are up for election. Terms are listed in parentheses.

Executive Committee

- 2nd Vice President (2010-2011)
- Treasurer (2010-2012)

Regional Representatives (2010-2012)

- Region 1 – One Seat
- Region 2 – Two Seats
- Region 3 – One Seat
- Region 4 – Two Seats
- Region 5 – One Seat
- Region 6 – One Seat
- Region 7 – Two Seats
- Region 8 – Two Seats

To nominate someone for an open seat, please e-mail your nomination to fiona@caceo.us. If the nomination is for yourself, you may also send a candidate statement of no more than 300 words along with your intent to run for office. If the nomination is for another individual, he or she will be contacted to verify that they are interested in running for office and they will at that time be eligible to submit a candidate statement.

ALL NOMINATIONS MUST BE RECEIVED NO LATER THAN WEDNESDAY, JULY 22, 2009.

CACEO Invited to the Orange County Public Works Annual Open House

By Abraham Duran, Region 6 Representative



CACEO was invited to participate at the Annual Orange County Public Works open house, held Saturday, May 16. Region 6 Representative Abraham Duran, volunteer Ken True and Tricia Evans, Dean of Career Education from Santiago Canyon College, were participants of this event.

CACEO representatives were provided with a booth and had the opportunity to promote the upcoming academy classes on the Orange County campus. In addition, Abraham had the opportunity to inform newcomers of the code enforcement profession. The outcome of this event was a success! ♦

2009 ANNUAL CODE ENFORCEMENT SEMINAR

Westin San Diego - San Diego, CA



California Association of Code Enforcement Officers

September 8–11, 2009

MEMBERS: \$335 • NON-MEMBER: \$410

The Westin San Diego

400 West Broadway

San Diego, CA 92101

Tel: (888) 627-9033

<http://www.starwoodmeeting.com/Book/caceo>

Room Rate Cut-Off: August 8, 2009

Room Rates: \$169 single

\$189 double

\$209 triple

\$229 quad

Please indicate that you are with the CACEO Annual Seminar when making your reservation to ensure you receive the group discount and CACEO's room block with the hotel is credited.

Visit www.caceo.us and click on 'Annual Seminar' to register and learn more about this exciting CACEO event!

We invite you to attend the California Association of Code Enforcement Officers 2009 Annual Seminar to be held in picturesque San Diego. The outstanding program we've assembled this year promises to bring you up to date on the latest issues and regulations facing code enforcement professionals.

Our Goal

This seminar will provide you with the tools to succeed and a shared purpose for commitment and growth. A primary goal of CACEO is to work toward obtaining standardization in training and job functions, in conjunction with the advancement of the code enforcement profession. This seminar is the ideal setting to share your goals and ideas with others in your field.

Legislator Update and Awards

Wednesday promises to kick off the seminar with a bang! Meet the new and incumbent Board members who serve CACEO. Also, the outstanding individuals will be announced for the tireless work they do in the following award categories:

- Legislator of the Year
- Code Enforcement Officer of the Year
- The John Lowe Memorial Award
- Innovative Program Award
- Lifetime Achievement Award

Attendees will receive an in-depth legislative update from CACEO lobbyist John Lovell. John has been unrelenting on behalf of our industry to make important changes.

Featured Speaker and Topics

Don't miss the opportunity to hear our featured speaker—California Department of Insurance Commissioner Steve Poizner. Commissioner Poizner has a wealth of knowledge and government experience that is sure to enlighten us all.

The seminar will have many other reputable speakers who will deliver professionally enriching topics focusing on the issues that code enforcement professionals face. Join us for the latest "hot topics" in code enforcement, including: Health and Hazards of Hoarding, Officer Safety, Rights of Entry, PC832 Refresher, and Doug Leeper's Foreclosure Class – just to name a few.

Entertainment

Share some relaxation time at the poolside mixer overlooking the scenic San Diego Bay – meet and make friends with code enforcement professionals throughout the country. The Gaslamp Quarter, walking distance from the hotel, provides many fine dining establishments, a variety of shops, entertainment and music. For the baseball enthusiasts, the San Diego Padres at Petco Park is only a short distance away!

Closing Day–September 11

This year's seminar is designed to help you address the challenges you face every day – take this opportunity to involve yourself in the in-depth round table discussion on Friday. The officer certification exam will be administered as well.

CACEO welcomes all and hopes this shared time together will be one of inspiration, growth, and recognition for a job well done. See you in September!

The seminar will have many other reputable speakers who will deliver professionally enriching topics focusing on the issues that code enforcement professionals face.



Early bird registration
 SAVE BY REGISTERING BEFORE
 AUGUST 21, 2009

ANNUAL CODE ENFORCEMENT SEMINAR REGISTRATION FORM

The deadline to pre-register for the conference is on or before August 21, 2009.

Cancellations must be submitted IN WRITING and received by CACEO (via fax, mail or email) no later than August 21, 2009. All cancellations received on or before August 21, 2009 will be refunded less a \$25 processing fee. There will be NO refunds for cancellations made after August 21, 2009. No exceptions will be made.

Name:		Title:	
Agency:			
Address:			
City:	State:	ZIP:	
Telephone:		Extension:	
Fax:		Email:	

REGISTRATION FEES (check all that apply):

Early Bird - On or before August 21	Onsite
☐ \$ 335 – CACEO Member	☐ \$ 355 – CACEO Member
☐ \$ 410 – Non-member (includes 1-year membership)	☐ \$ 430 – Non-member (includes 1-year membership)
☐ \$ 175 – Guest	☐ \$ 195 – Guest
Guest name:	

Full registration fees include: admission to the four-day seminar, all break-out sessions, reception on Tuesday and Wednesday, lunch on Wednesday and Thursday, daily coffee breaks, and all conference materials.

Guest passes include all meal functions; however, educational sessions are reserved for those who pay full conference fees.

SESSIONS: (please indicate which sessions you will be attending)

Tuesday, Sept. 8	Wednesday, Sept. 9	Thursday, Sept. 10	Friday, Sept. 11
4:00 – 9:00 p.m. ☐ Registration Reception	1:15 – 4:30 p.m. ☐ Recognizing and Responding to Financially Distressed Properties (Foreclosures) 1:15 – 2:45 p.m. (two to choose from) ☐ Building Code Basics ☐ California Health and Safety Receiverships – The future of California Code Enforcement for Severely Substandard Housing 3:00 – 4:30 p.m. (two to choose from) ☐ Officer Safety and Situational Awareness ☐ Code Enforcement Legal Updates	8:30 – 10:00 a.m. (three to choose from) ☐ Rights of Entry ☐ Comparing Administrative and Criminal Citations ☐ NPDES: Clean waters through NPDES enforcement in Orange County 10:15 – 11:45 a.m. (three to choose from) ☐ PC832 Refresher ☐ City of Rancho Cordova's Blight Busters Program ☐ Understanding Zoning, Land Use and Planning 1:15 – 4:30 p.m. ☐ Recognizing and Responding to Financially Distressed Properties (Foreclosures) 1:15 – 2:45 p.m. (two to choose from) ☐ Unknown Hazards of Hoarding: Officers' Risk ☐ How to Advance in Code Enforcement: Are you ready for the next step? 3:00 – 4:30 p.m. (two to choose from) ☐ Dog Bite Prevention/Recognizing Animal Cruelty ☐ Maximizing Technology in Code Enforcement	8:30 a.m. – 12:00 p.m. ☐ Certification Test 9:00 a.m. – 12:00 p.m. ☐ Roundtable on Trends, Topics and Processes

PAYMENT INFORMATION (Payment must accompany registration form for processing.):

PAYMENT ENCLOSED IN THE AMOUNT OF:

Total \$

☐ Check # _____ ☐ Pay online at www.caceo.us



Remembering Ed Davidson

The code enforcement community will miss one of its own, Edwin (Ed) Davidson, who passed away March 31, 2009, after a brief illness.

Ed became a code enforcement officer following his retirement from the Marine Corps where he served his country proudly for 24 years as an aerial navigator on a KC-130 Hercules aircraft. Ed began his code enforcement career with the city of Oceanside and joined the city of Carlsbad's code enforcement team in 1999.

A dedicated family man, Ed leaves his devoted wife of 30 years, Debbie, with whom he raised two charming daughters, Angela and Rachel, and

son Adam, who is following his dad's lead in the code enforcement field.

Ed always handled the challenges of municipal code enforcement with a positive attitude and a thorough understanding of the city's regulations. A native of Florida, Ed received a Bachelor of Technical Education from National University.

The standard of professionalism that Ed had in dealing with the residents of Carlsbad was held in the highest regard by his coworkers. Ed's passion, developed during his Marine Corps days, was flying – he never missed a Blue Angels Air Show. ♦

2009 AWARDS PROGRAM

Featuring the Innovative Program Award, the John Lowe Memorial Award, Lifetime Achievement Awards and the Code Enforcement Officer of the Year Award.

CACEO is now accepting nominations for its 2009 awards program!

Innovative Program Award

CACEO is looking for innovative and effective code enforcement programs to be recognized at our Annual Seminar. If you know of a program that should be recognized, please send us your nomination letter that includes a description of the program and why it is innovative and effective.

Code Enforcement Officer of the Year

Throughout the code enforcement field, there are members who choose not to hold office or take leadership roles. However, their quiet support and dedication contribute greatly to our profession. Often, these unsung heroes work tirelessly behind the scenes to make your agencies run better, your communities safer or even just your day a little brighter.

If you know a code enforcement officer who should be recognized for an outstanding performance or achievement in our profession, then please nominate this person for the Code Enforcement Officer of the Year.

The John Lowe Memorial Award

At the time of his unexpected death in 1990, John Lowe was a code enforcement officer for the City of San Jose. He was a founding member of the original CACEO, and participated in the meetings that led to the formation of CCEC, which went on to become CACEO as we know it today. John's dedication to the development of the code enforcement profession was a full-time occupation, but he always found time to recognize and appreciate all hard working officers. CCEC created an annual award that CACEO continues to present in John's name. No nominations will be accepted for this award; the CACEO Board of Directors is responsible for identifying this individual.

Lifetime Achievement Award

There exist in this organization individuals who have been instrumental in CACEO's history or success. From time to time and upon their retirement, the CACEO Board of Directors may choose to honor such an individual with a Lifetime Achievement Award.

For more information on how to submit a nomination, visit www.caceo.us/associations/9312/files/documents/09_CACEO_awards_bro.pdf or click on the 'Annual Seminar' tab on the CACEO Web site.

The nomination deadline is Friday, July 31. Awards will be presented at the 2009 Annual Seminar, held Sept. 8-11 in San Diego. ♦

AWARD RECIPIENTS FOR THE 2008 AWARDS PROGRAM

At the 2008 Annual Seminar, held Oct. 7-10 in South Lake Tahoe, the following awards were presented:

Code Enforcement Officer of the Year

WILLIAM F. "BILL" SKILES,
Bill received this award for his work with the city of Monrovia's Neighborhood Strategy Team (NST), development of the Monrovia Area Partnership (MAP) program, and for his dedication to public service through his code enforcement career.

Innovative Program Award

**LOS ANGELES COUNTY CHIEF
EXECUTIVE OFFICE**
The Los Angeles County Chief Executive Office was presented with this award for its establishment of the "Florence Firestone Community Team" (FFCET) code enforcement program in 2003.

The John Lowe Memorial Award

**The CACEO
Board of Directors**
*presented this award to
RHONDA KNOX.*

Legislative Corner

By Billy Owens, Legislative Committee

The decline in the economy continues, which makes it even more important to continue fighting for our rights and protections in Sacramento.

CACEO has SB 181, AB 427 and AB 923 active in the current legislative session. These bills are at various stages in the legislative process. You can sign up for automatic e-mail updates of any changes to these bills by registering your e-mail address at www.aroundthecapitol.com/billtrack/billsbynumber.html.

CACEO is constantly monitoring state and federal legislation with the assistance of John Lovell, lobbyist. I urge everyone to develop a relationship with your local legislative body. Start by reaching out to your City Council or Board of Supervisors—you might be surprised at what you learn.

We need to focus on our 2010-11 legislative concerns, as well as our long-term items. If you have an issue, concern, interest or suggestion for legislation which may help code enforcement or officers, please forward them to bowensbpd@gmail.com. I will present your responses to the Legislative Committee for review.

In closing, I leave you a quote by President Barack Obama: *"A good compromise, a good piece of legislation, is like a good sentence; or a good piece of music. Everybody can recognize it. They say, 'Huh. It works. It makes sense.'"* ♦

YOUR AD COULD BE HERE

In the Next CACEO News

More than 1,250 code enforcement professionals receive the CACEO News.

Don't miss this opportunity to share what your business has to offer!

Contact Ashley Paul, CACEO communications assistant, at ashley@caceo.us or 916.231.2139 for information about our various ad sizes and placement options!

Marketing & Membership Committee Update

ACS Quantum Strategies to Execute New Marketing Plan for CACEO

The CACEO Board of Directors has recognized a need to be more proactive in our efforts at publicizing code enforcement officers—who we are as an association as well as what we do as code enforcement officers to the betterment of California's communities. To that end, the Board approved hiring a firm to help execute a new marketing plan for CACEO. After receiving several responses to a request for proposal, CACEO chose to work with ACS Quantum Strategies.

ACS Quantum Strategies, LLC (ACS) was formed in June 2001. The firm, headquartered in Sacramento, is a full-service strategic planning, marketing and communications firm that provides strategic guidance to a broad spectrum of public, private, nonprofit and association clients. Since 2003, ACS consistently has been recognized in the Sacramento Business Journal's Top 25 Public Relations Firms.

Lisa Yates and Lori Aldrete, the principals of ACS, have worked together since 1990 and have extensive experience as consultants and senior executives for large businesses and associations. By taking direct responsibility for client work and managing each customer relationship, Lisa and Lori lead a cohesive team of account executives with strategy, process management, writing and graphic design skills. The diverse and compatible talents of the team serve to provide seamless coordination with clients.

ACS's services range from research to organizational strategy and goal development to creation of publications to coordination with the media, crisis communications and more.

ACS's staff relies on several key principles when working with clients, including an emphasis on:

- Responsive customer service;
- Client-centered solutions;
- Excellence in service and products;
- Consistent application of strategies and key messages;
- Relationship-building between organizations and their stakeholders; and
- Principal-team leadership and involvement.

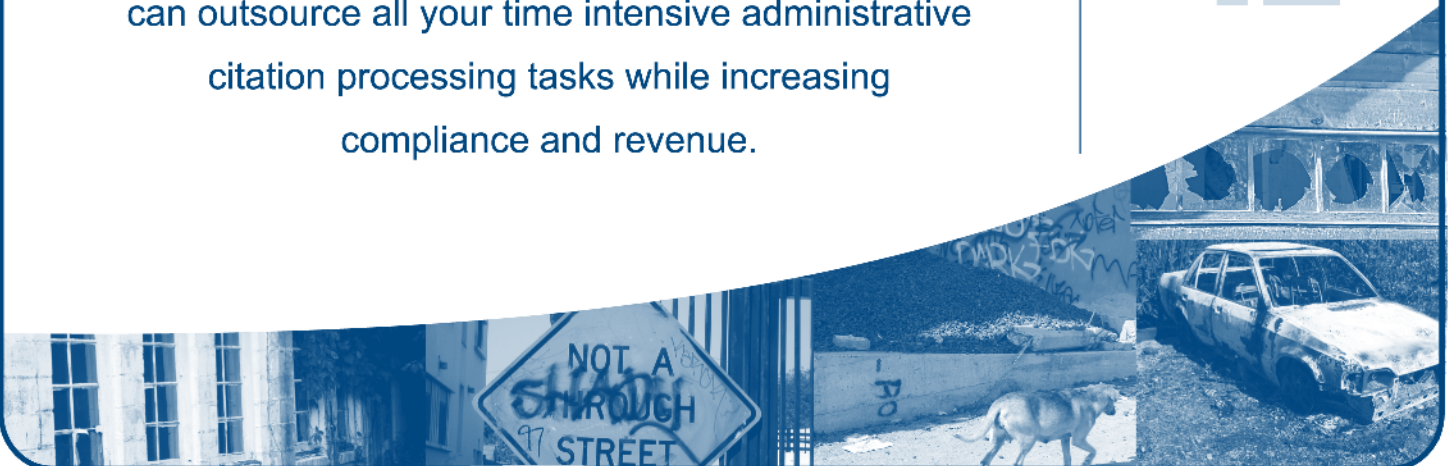
ACS prides itself on developing creative and effective marketing, media relations and outreach strategies that resonate with critical audiences. The ACS team also understands the importance of ensuring such services fully integrate with the organization's vision, mission, strategic goals and business objectives.

CACEO looks forward to your positive feedback on this new member service!



Revenue Experts, Inc. provides code enforcement management services for all Public Agencies that write administrative citations. These services include processing and collecting of administrative citations issued for building and safety, animal control, fire, police, and many other civil enforcement areas. Specific services include data entry, electronic file processing, data storage and management, noticing, adjudication, toll-free lines for customer service representatives, payment processing and collections, and Franchise Tax Board Interagency Intercept participation. All aspects of administrative citation processing and collections are handled in our offices, and all citations are available on-line for Agency and citizen access 24 hours a day. Additionally, we offer your officers handheld ticket writers to streamline the process. With Revenue Experts you can outsource all your time intensive administrative citation processing tasks while increasing compliance and revenue.

For More
Information
Call
**REVENUE
EXPERTS**
866-339-6587



THE STATE OF FORECLOSURES

By Doug Leeper, Consultant, Code Enforcement Solutions



The question is not if we will continue to see foreclosures, but instead for how long we will continue to see them and at what rate. A recent report from RealtyTrack noted that one out of every 50 homes in California is in some stage of the foreclosure process. This rate is the highest on record in California.

Although this crisis has been in full swing for the better part of two years it has lasted longer and gone deeper than most economists and elected officials had predicted. Let's face it, many of them never saw it coming in the first place. There have been lulls in the rate and many proclaimed "we've hit the bottom."

It was unfortunate, although predictable, that we were far from the bottom as the lulls had been produced by state-mandated and self-imposed foreclosure moratoriums. Although implemented with the best of intentions, these moratoriums have succeeded in stretching out an already bad situation.

In California it takes about four months to complete a foreclosure *if* the lender/servicer is on top of the process. In this economy, the reality is that the lender/servicer is overwhelmed, not unlike the local code enforcement staff, and is not on top of the process.

We have seen Notices of Default, which is a minimum 90-day requirement, stretch into six, eight, and 10 or more months. If you then add to that, an additional 90-day moratorium, what should be a four-month process easily

becomes a 12-month process. This is a non-issue if the property is occupied and being maintain. The problem comes when these properties are vacant and left to, well, to no one to maintain and secure.

These state moratoriums, and there have been two to date in California, have provided some borrowers additional time to remedy their default or workout a loan modification, unfortunately neither one of the moratoriums excluded vacant properties. This has done little to assist local governments in addressing these properties, but instead has provided an additional excuse to the lender/servicer. It has, in some cases, left lenders/servicers between the rock of a state mandate and the hard place of local code enforcement officials' notices and fines.

As an aside, the truth of the matter is that a large percentage, in fact the majority, of loan modifications still result in foreclosure within 12 months of the modification. The modifications, much like the moratoriums, seem only to prolong the inevitable.

In these instances of vacant defaulted properties, our state legislators should be, and are slowly, considering accelerating the foreclosure process to allow the lender/servicer to take the property back sooner rather than later. This is good news for those of us in the neighborhoods on the front lines, but may be years in the passing, as our elected

officials are again busy attempting to balance the state's budget.

The concept of accelerated foreclosures for vacant abandoned properties has the initial support of the California Mortgage Bankers Association and the California Association of Realtors who, to date, have been less than receptive to most code enforcement efforts, such as vacant property registration and early pre-sale maintenance and security.

The idea of accelerated foreclosures is not without its critics who are suspicious of the motives of "banks and brokers" who, they feel, are merely out to dump their problems or make a fast buck. The home ownership advocates might have their hearts in the right place but should focus their energies on those few owner-occupied properties that are truly the home of the borrower, and not an investment or flip that is now vacant and has turned into the missing tooth in the smile of the neighborhood. Stretching out foreclosure on these properties is not the answer. Getting them sold and reoccupied ASAP is.

The home ownership advocates might have their hearts in the right place but should focus their energies on those few owner-occupied properties that are truly the home of the borrower, and not an investment or flip that is now vacant and has turned into the missing tooth in the smile of the neighborhood.



So if this is not the bottom, we must take a careful look around and see what storms may lay ahead. The National Vacant Properties Campaign recently held its second Reclaiming Vacant Properties Conference. It was a convergence of the nation's leading experts in housing markets, aban-

continued on page 10

Foreclosures (continued from page 9)

donated properties and distressed neighborhoods. Panelists and speakers from academics to electeds to high-level appointees all shared their forecasts of the next few years. The bottom line is that we will continue to see foreclosures at the current or higher rate.

The past year has left the country with 1.2 million foreclosures. Estimates are that we could see as many as 8 million more through 2011, which is more than twice the rate of 2008. That, in turn, could continue to drive down property values as much as an additional 20 percent. In short, the problem is growing faster than the solution.

It is not anticipated that our national housing market will begin to "rebound" until mid to late 2013. If there is any good news, it is that some of these foreclosures are selling, albeit at a greatly reduced value, so the inventory of vacant abandoned homes is not "snowballing." Even so, these properties remain an issue in every community where they are located.

**Efficient,
effective
practices will be
our only means
of weathering
this storm.**



We must hope for the best and prepare for the worst. If these predictions prove true the impact to our neighborhoods could be catastrophic, the financial equivalent of Hurricane Katrina. Even the best, most aggressive vacant property registration programs will be an insufficient levee as abandonment rises like a

flood. There will be no FEMA or National Guard. There will be code enforcement staff with cameras and pens at the ready. We have some time to prepare, to share our best practices and ideas for advancements and streamlining. Efficient, effective practices will be our only means of weathering this storm.

So don't be shy. Contact your elected local and state officials. Let them know what you're facing and the negative impacts it will have in all our neighborhoods. Encourage them to push for foreclosure reform and acceleration on vacant properties. In turn, we should share our failures, successes and wildest ideas with each other. Who knows, just because your supervisor or administration won't put your idea into action doesn't mean that someone else might not be interested. Trust me, once a program is successful in one city, it is easier for it to make its way into others. I know this first hand!

Doug Leeper is the code enforcement manager for the city of Chula Vista. Doug is responsible for creating the Residential Abandoned Property Program, which was named one of the top 50 contenders for the Harvard Kennedy School Innovations in American Government Awards.

Doug has been an instructor on behalf of CACEO for several years and has trained code enforcement officers throughout the state. He will be teaching a class focused on foreclosures at CACEO's Annual Seminar, held Sept. 8-11 in San Diego. ♦



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CACEO Director Spotlight

By Sid Pineda, Region 7 Representative

As the big 2009 CACEO Annual Seminar in San Diego approaches, the Board of Directors are in full swing, working on everything to make this seminar one to remember. It is a lot of work, but it is a lot of fun and a great learning experience.

Are you interested in becoming a Board member? Or maybe you want to network with many of the code enforcement officers from across the entire state? Either way, I guarantee that the experience is one that you will never forget. With this being said, I would like to introduce two new Board members and then follow up with a personal introduction.



Meet **Gary Merk**, he is the Interim Division Manager for the city of Riverside's Code Enforcement Division. Gary is married with four kids—two boys, ages 5 and 7, and two girls, ages 9 and 12. Gary started his code enforcement career as a Public Safety Officer for the city of La Mirada. Gary would continue his code enforcement career for the city of Costa Mesa, Anaheim and then a brief stint with Riverside County code enforcement before coming to work for the city of Riverside.

Gary's professional career in code enforcement spans a total of 14 years in the field; he has also served some time as Park Ranger for the city of Anaheim, a Public Safety Officer for the city of Santa Fe Springs and has even done a little time as an Insurance Fraud Investigator. Gary is currently a member of the city of Riverside's Transitional Housing Task Force, which addresses illegal boarding homes, group homes, sober living homes and parolee flop houses. Gary indicates that this experience has exposed him to some very interesting and innovative techniques. Gary has said that he would like his whole entire division and surrounding jurisdictions to become a part of CACEO. He believes that the association brings both education and opportunities, helping to create a well-rounded officer. These opportunities provide officers with technical, practical and philosophical training that prepares them to better serve their communities. Gary knows that code enforcement as a profession still has a long way to go, but he is very much committed to working hard in furthering the common goals of the association and is appreciative to be able to work alongside the many other CACEO Board members who share his commitment.



Meet **Abraham Duran**, he is a code enforcement officer for the city of Chino. He is married and has a 5-year-old son. Abraham started his career in the city of Lynwood in 2004 and was hired shortly thereafter by the city of Chino. Abraham handles primarily residential cases but his expertise is really in addressing foreclosures, vehicle abatements and illegal garage conversions. Abraham is a member of the CACEO Educational Committee and has fully immersed himself in the art of putting together the best training with the best trainers in our industry, which makes some of the best seminars CACEO has to offer. Abraham would like to see the following come fruition, he would like to see that code enforcement certification become mandatory throughout the state, and would further like to see all code officers benefit from DMV confidentiality protections.



And last but not least, meet me, **Isidro "Sid" Pineda**. I am married with two boys, a 1-year-old and an 11-year-old. I am a code enforcement officer with the city of Santa Ana in the heart of Orange County. I began my code enforcement career with the city of Norwalk as a Public Safety Officer in 1994, and in 2000, I transferred to the Property Maintenance Division as a commercial code enforcement officer. In 2006, I was hired by the city of Santa Ana, where I continue working as a commercial code enforcement officer. As a new member to the CACEO Board of Directors, I look forward to working with Abraham, Gary and all of the new and returning Board members. We hope to work toward our common goals and reap the benefits of the amazing training that is provided by CACEO to all of its membership. ♦

Real Education (continued from page 1)

The remaining 25 teams conveyed that the time needed to resolve one hoarding case was equal to the time spent resolving between three and 50 non-hoarding cases.



cities allowed their officers to address squalor in a proactive manner, but no cities allowed officers to address interior squalor in a proactive manner.

Most cases were complaint-driven from neighbors. However, there was an increase of hoarding referrals from other agencies. Complaints from social service agencies, law enforcement, emergency medical services and fire departments were the sources that facilitated addressing interior squalor. Often, by the time code enforcement became involved with the interior of hoarders' homes, the squalor was extensive enough to require red-tagging homes or court-ordered receiverships. Maintaining public health and safety from the dangers of hazardous hoarding required swift action by these officers. Cases that resulted in forced harm reduction were time consuming, depleted departmental resources and traumatized residents of the hoarders' households.

Approximately 80 percent of the officers conveyed that the scope of code enforcement did not include social work, financial counseling or resource referral. However, they were often compelled to assist hoarding residents in any way possible. These compassionate officials indicated that they had worked with various social service agencies, but only had a cursory knowledge of what services these agencies provided. Ten percent of officers had not involved social service agencies in any of their hoarding cases.

Recommendations Made by Code Enforcement Officers

Thirty-five percent of the officers interviewed suggested that improved knowledge of available resources, and improved inter-agency communication and collaboration would make hoarding cases less frustrating. Officers said they think that better inter-agency collaboration would require social services to be readily available to assist these officers. Officials from larger cities recommended that

The majority of officers indicated that their cities focused only on the exterior condition of private residences. All officers conveyed that interior squalor was difficult to address because of departmental constraints and residents' option to refuse assistance.

Approximately half of the officers commented that hoarders had behaviors that were easily identified when the officers canvassed neighborhoods. Despite this observation, only three

the innovative model of one of the cities whose code enforcement officers are accompanied by a senior social worker should be incorporated by large cities.

Code enforcement officers from 24 cities conveyed that policy and procedures specific to handling hoarding cases must be implemented. Five cities suggested that these policies and procedures be done at the city level in order to accommodate each city's unique population. Officers from 19 cities expressed that policy and procedures must be created, implemented, and monitored at the county level. County level policies would give all cities—regardless of size—a strategic plan for handling hoarding cases. These officers also indicated that monitoring at the county level should mandate cooperation between agencies.

The majority of officers insisted that being better educated about the mental health issue that results in hoarding behaviors, and training on how to approach and interact with hoarders might reduce the residents' resistance for assistance. Additional training would also help the officers determine when to call in social service workers.

My Observation

I noticed that all of the officers I interviewed were frustrated by the difficulties they encountered while handling cases involving hoarders. I concluded that the level of frustration these officers experienced was based on four things:

1. Lack of municipal codes that adequately address conditions of squalor inside a private residence.
2. Excessive time requirements to handle hoarding cases.
3. Limited inter-agency collaboration.
4. High rate of recidivism.

I observed that the officers often considered their cities' municipal codes too vague to properly address issues of exterior squalor, and did not address interior squalor at all. It was my opinion that the lack of adequate codes contributed to the delay of addressing hoarding cases, until public health was an issue and severe measures had to be taken by code enforcement officers. I noticed that officers who requested the least assistance from social service agencies appeared to have the highest level of frustration. I also noticed that the officials who were assisted by social services seemed to think that this cooperation lessened their workload and stress. Officers who utilized inter-agency cooperation were linked to resources that were not available within the officers' own departments.

I observed that there were no written procedures specifically for handling hoarding cases. I was told that officers often drew on the experience of colleagues within their department or from surrounding cities to obtain strategies for dealing with a seemingly unique situation. I realized that many officers did not know that the local hoarding task force could provide valuable knowledge and links to local resources.

My Recommendations

I acknowledge that there is no quick fix for effectively handling hoarding cases. However, based on the information that the 33 Orange County code enforcement teams shared with me, I believe that there are immediate measures and long-term planning that can, and should be done to equip code enforcement with necessary resources.

Immediate Recommendations

I recommend that code enforcement officers locate local agencies in their area that would have any potential interaction with hoard-

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ers, and learn why and how they deal with hoarding individuals. After that, code enforcement offers should determine what social service agencies are available to assist with mental health issues, and what services are provided by these agencies.

Officers should establish a relationship with local law enforcement, fire authorities and emergency medical service agencies. I support participation in local hoarding task forces. I encourage the development of a task force if there is not one locally. I believe that incorporating regular round table meetings to discuss problematic situations and to partner in possible solutions would increase the availability of resources and reduce the frustrations that occur because of the complexities of hoarding cases.

Long-term Recommendations

It is my opinion that code enforcement regulations and lack of political support often result in code enforcement not being involved until there is a level of crisis that requires immediate action. Unfortunately, the swiftness of the forced harm reduction does not allow time to address the root cause of hoarding and it traumatizes the hoarders.

I think that policies and procedures specific to hoarding need to be implemented. Hoarding characteristics, such as blocked windows and doorways become safety hazards long before homes become public health hazards.

Many code enforcement officers can readily see these characteristics as they canvass the neighborhoods but may not address the issues because of a lack of support. Addressing hoarding issues at earlier stages will reduce the number of crises that require complete cleanouts. Reducing crisis situations reduces depletion of departmental resources.

I believe that establishing a regional organization that is comprised of professionals, such as code enforcement officers, building inspectors, social workers, mental health clinicians, protective services, law enforcement, fire authorities and medical emergency services with an expertise in hoarding, would greatly benefit local code enforcement. Complaints and suspicion of hoarding situations could be directed to this agency. This would also provide regional and/or city level code enforcement a vehicle to "open a case" for residences that they identified as potential hoarding cases while canvassing neighborhoods.

Social workers would be the first professionals to interact with potential hoarders in an effort to begin the process of creating a therapeutic rela-

tionship. Social workers would introduce a team of regional and/or city level enforcement officer(s) after trust is established. The social workers would act as the hoarders' advocates throughout the forced harm reduction and continue advocacy until the residents are re-established in their homes and linked to the necessary mental health professionals that can address the root cause of their hoarding.

Policy changes and added support of the local code enforcement officers could get an intervention started much sooner than it is now. Starting the intervention sooner increases the possibility of long-term success. In conclusion, I believe that incorporating these two suggestions would provide code enforce-

ment with the necessary professional resources to assist their hoarding residents in attaining appropriate compliance levels.

I hope that by sharing the information that local code enforcement officers shared, their suggestions and my suggestions for improvement of handling hoarding cases will be of benefit to you. I want to thank Orange County code enforcement officers for providing me with an incredible education about hoarding cases. ♦

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Code Enforcement Issues in the News

Catch up on some recent articles about code enforcement issues statewide.



La Quinta city officials and representatives at Granite Construction Company in Indio worked together to provide five low-income residents with free groundcover to fix their front yards. Last year the city had more than 3,000 code compliance cases.

To read the news story, visit <http://tinyurl.com/p3tvjh>
Source: Rocks crush La Quinta's code violators, By Maricar Mendoza, The Desert Sun (5/21/09)

◆◆◆
A Chico code enforcement officer was kicked and injured by a 21-year-old male. The code enforcement officer caught the suspect trying to dismantle a fence, which was put up to keep trespassers away from railroad tracks. The code enforcement officer chased the suspect and was knocked to the ground and kicked by the suspect. The code enforcement officer had visible injuries and his camera was broken. He called 9-1-1, but unfortunately the suspect was not caught. The code enforcement officer had been working for a few weeks to patch up holes near the railroad tracks.

To read the news story, visit <http://tinyurl.com/plcewk>
Source: Suspect trying to dismantle fence kicks code enforcement officer, By Greg Welter, Chico Enterprise-Record (5/19/09)

An Adelanto sheriff's code enforcement officer was struck by a man who was upset about receiving a ticket for wrongfully parking in a handicapped parking space. The man was arrested and booked into jail on suspicion of assault with a deadly weapon. After the ticket had been issued, the suspect had got into his car and backed up, hitting the code enforcement officer. The code enforcement officer did not need to be hospitalized.

Source: Adelanto code enforcement officer attacked over handicapped parking ticket, By Melissa Pinion-Whitt, San Bernardino County Sun (5/15/09)

◆◆◆
The city of Belmont is hoping to create an administrative code enforcement program with a five-member enforcement team that would dedicate 40 hours per month searching for code violations. The team would be made up of representatives from five city departments, including police, fire, community development, parks and recreation, and public works. The program would start in June and continue through the end of the year.

Violators would have 30 days to bring the violation up to code, or they would face a citation. Code violations were previously monitored on a complaint basis only. The city will not hire additional staff to support this program.

To read the news story, visit <http://tinyurl.com/qkamlp>
Source: Belmont setting sights on code violators, By Mike Rosenberg, Mercury News (5/11/09)

◆◆◆
A Long Beach congresswoman's Sacramento home was declared a public nuisance in August 2008 by the Sacramento Code Enforcement Department. Since then, Rep. Laura Richardson's neighbors have continued to complain about debris, rodents, the overgrown yard and a squatter seen on the property. Richardson has had a history of not making her house payment and has defaulted seven times on three houses.

To read the news story, visit <http://tinyurl.com/poumep>.
Source: Long Beach congresswoman's problems with houses continues, By Jeff Gottlieb, Los Angeles Times (5/5/05)

◆◆◆
The cities of Indio, Chula Vista, Palm Springs, Desert Hot Springs and Cathedral City are using ordinances to force lenders to maintain foreclosed homes. Violations include fines of up to \$1,000 per day and in some cases, jail time. Chula Vista's code enforcement manager, Doug Leeper, reported that the city has issued more than \$1 million in fines against banks. The city has collected about half of its fines.

To read the news story, visit <http://tinyurl.com/d5pxh3>.
Source: California Towns Hold Banks Responsible for Foreclosed Homes, By Noel Brinkerhoff, AllGov (5/3/09)

Incident Report

If you have been threatened or injured on the job, please take the time to go online at www.caceo.us and fill out an Incident Report. The Incident Report is located in the Resource Library. This information helps support CACEO's attempts for legislation to protect code enforcement officers throughout the state.



CACEO Kicks Off the Two-day Training Workshops Throughout the State!

By Abraham Duran, Education Committee

CACEO started off the 2009 year by developing new, multiple day training workshops throughout the state.

"Based on the feedback we received from our members on our last survey conducted in 2008, members wanted to see more multiple day training workshops along with new subjects not ever taught before," CACEO President Dirk Voss said. "That was part of our original strategic plan."

The two-day workshops will be conducted throughout the northern, central and southern regions.

The Education Committee is working very hard to bring the best instructors with up-to-date information that is pertinent to any code enforcement officer. We welcomed Dan Kaiser, who is one of our new Continuing Education instructors. Dan has more than 30 years of experience working under the Building & Safety Division. His last duty before retiring as a building official will be teaching "Building & Housing Code Updates" throughout the state.

Be on the lookout for upcoming training workshops on the CACEO Web site under 'Continuing Education.'

The Education Committee is always interested in the educational needs of its members. We encourage you to e-mail your local Regional Representative for any suggestions on topics for future training workshops. ♦



From left to right:
Westminster
Code Technician
Nicki Brooks
and Regional
Representative Sid
Pineda.

From left to right:
CACEO President
Dirk Voss and
Westminster Code
Technician Nicki
Brooks.



As Code Enforcement Officers, We are Mandated Reporters

By Alysia Gomez, Communication/Newsletter Committee

During an average work day, we as professionals, have an opportunity to meet members of our communities and are required to face many situations, such as hoarding, sub-standard living conditions, and vicious dogs.

Being aware of applicable codes in place and our professional responsibilities are our first steps to success!

PC 368 – Crimes against Elder or Dependant Adults (EDA) include:

- (A) "The Legislature finds and declares that crimes against elders and dependent adults are deserving of **special consideration and protection**.
- (B) **Any person** who knows or should reasonably know that a person is an EDA and who, under the circumstances, is likely to produce great bodily harm or death, willfully causes or permits an EDA to suffer, inflicts unjustifiable pain or mental suffering; or any **caretaker** who willfully causes or permits the EDA or the health of EDA to be injured or endangered is guilty of a **felony**. Enhancements to prison time are allowed due to age or degree of injury.
- (C) **Any person** who commits crimes described in (B) above, but under circumstances not likely to produce great bodily harm or death, is guilty of a **misdemeanor**.
- (D) **Any person**, not a caretaker, who knows or reasonably should know that a person is an EDA who violates any provision of the law related to theft, embezzlement, forgery, fraud or identity theft against this person, is punishable by imprisonment.
- (E) **Any caregiver** of EDA, who violates the law described in (D) above is punishable by imprisonment and a fine.
- (F) **Any person** who commits the false imprisonment of an EDA by the use of violence, menace, fraud, or deceit is punishable by imprisonment in the state prison.

- "Elder" is any person 65 years of age or older.
- "Dependent Adult" is any person between ages 18-64 years who:
 - Has physical or mental limitations that restricts his/her ability to carry out normal activities or to protect his/her rights, including persons who have physical or developmental disabilities or whose physical or mental abilities have diminished because of age.
 - Is admitted as an inpatient to 24-hour health facility.
- "Caretaker" is any person who has the care, custody, or control of, or who stands in a position of trust with an EDA.

To report abuse in a skilled nursing facility or a board & care facility, call:

- Your community Ombudsman
- Police: 911

To report abuse elsewhere in the community, call:

- Your local Adult Protective Services Agency
- Police: 911

CACEO'S Academy Classes Move to Santiago Canyon College in Orange, Calif.

By Abraham Duran, Education Committee



From left to right: Abraham Duran, David Ball, Chris Wiggins, Mike Hines, Tricia Evans, David Khorram and Ken Eckman.

CACEO Education Committee representatives Mike Hines, vice president; David Ball, 2nd vice president; Chris Wiggins and Abraham Duran were invited to the Santiago Canyon College Annual Master Technical Advisory Com-

mittee meeting held Friday, May 1. This meeting was the official welcome of CACEO's academy classes to the Orange County campus.

Dean Tricia Evans of the Career Education Division and the Education Committee representatives worked endlessly to make this new transition as smooth as possible.

"I hope they don't find any code violations on our campus," Dr. Juan Vazquez, campus president, said jokingly.

The representatives also had the opportunity to meet with the chief building official of the city of Orange, David Khorram, and Code Enforcement Manager Ken Eckman, instructors of the new "Green Building Program" in a break-out discipline/program meeting.

"It is imperative that we work closely with other instructors along with other organizations such as CALBO and ICC and possibly introduce new programs to our very own academy curriculum and continuing education classes," said Vice President Mike Hines. Our first official academy class in Orange County begins with the intermediate class on July 20! ♦



CACEO

California Association of Code Enforcement Officers

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