

California Association of Code Enforcement Officers



Policies and Procedures
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California Association of Code Enforcement Officers

Policies and Procedures Manual

This manual is prepared for the sole purpose of providing assistance and guidance to the board members and staff of the California Association of Code Enforcement Officers (CACEO). Changes may be made from time-to-time by the Board of Directors to meet changing conditions. The material contained herein is supplementary to the Bylaws of CACEO; if contradictions develop, the Bylaws shall prevail.

I. DUTIES OF OFFICERS

The President of CACEO serves as the head of the organization, and the primary spokesperson for CACEO. The President shall chair the Board of Directors meetings and provide guidance to staff when necessary.

The 1st Vice President serves as the Education/Certification Chair and chairs board meetings in the absence of the President.

The 2nd Vice President serves as the Legislative Chair.

The Secretary is responsible for ensuring an accurate record of the Board's actions, through maintaining minutes and ensuring approved records are available to the membership. All requirements for record keeping as described in the California Corporations Code, except financial records, are the responsibility of the Secretary. Additionally, the Secretary shall maintain accurate and current Bylaws, administrative regulations, and policy and procedures.

The Treasurer shall maintain records and report to the Board of Directors on the financial status of the organization, and, as is required by its 501(c)(6) federal exemption, report the financial status to the membership in an annual report. In conjunction with the President and the Executive Director, the Treasurer is responsible for drafting the association's annual budget. All expenditures from CACEO funds shall be subject to approval by the Treasurer and/or the President.

These five positions referenced above shall comprise the Executive Committee. The Executive Committee may make decisions on urgent matters, including minor policy decisions and financial expenditures of less than \$5,000.00 on behalf of the Board of Directors, if said decision is required prior to the next scheduled Board meeting. Any such decisions must be ratified by the Board at the next regular meeting.

II. BOARD OF DIRECTORS

The Board of Directors is the governing body for the association and is responsible for making all policy decisions that affect CACEO and its members.

The Board of Directors is comprised of twenty-four (24) directors, three directors for each of the eight geographic regions, and five executive officers. The terms shall be scheduled in a manner such that half the Board is up for election on any given year.

a. Director Responsibilities

Directors are expected to communicate effectively and often with the membership of the region represented. The three directors of the region shall coordinate publications on CACEO events, education, and legislative activity.

Directors serve as the primary liaisons between the membership and the Board, providing the two-way communication necessary for the organization to effectively serve the full membership. Directors are expected to represent their region and provide the full board with an understanding of the needs for the diverse geography and demographics of the respective regions.

Directors are expected to work with the Marketing/Membership Committee on the recruitment of new members and retention of existing members, as well as to help facilitate membership outreach.

Directors are expected to help facilitate the successful operation of training sessions, workshops and the annual seminar, or any other CACEO related function.

Representation at all regularly scheduled Board of Director meetings is required of each director, unless previously excused in writing by a member of the Executive Committee. Directors shall make every effort to attend all Special or Emergency Meetings. Any Director who has two or more unapproved absences from regularly scheduled Board Meetings may be removed from the Board by a two-thirds vote of seated Board members. Board members are expected to attend the CACEO Annual Seminar and any other formal CACEO events.

b. Disciplinary Action for a Board Member

If a situation arises where a Board Member fails to fulfill his/her duties as a Board member, or whose conduct is otherwise detrimental to the organization, a written notice requesting disciplinary action shall be filed with the Executive Director. The complaint may be submitted by any member of CACEO in good standing. The written notice must detail the specific reasons and good cause for the consideration of discipline or removal from office.

The board member who is subject of the notice will be notified of the report detailing the specific reasons and good cause for the consideration of discipline or removal from office. The director who is subject of the notice shall be notified and provided ten (10) days to file a written response for consideration.

At least three (3) members of the Administrative Committee shall review the written notice and any response received from the subject director. The chair of the Administrative Committee shall provide a preliminary finding in writing within thirty (30) days to the Executive Committee, the reporting member and the subject director. Within ten (10) days of service of the preliminary decision, the reporting member or subject director may submit a written request for a hearing. If no request for hearing is submitted, the preliminary finding shall become the final decision.

If either party requests a hearing, the Administrative Committee shall convene a hearing within forty-five (45) calendar days of the request for hearing being received by the Executive Director. At least minimum three (3) members of the seated Administrative Committee must be present for the hearing, either in person or by electronic meeting. The process will proceed in the following manner:

- i. The Committee Chair shall document all members present. The Executive Director or his/her representative shall also be present to document the details of the hearing. The reporting member and subject director shall not be required to attend the hearing.
- ii. The Chair shall read the complaint as recorded and allow the reporting member, if present, to further explain or provide additional information supporting the request for discipline. Committee members shall have the opportunity to ask clarifying questions when the reporting member is present.

The subject director shall then have the opportunity to contest the allegations, providing further detail or evidence to refute the allegations made. Attendance is not required, but written statements and any other evidence provided shall be considered by the committee members. Committee members shall have the opportunity to ask clarifying questions when the subject director is present.

The reporting member and subject director shall each have the opportunity to present rebuttal arguments.

The Administrative Committee shall take all information and documents under advisement for private discussion on the merits of the report immediately after the hearing and make a finding on the allegations. Findings may include sustained, unfounded, or misconduct noted. This finding shall be forwarded to the Executive Committee for recommendations of discipline.

The Administrative Committee will, within fifteen (15) days, forward its recommendation to the entire Board of Directors for a recommendation of discipline. The Board of Directors opportunity to hear the recommendation and cast a vote will be held at the first Board of Directors meeting following the hearing. If the situation calls for more immediate action, the Administrative Committee may request the President of CACEO schedule a special meeting sooner than the regularly scheduled meeting. The recommendation and any supporting materials may be forwarded to each Board Member for their review and discussion at least five (5) days prior to the meeting. During the discussion regarding the Board Member's removal, only the information provided at the hearing will be discussed. The Board shall vote to uphold the Administrative/Budget Committee's recommendation for removal or deny its recommendation and allow the Board Member to remain on the Board of Directors or send it back to the Administrative/Budget committee for further review. To remove a Board Member, a vote of two-thirds of the Board members present must vote in agreement of removal.

c. **Conflict of Interest Policy**

The purpose of the conflict-of-interest policy is to protect the California Association of Code Enforcement Officer's interest when it is contemplating entering into a transaction or

arrangement that might benefit the private interest of an officer or board director of the organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

III. DEFINITIONS

- a. **Interested Person.** Any director, principal officer, or member of a committee with governing board-delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.
- b. **Financial Interest.** A person has a financial interest if the person has, directly or indirectly, through business, investment, or family
 - i. An ownership or investment interest in any entity with which the organization has a transaction or arrangement,
 - ii. A compensation arrangement with the organization or with any entity or individual with which the organization has a transaction or arrangement, or
 - iii. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under Procedures, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

IV. PROCEDURES

- a. **Duty to Disclose:** In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board-delegated powers considering the proposed transaction or arrangement.
- b. **Determining Whether a Conflict of Interest Exists:** After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he or she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.
- c. **Procedures for Addressing the Conflict of Interest**
 - i. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he or she shall leave the

meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.

- ii. The chair of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- iii. After exercising due diligence, the governing board or committee shall determine whether the organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- iv. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination, it shall make its decision as to whether to enter into the transaction or arrangement

d. **Violations of the Conflicts-of-Interest Policy**

- i. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- ii. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

e. **Records of Proceedings**. The minutes of the governing board and all committees with board-delegated powers shall contain:

- i. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed
- ii. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings

f. **Compensation**.

- i. A voting member of the governing board who receives compensation, directly or indirectly, from the organization for services is precluded from voting on matters pertaining to that member's compensation.
 - ii. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the organization for services is precluded from voting on matters pertaining to that member's compensation.
 - iii. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the organization, either individually or collectively, is prohibited from providing information to any committee regarding compensation.
- g. **Annual Statements.** Each director, principal officer, and member of a committee with governing board-delegated powers shall annually sign a statement that affirms such person
 - i. Has received a copy of the conflict-of-interest policy,
 - ii. Has read and understands the policy,
 - iii. Has agreed to comply with the policy, and
 - iv. Understands the organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities that accomplish one or more of its tax-exempt purposes.
- h. **Periodic Reviews.** To ensure the organization operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:
 - i. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's-length bargaining
 - ii. Whether partnerships, joint ventures, and arrangements with management organizations conform to the organization's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes, and do not result in inurement, impermissible private benefit, or in an excess benefit transaction
- i. **Use of Outside Experts.** When conducting the periodic reviews as provided for in Article VII, the organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.
- j. **Communications – President as Spokesperson.** If CACEO board members are contacted by a member of the press or any journalist asking you to comment on articles they are writing,

the Board member will refrain from making comment and will instead refer that individual to the CACEO President and Executive Board. The CACEO President will act as the CACEO spokesperson.

- k. While every board member is free to speak as an individual, they should act with discretion and refrain from posting articles, speaking on behalf of CACEO, or comments on any communication platform, including social media.

V. **COMMITTEES**

- a. **Standing Committees**. CACEO shall have six (6) standing committees, as outlined below:

- i. **The Executive Committee** shall consist of the President, First Vice President, Second Vice President, Secretary, and Treasurer. The authority of this committee shall include interpreting the Bylaws, signing contracts once approved by the Board, and enforcing the code of conduct.
- ii. **The Education Committee** will be chaired by the First Vice President and consist of not less than four (4) additional members, appointed by the Board President. Their duties shall be to develop and maintain a curriculum of continuing education courses and academies to support members in qualifying for certification or certification renewal.
 - a. **Curriculum Development** shall be a subcommittee to develop relevant and consistent training specifications and materials to further the education of members.
 - b. **Certification** shall be a subcommittee to ensure the high standards of certification in the profession are maintained. This committee shall also be charged with oversight of the review and approval of certification applications, both new and renewal.
 - c. **Webinar** shall be a subcommittee to develop relevant online educational opportunities for CACEO members. The subcommittee will collaborate with other committees to ensure consistent branding across all CACEO educational products and services.
- iii. **The Legislative Committee** shall be chaired by the Second Vice President and consist of not less than four (4) members, appointed by the Board President. The duties shall be to review and submit recommendations on legislation that may be necessary or beneficial to the Corporation or its members.
 - a. The Legislative Committee shall act on behalf of the Corporation on legislative matters and may establish positions on legislative matters that affect the mission of the Corporation, with the approval of the Executive Committee.
 - b. Positions and recommendations made by the Committee shall be published to the membership within seven (7) days.

- iv. **The Administrative Committee** shall be chaired by the Secretary and consist of at least two (2) additional members appointed by the Board President. The Committee shall be responsible for reviewing and recommending all new policies, procedures, Administrative Regulations, and bylaws revisions to the Board for approval and implementation.
 - v. **The Budget Committee** shall be chaired by the Treasurer and consist of two (2) additional directors appointed by the Board President. This committee shall present a proposed budget to the Board of Directors no less than thirty (30) days prior to the end of the fiscal year and shall assist the Executive Director with financial administrative functions as necessary.
 - vi. **The Nominations/Election Committee** shall consist of three (3) directors designated by the current Board President, including, when possible, a member of the Executive Committee. This committee is responsible for the Board of Directors elections (regional and officers), as well as the annual awards process. Those seeking nomination or nominated for office in an impending election shall not serve on this committee. The committee may appoint a director to fill any vacancy on the committee created by the nomination of one of its members, as needed. The Nominations/Election Committee chair, or his or her designee, shall be responsible for presenting the awards at the Annual Seminar.
- b. **Ad Hoc Committees** The Board may decide to appoint ad hoc committees to address policy or other issues as they arise and as deemed necessary.
- i. **The Annual Seminar Committee** shall be responsible for all things related to planning and executing the Annual Seminar, including but not limited to the budget, food selections, exhibitor/sponsor relations, special events and program content. The Annual Seminar Committee may utilize the Education/Certification Committee as a resource for speakers and course content.
 - ii. **The Communications and Newsletter Committee** shall be responsible for all publications and brochures of the Association.
 - iii. **The Membership/Marketing Committee** shall consist of not less than five (5) members, including the chairperson, appointed by the Board President. Their duties shall be to acquaint prospective members with the objectives of CACEO, to encourage new membership, and to maintain an updated membership roster. The Committee shall also promote recognition of CACEO and the Code Enforcement profession.
 - iv. **The Officer Safety Committee** shall be dedicated to recognizing hazards presented to members of the organization and providing information and training to mitigate the same.
 - v. **The Past Presidents' Committee** shall be chaired with the most recent Past President for one year. It shall be recognized for the important role past leaders play in continuing to support the organization.

Additional Ad Hoc Committees may be created by the President, with the approval of the Board of Directors.

c. **Committee Structure** The President shall appoint the Chair of each committee, as well as each committee's members. The Board shall ratify these appointments at the first meeting of the new Board. The Chair may recruit additional committee members from among the membership. All committee members are encouraged to attend various meetings and conference calls of the Board of Directors. All chairs will report to the Executive Committee.

Committee Reports The President may request each committee chairperson to provide a progress report on activities. The President may request that these progress reports be made available in time for distribution with the Board agenda packet.

VI. BOARD MEETINGS

The Bylaws provide for at least four Board meetings annually. There may be such additional meetings as the President may elect. At least seven (7) days' notice of special meetings shall be given.

The four regular Board meetings are:

- a. 1st Quarter: Annual Strategic Planning Session, traditionally scheduled in January. All quarterly meeting dates shall be established at this first meeting.
- b. 2nd Quarter: In person or via electronic meeting.
- c. 3rd Quarter: In person or via electronic meeting.
- d. 4th Quarter: In person, traditionally in conjunction with the Annual Seminar.

Executive Officers and Directors shall present agenda items to the Executive Director no less than 14 days prior to a scheduled Board meeting. The agenda and associated staff reports shall be presented to the President for approval prior to distribution to the Directors, no less than five days prior to the scheduled Board meeting. New business may be brought before the Board at the conclusion of the regular agenda.

All CACEO Directors are invited to attend the CACEO Planning Session. Travel expenses shall be reimbursed as otherwise stated in these policies and procedures.

Any active member may attend and observe scheduled Board meetings, except for Executive Sessions. All meeting times and locations shall be published on the CACEO website immediately following the 1st Quarter Annual Strategic Planning Session by the Executive Director.

VII. ELECTIONS

The Nominations/Elections Committee is responsible for developing a slate of candidates for each CACEO regional director and officer election. The Committee shall strive to nominate at least two candidates for each available position. Candidates must meet the criteria as defined in Article 3, Section 2 of the CACEO bylaws.

- a. **Regional Director Elections**

Regional director nominees will be expected to file a short “qualification statement” with the Executive Director so that voting members can better identify nominees. The “qualification statements” of not more 300 words will be distributed with the election ballot.

The “qualification statement” may contain the following information:

Name as it should appear on the ballot.

- i. Formal education.
- ii. Current and previous positions in code enforcement or related fields.
- iii. List of CACEO activities.
- iv. Other professional affiliations related to code enforcement.
- v. A statement of the nominee’s ideas and goals for CACEO for the upcoming term.

The Executive Director shall notify all members of the opening of the election period and provide a method for polling of members. Only Professional members may vote for representatives from the respective region. In the event of a tie, a run-off election shall be held within the region, commencing within ten (10) days and lasting a period of three days. If a tie vote occurs in the runoff, a coin toss by the President in the presence of the full Board, including by electronic meeting, shall determine the prevailing candidate.

All candidates will be advised of the results within ten days after closing the election. Successful candidates will be recognized and sworn in at the Annual Seminar.

b. Officer Elections

The election for the offices of President, First Vice President, Second Vice President, Secretary, and Treasurer will be held at the 4th Quarter Board Meeting. Only current directors who have served one full term in the previous five years are eligible for nomination. The term for officers is one year, commencing on November 1.

- i. The Nominations/Elections Committee shall request Officer Nominations no less than thirty (30) days prior to the Board meeting at which the elections will take place.
- ii. The Nominations/Elections Committee shall develop/submit a nomination slate of officers to the Executive Director at least seven (7) days prior to the Board of Directors meeting when the election shall take place for inclusion in the Board packet.
- iii. The Executive Director and at least two members of the Board who are not currently nominated or subject of the election will tally the votes and report the results to the board.

VIII. AWARDS PROGRAMS

Awards may be given in recognition for a specific / significant accomplishment or contribution to code enforcement by an individual, an organization or an agency whose performance demonstrated a

commitment to the goals and values of CACEO and code enforcement. One or more awards (or no award) may be given in any year.

The following categories shall be available each year for recognition using the listed criteria:

a. **Innovative Program and Code Enforcement Officer of the Year Awards**

- i. The individual, group or entity has worked in establishing or promoting best practices including implementation, adoption or enforcement of policies reflective of CACEO ethics.
- ii. The individual, group or entity has worked in promoting, establishing or significantly improving or strengthening a code enforcement entity.
- iii. The individual, group or entity has worked within a particular agency or community conducting, managing or facilitating an outstanding code enforcement investigation.
- iv. The individual, group or entity has conducted research and/or disseminated information that significantly contributes to the field of code enforcement.
- v. The evaluation criteria may include one or more of the following:
 - 1. To what extent did the nominee demonstrate initiative and innovation?
 - 2. Did the nominee's efforts:
 - a. Have a significant impact on code enforcement in the community;
 - b. Contribute to significant changes in one or more code enforcement agencies;
 - c. Advocate or advance legislation regarding code enforcement;
 - d. Help establish code enforcement in a particular community.
 - 3. Was the nominee's accomplishment local, regional or national?
 - 4. Did the nominee demonstrate courage and conviction and commitment to code enforcement principals? Did the nominee experience significant opposition to their efforts?
 - 5. To what extent did the nominee's work reflect advocacy of/for code enforcement?
 - 6. Did the nominee's efforts advance open and constructive dialogue with stakeholders?
 - 7. Were the nominee's actions consistent with CACEO's stated goals and core values e.g., did they demonstrate high ethical standards, take step to educate the public and/or encourage excellence and diversity in code enforcement?

b. Lifetime Achievement Award

The Lifetime Achievement Award recognizes individuals who have used their time with CACEO to make a positive, enduring impact on the association or the profession as a whole.

The evaluation criteria include one or more of the following:

- i. **IMPACT:**
 - a. Did the nominee's actions have a significant impact on CACEO and/or in the field of code enforcement?
 - b. Did the nominee's efforts contribute to significant changes in one or more code enforcement agencies, did they advocate or advance legislation regarding code enforcement activities, or did they help create more effective code enforcement in a particular community?
- ii. **REACH:**
 - a. Was the nominee's accomplishment local, regional or national?
- iii. **COMMITMENT TO CODE ENFORCEMENT:**
 - a. Did the nominee's efforts reflect advocacy for or commitment to code enforcement efforts in an area or community?
- iv. **COMMUNITY ENGAGEMENT & OUTREACH:**
 - a. Did the nominee's efforts advance open and constructive dialogue with stakeholders?
- v. **INNOVATION:**
 - a. To what extent did the nominee's accomplishment represent innovation in code enforcement? (Examples of innovation could include, but are not limited to, establishing a specific program or developing a new complaint process or method by which complaint investigations are implemented.)
- vi. **VALUES:**
 - a. Were the nominee's actions consistent with CACEO's stated goals and core values e.g., did they demonstrate high ethical standards, take steps to educate the public and/or encourage excellence and diversity in code enforcement?

c. CACEO Certificates of Recognition

CACEO Certificates of Recognition may be awarded to individuals, groups or entities for outstanding contributions to the field of code enforcement, to CACEO, for advancing code enforcement or to strengthening professionalization in a code enforcement agency.

Certificates of Recognition may be awarded to individuals, a team of people or an organization that may or may not be involved with code enforcement on an ongoing basis.

Types of efforts or contributions to be recognized could include (but would not be limited to):

- i. Journalists and/or writers publishing an article or series of articles on code enforcement issues raising public awareness and understanding of code enforcement's value to a community.

- ii. Code Enforcement officials who have strengthened code enforcement professionalism through innovative programs and supportive actions.
- iii. Academicians who have published in areas such as criminology and criminal justice, the law, political science, psychology or sociology, community development and planning and have advanced knowledge and practice in code enforcement or other areas which promote a better understanding of code enforcement principles.
- iv. Volunteers or community activists who have made a significant contribution to the field of code enforcement and/or the promotion of CACEO values and programs.
- v. Legal professionals who have contributed to increased awareness of code enforcement and the federal or state government, advocating for or enacting local, state or federal law that creates or enhances code enforcement efforts, improving code enforcement procedures or using the legal system to enact significant legislation to provide for greater levels of code enforcement capabilities.

d. Process for Submitting and Evaluating Award Nominees

An award nomination form shall be made available to CACEO members by being posted on the CACEO website and by hard or electronic copies distributed at the annual CACEO conference. Individuals submitting nominations must be CACEO members.

The nomination form will:

- i. List the nominee's identification information, professional affiliation and history.
- ii. Allow statements of no more than 500 words each from one to three individuals describing the specific actions/contributions of the nominee as they relate to the criteria for the specified award. Nominations can also include attachments such as relevant documents (i.e. policy recommendations, legislation, reports) and press materials. (A point system similar to an RFP or Grand Award proposal will be established to score nominations).
- iii. Nomination forms and all accompanying material must be submitted no later than 2 months before the start of the annual CACEO conference.
- iv. Nominations will be reviewed by an Awards Committee, who shall make recommendations on awards to the CACEO Executive Board no later than 1 month before the start of the annual CACEO conference.
- v. A super majority of the Executive Board must agree on the recipient selection.
- vi. Once determined the Board of Directors at large will be advised of the recipients(s)
- vii. Prior to or immediately after the award is made a press release will be made regarding the award.

IX. MEMBERSHIP

a. Status

The Bylaws in Article 10 specify the qualifications for professional, associate and honorary membership classifications. Honorary members must be approved by the Board of Directors and are exempt from paying annual membership fees. Honorary members will remain so for life unless or until he or she requests to be removed from membership or is voted out by a majority of the Board of Directors.

b. Dues Payment

Dues shall be collected for the calendar year and membership for all members shall expire on December 31 of each year. New active and affiliate members signing up after January 31 will pay for a full year. In their second year, their payment amount will be prorated so that their membership expires on December 31. Members that have not paid their renewal fee by March 31 will be made inactive until such time as payment is received.

X. ANNUAL SEMINAR

The Annual Seminar will, whenever possible, be scheduled to take place approximately 4-5 weeks after the League of California Cities' annual conference. The venue and contract therefore are approved by the Board of Directors, and informally rotate between north, south, and central California. The Board will strive to have the current and following two years' venues chosen and contracts approved at any given time. Attendance at the Annual Seminar is open only to CACEO members.

- a. Budget.** Unless otherwise determined by the Board, the Seminar should positively contribute to the overall net income for the association. The Seminar Chair will work closely with the Meeting Planner and Executive Director to develop a budget for the event that meets or exceeds the net-income projections of the approved CACEO annual operating budget. A proposed Seminar budget should be presented to the Board by the second meeting of the fiscal year for approval.
- b. Registration Fees.** The proposed registration, sponsorship, and exhibitor fees for the Seminar will be approved by the Board along with the Seminar budget. Unless otherwise determined by the Board, the non-member rate of attendance should be equal to the member rate plus the cost of one year's membership.
- c. Cancellation/Refund Policy.** Advance registrants unable to attend the Annual Seminar will receive a refund of the full registration fee, less a processing charge, if a written request is received by the CACEO office at least two weeks prior to the first day of the Seminar, not to be confused with the cancellation policy for all other events. The Board shall determine the amount of the processing charge.
- d. Educational Content.** The educational content of the Annual Seminar shall be the responsibility of the Annual Seminar Committee. The Annual Seminar Committee may

utilize the Education Committee as a resource for speakers and course content. It is recommended that a Call for Presentations be created and distributed to all members, exhibitors and sponsors no less than five months prior to the Seminar.

- e. **General Sponsorship.** The Annual Seminar Committee may establish general sponsorship opportunities in support of the Annual Seminar. The sponsorship opportunities shall identify the sponsorship level and the benefits received. Sponsorship recognition shall be general in nature, e.g., recognition in registration brochures, program materials, sponsorship signs, etc.
- f. **Exhibitor Showcase.** The Annual Seminar should include an exhibitor showcase with space enough for a minimum of 10-15 tabletop exhibits. Seminar venue selection should give consideration to maximizing foot traffic in the exhibitor showcase.
- g. **Hotel Concessions.** The hotel contract may include some concessions, such as complimentary room nights (referred to as 1/50_ and hotel room upgrades. If this is the case, the complimentary room nights will go first to instructors (as needed). Any available upgrades or hotel concessions available beyond the situation described above, shall go to the following: The President, Seminar Chair(s), other officers, and then Executive Director.
- h. **Staff.** CACEO will pay for two staff members to be at the Seminar. This includes reimbursing for travel to and from the event, food expenses not provided during the event, and no more than four nights' stay each unless previously approved by the Board of Directors. The Seminar Chair may request additional staff members, if necessary, subject to the approval of the Executive Committee and appropriately budgeted.
- i. **Recognition.** The Annual Seminar Chair may receive a token of CACEO's appreciation for all the time and effort that goes into creating the Seminar and making it a success. Monetary value of said token should not exceed \$100 unless approved in advance by the Board of Directors.
- j. **Director Registrations.** In return for their efforts on behalf of CACEO throughout the year, Directors seated at the time of the Annual Seminar shall receive a complimentary registration to said Seminar. It is expected that the Directors will assist during the Seminar functions as needed or assigned. When provided formal written notice from a Director, the Executive Committee shall have discretion to allow substitution of hotel room nights in lieu of Seminar Registration, which shall not exceed the cost of Seminar Registration.

XI. FINANCE AND ANNUAL BUDGET

Annually, the Treasurer, in conjunction with the President and Executive Director shall prepare a proposed budget for CACEO for consideration by the Board at least 30 days prior to the end of the fiscal year.

Payment of CACEO expenses will be processed by the Executive Director as long as the expenses are consistent with the approved budget. The Executive Director must consult with the President and the

Treasurer, or other person appointed by the Board, who co-signs checks prior to incurring expenses or paying expenses that are not authorized in the budget.

CACEO checks shall require two signatures for execution. Checks for payment of CACEO expenses shall normally be signed by the Executive Director and a member of the Board designated to co-sign checks, usually the Treasurer. Others authorized to sign checks shall be the President and any other person approved by the Board of Directors, if any.

The Board must approve any non-budgeted program, in advance, that any committee wishes to launch that would require CACEO financial support. The committee chair proposing the program should contact the President and the Treasurer to discuss the program. If there is sufficient support, a Board meeting will be scheduled to discuss the program and amend the budget. This meeting may be held at a defined location or through electronic meeting or email. An email vote requires 100% participation and a simple majority vote.

a. **EXPENSE REIMBURSEMENT**

i. **General**

- a. As hereby described, the President, Directors, staff, instructors and others may be eligible for reimbursement of personal expenses incurred in the act of working on behalf of CACEO. Academy instructors are considered to be working on behalf of the academic institution and are therefore ineligible for travel reimbursement. Funds shall only be made available on a reimbursement basis. Reimbursement shall be processed by the Executive Director upon presentation of proper documentation (vouchers, receipts, etc.). The Executive Director shall review all reimbursement requests for compliance with this policy. Should any reimbursement request be questionable, the Secretary or President shall make the ultimate determination.
- b. Only airfare (or equivalent in the case of travel by other modes of transportation), airport parking, and transportation to and from the airport may be eligible for reimbursement.

ii. **CACEO Director Expenses**

- a. Directors are asked to make a conscious effort to keep costs down. Directors are reimbursed for expenses based on lowest reasonable costs for transportation incurred while traveling to and from Board meetings. Other appearances may also be subject to travel reimbursement, provided prior approval by the Board of Directors is sought and received. Reimbursement for expenses is subject to the discretion of the CACEO President. Directors will not be reimbursed for any expenses associated with the Annual Seminar. Reimbursement criteria are as follows:
 1. **Travel:** Based on round-trip coach fare or mileage (at the current federal rate), whichever is less and/or more expedient plus parking and bridge tolls.

2. **Lodging:** Prevailing government rate or \$125, whichever is less, plus room tax and parking, unless specifically approved by the CACEO Treasurer or President.
3. **Miscellaneous:** Supplies, telephone and other expenses directly attributable to CACEO activities must be approved by the CACEO President.
4. Requests for reimbursement must be made using a CACEO-provided "Expense Reimbursement Request" with receipts attached for all expenses claimed within sixty (60) days of the date expenses were incurred. If expense reports are received after that date, the expenses will not be reimbursed. If receipts are not provided, reimbursement will not be made for that part of the claim. All requests shall be reviewed and approved by the CACEO Treasurer or President based on the above criteria and are subject to override by a majority vote at any regular Board meeting.
5. Reimbursements shall be mailed by CACEO within 30 days of the receipt date of the original request. In the event a CACEO Director submits a reimbursement request in advance of the meeting, a reimbursement check will be available for the appropriate signature, and subsequent disbursement to the member, at the meeting.
6. Reimbursements shall only be issued when the Director attends the meeting in full. When justified and given advance notice, the President of CACEO shall have discretion to allow issuance of reimbursement for early release and/or late arrival.

iii. **Legislative Day Expenses**

- a. Annually the President will determine which Directors will attend the Law Enforcement Legislative Day. The number of attendees should take into account, and not exceed, the budgeted expenses for that event. CACEO staff will arrange for lodging for the event; attendees should arrange for their own travel and then submit reimbursement.

iv. **Annual Seminar Expenses**

- a. In general, CACEO does not reimburse for travel or lodging expenses related to the Annual Seminar for the Board of Directors. For more information, see the Annual Seminar section of this manual.

v. **Committee Expense**

- a. CACEO does not generally reimburse for in-person committee meeting expenses, unless previously approved by the Executive Committee. When possible, committees are encouraged to meet via teleconference.

b. **Operational Reserves**

CACEO will strive to maintain unrestricted net assets that are equivalent to at least 40% of total annual budgeted expenditures, excluding any significant one-time costs, with a minimum of 25%. This is considered the minimum level necessary to maintain the CACEO's credit worthiness and to adequately provide for:

- i. Economic uncertainties and other financial downturns such as reduced membership fees or other revenue shortfalls.
- ii. Contingencies for unseen operating or capital needs.
- iii. Cash flow requirements.

In the event that reserves drop below 25%, the Treasurer or President may call an emergency meeting of the Executive Committee to approve recommendations to address the financial shortfall.

c. REFUND AND CANCELLATION POLICY (approved)

Cancellation by CACEO

- i. The California Association of Code Enforcement Officers (CACEO) make every effort to hold events at the times, dates and locations specified. However, CACEO holds the right to cancel and/or change CACEO event times, dates and locations under certain conditions. These conditions usually include, but are not limited to, inclement weather, event venue cancellation or rescheduling, speaker cancellation or rescheduling, and insufficient number of registrants for the event. CACEO holds the right to cancel the event for any reason up to seven (7) days before the day of the event. In the event that CACEO must cancel the event, registrants will be refunded the entire fee paid to CACEO.

If an event is cancelled by CACEO, the notice will be sent to all registered registrants seven (7) days prior to the commencement of the event. CACEO will attempt to reschedule the program/seminar if time and space allow.

ii. Cancellation by Registrant

Written notice of cancellation may either be emailed or faxed to CACEO. Written notice of cancellation is required and must be addressed to:

California Association of Code Enforcement Officers
5620 Birdcage Street, Suite 200
Citrus Heights, CA 95610-7691
(866) 508-3947 Fax

Refund requests submitted at least seven (7) days prior to the event will be processed and mailed within thirty days of receipt of written notice. Fifteen percent (15%) of the total to be refunded will be deducted for processing fees for single day events; twenty-five percent (25%) for annual seminar. No cancellations and/or refunds will be honored if submitted less than seven (7) days prior to the event. No exceptions. In the event registration is made using

CACEO's online secure server, refunds will be processed in accordance with the rules and regulations of CACEO's online credit card processing company. Requests for cancellation received by voice mail message will not be honored.

If the cancellation is for a registration that has been invoiced but remains unpaid, the invoice will be cancelled but an invoice for administrative processing fees equal to fifteen percent (15%) of the registration fee will be initiated.

If the registrant fails to show up for the event or leaves the event prior to its conclusion, no refund of registration fees will be paid by CACEO. If the registrant's fee for the event is unpaid at the time of the event, the invoice will remain on the registrant's online profile and registrant will be unable to register for events until the invoice is paid in full.

You may substitute a CACEO member if you find you cannot attend and are beyond the time to receive a refund, but you must notify CACEO in advance so that we can switch the registration from your profile to another CACEO member.

XII. EDUCATION PROGRAM

CACEO endeavors to provide high quality, accurate, cost-effective and timely information to its membership to serve the mission of the organization. CACEO'S educational courses are offered throughout the state and throughout the given year. CACEO education is open to CACEO members only.

Pursuant to the Code Enforcement Officers Standards Act, Health and Safety Code Chapter 20 of Division 20, CACEO has adopted the authorized Administrative Regulations which govern the Education Program

XIII. CERTIFICATION PROGRAM

Pursuant to the Code Enforcement Officers Standards Act, Health and Safety Code Chapter 20 of Division 20, CACEO has adopted the authorized Administrative Regulations which govern the Certification Program.

XIV. CACEO NEWS

CACEO publishes an electronic newsletter twice annually called CACEO News. CACEO News is intended to be a grassroots newsletter with information, input, articles, job changes, regional highlights, etc. The deadline for receipt of copy and to post the publication on the website for each issue shall be determined annually.

Professional Ads. CACEO accepts advertising in its publication. The cost for professional ads is set by the Board of Directors. Ads are to be paid in a lump sum at the beginning of the contract term and will not be prorated or refunded should the ad terminate at the request of the advertiser prior to the end of the term.

Artwork and accuracy of the information contained in the artwork is the responsibility of the advertising entity, and neither the CACEO Board nor the editors of the CACEO News will be held responsible for the information contained therein. Only minor changes to the ad will be accepted without charge for the duration of the contract term. Ads will be placed throughout the newsletter in random fashion to avoid the appearances of favoritism.

Failure to pay any CACEO News invoice in a timely manner may result in the agency or vendor being precluded from placing further ads in the publication. The Board of Directors also has the discretion to place an agency or vendor on a pre-paid cash-only payment plan.

The President's Message. The President may author a column in CACEO News. The subject of the column shall be at the discretion of the President.

Presidents may desire to use the column to deliver important information or news to the organization or to heighten issues facing code enforcement professionals. Example subjects of columns include heightening legislative information, sharing of motivational materials, real-life stories from the trenches, and opinions of the President. The President's message may reflect the writing style and personality of the President.

Because the CACEO President also represents the organization as a whole, the message is subject to Board review if the focus of the President's message includes any of the following:

- a. Partisan politics (i.e., tells someone to vote Democrat or Republican).
- b. Advocates a position different than a formal adopted position of the CACEO Board of Directors.
- c. Inappropriate comments about any group or individual due to their race, national origin, religion, sex, or sexual preference.
- d. Demeaning remarks about other organizations or individuals.

The President shall submit his/her column to the Executive Director by the due date. In the event the message contains a focus on any of the above items, the Executive Director shall forward the draft column to the entire CACEO Board for review. If a majority of the Board requests so, the President shall be asked to edit or revise the column appropriately before publication.

XV. AMENDMENTS

The Board of Directors may make changes to this manual. Any changes shall be distributed by the Executive Director to the Board of Directors at least one week prior to the vote on such a change. Changes may be published in the newsletter and/or on the organization's website for the benefit of the general membership, if appropriate.

Should the need for a new policy arise between Board meetings, the draft policy should be sent from the applicable committee to the Administrative Committee for review and approval. If approved by the Administrative Committee, the Executive Committee may then approve the policy for implementation. The Board of Directors will be notified of the new policy at the meeting immediately following and said new policy shall be subject to full Board approval. If the Administrative Committee and/or the Executive Committee does not approve the policy as presented, the submitting committee may have an opportunity to revise the policy and resubmit.