



# **Florida Code Compliance Association**

FCCA Accreditation Application Packet for  
Code Compliance Agencies

## **PROGRAM DEVELOPMENT**

An accreditation program has long been recognized as a means of maintaining the highest standards of professionalism. The accreditation process is an outstanding management tool for code compliance agencies and provides a blueprint for building an agency committed to providing value-based services through accountability and transparency to the communities it serves.

## **THE PHILOSOPHY OF FCCA ACCREDITATION**

The accreditation process is designed to reflect best practices in the areas of code compliance involving the agencies administration, staff, professional development, case management, and other programs and responsibilities.

The FCCA accreditation standards ensure a uniform and consistent level of professionalism and level of service with all accredited code compliance agencies throughout Florida. Code compliance agencies can operate in confidence knowing that their code compliance operations have been reviewed and approved by a formal third party, have demonstrated that staff are competent, and can be considered among the best code compliance agencies in Florida.

The standards have been developed to apply to both large and small agencies. Applications are reviewed and approved by the FCCA and, upon approval, agencies are provided with a Certificate of Accreditation. Accreditation must be renewed every four years.

It is the desire of the FCCA that every agency that would like to obtain accreditation be afforded to do so. It is known that jurisdictions vary in size and by population. These standards are established as "minimum standards" that all agencies must achieve. Agencies can earn a maximum score of 100 points. To be eligible for accreditation, the applicant must be able to complete at least 50% of the required questions and to meet the minimum score of 50 to be accredited.

The FCCA expects agencies to maintain compliance and presumes agencies operate in compliance with their established policies.

## **TERMS & CONDITIONS**

This is an agreement between you (the applicant) and us (Florida Code Compliance Association). The Florida Code Compliance Association (FCCA) is a Florida limited liability company representing the interests of code compliance inspectors throughout the state. Your agency is seeking agency accreditation with the Florida Code Compliance Association (FCCA). In consideration of our willingness to approve your application for agency accreditation if you qualify, you agree to these terms:

### **1. ACCREDITATION FEES**

You authorize the FCCA to charge your credit card or bank account for accreditation fees and other sums you owe the FCCA. You understand the FCCA may deny your application and may terminate your accreditation if you do not pay all sums owed when due. You understand FCCA will not automatically renew your accreditation and will not automatically charge you for accreditation fees.

### **2. CODE OF ETHICS**

- I. Florida Code Compliance Association (FCCA) members shall not engage in any practices that could be damaging to the public or bring discredit to the code compliance industry or the code compliance profession as a code compliance inspector.
- II. Florida Code Compliance Association (FCCA) members shall be fair, honest and impartial, and act in good faith in their engagements and interactions with the public.
- III. Florida Code Compliance Association (FCCA) members shall not engage in any act or practice that could be deemed damaging, seditious or destructive to the FCCA, fellow FCCA members, or FCCA employees.
- IV. Florida Code Compliance Association (FCCA) members shall abide by FCCA's membership requirements.

You represent that you have read the Code of Ethics and agree to abide by the terms. You understand the FCCA may terminate your agency accreditation if the FCCA determines you violated the Code of Ethics.

3. **READING/REVIEW OF COUNSEL**

You have carefully read this agreement/application. You had the opportunity to have qualified counsel review this agreement/application before agreeing to it.

4. **VOLUNTARY AGREEMENT**

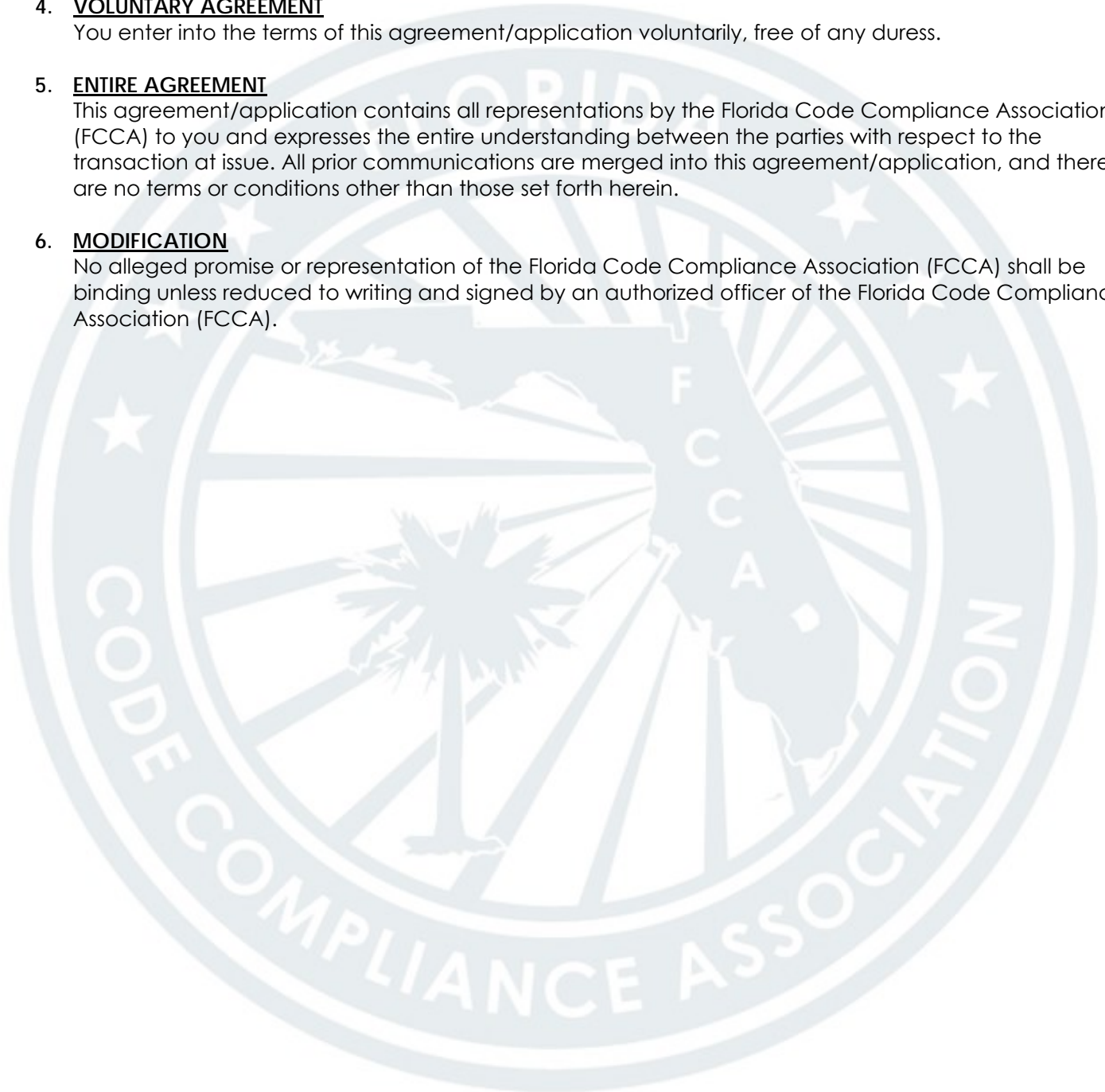
You enter into the terms of this agreement/application voluntarily, free of any duress.

5. **ENTIRE AGREEMENT**

This agreement/application contains all representations by the Florida Code Compliance Association (FCCA) to you and expresses the entire understanding between the parties with respect to the transaction at issue. All prior communications are merged into this agreement/application, and there are no terms or conditions other than those set forth herein.

6. **MODIFICATION**

No alleged promise or representation of the Florida Code Compliance Association (FCCA) shall be binding unless reduced to writing and signed by an authorized officer of the Florida Code Compliance Association (FCCA).





# FCCA Accreditation Application Packet for Code Compliance Agencies

## AGENCY INFORMATION

Date of Application	
<input type="checkbox"/> New Accreditation Application <input type="checkbox"/> Reaccreditation Application	
Name of Jurisdiction/Agency	
Department Name (Applicant)	
County	
Size of Jurisdiction Served (Sq. Miles)	
Population of Jurisdiction Served	
Number of Employees in Department	

## CONTACT INFORMATION

Primary Business Address City, State ZIP Code	
Address for Correspondence City, State ZIP Code	
Department Lead (Name & Title)	
Primary Phone #	
Primary Email Address	
Applicant Name	
Applicant Phone #	
Applicant Email Address	

\* This document is intended for the sole use of FCCA members



## **DEFINITIONS**

Unless otherwise expressly stated, the following terms shall, for the purposes of this application, have the meanings as set forth.

**ACCREDITATION:** The process by which the code agency participates to demonstrate the ability to meet these predetermined set of criteria and is competent to carry out regulatory tasks associated with the practices within this application packet.

**APPLICANT:** The agency applying for accreditation.

**APPLICATION PACKET:** This document with all required information outlined in this document, bundled together in order requested, identified with the corresponding reference numbers, for review and potential approval by the FCCA. This packet shall be submitted to the FCCA in an electronic format.

**CERTIFIED:** Limited solely as being recognized for the successful completion of course curriculum and meeting the standards for course completion for those explicitly offered, recognized, and outlined by the FCCA.

**CERTIFIED CODE COMPLIANCE INSPECTOR (CCCI):** Designation limited solely as being officially recognized as an active FCCA member who is in good standing and meets FCCA membership requirements and who has successfully completed course curriculum and met the standards for course completion for those explicitly offered, recognized, and outlined by the FCCA, and who has met all other application/membership criteria for the designation as outlined by the FCCA.

**CERTIFIED CODE COMPLIANCE PROFESSIONAL (CCCP):** Designation limited solely as being officially recognized as an active FCCA member who is in good standing and meets FCCA membership requirements and who has successfully completed course curriculum and met the standards for course completion for those explicitly offered, recognized, and outlined by the FCCA, and who has met all other application/membership criteria for the designation as outlined by the FCCA.

**CERTIFIED CODE COMPLIANCE SPECIALIST (CCCS):** Designation limited solely as being officially recognized as an active FCCA member who is in good standing and meets FCCA membership requirements and who has successfully completed course curriculum and met the standards for course completion for those explicitly offered, recognized, and outlined by the FCCA, and who has met all other application/membership criteria for the designation as outlined by the FCCA.

**CODE COMPLIANCE AGENCY:** An administrative division of a government organization that provides regulatory functions associated with the implementation and administration of codes, ordinances, or statutes.

**CODE COMPLIANCE INSPECTOR:** Any authorized agent of a jurisdiction who is charged with the administration of codes and whose duty it is to assure code compliance as adopted by the jurisdiction.

**CURRICULUM:** A series of courses related to a specific kind of training program.

**EQUAL EMPLOYMENT OPPORTUNITY:** The providing of equal opportunities for employment and conditions of employment to all members regardless of race, creed, color, age, sex, religion, national origin, marital status, or physical impairment.

**FCCA:** Florida Code Compliance Association.

**FEES:** Monies payable to the FCCA for the submittal, processing of, and determination of compliance with the application packet. Fees submitted do not guarantee that the applicant will obtain accreditation. If the FCCA finds the applicant does not meet the requirements for accreditation, the applicant will be notified of denial of their accreditation. If the applicant desires to resubmit a new application, they must also submit with new fees.

**JURISDICTION:** The territory over which authority is authorized.

**MASTER CODE COMPLIANCE PROFESSIONAL (MCCP):** Designation limited solely as being officially recognized as an active FCCA member who is in good standing and meets FCCA membership requirements and who has successfully completed course curriculum and met the standards for course completion for those explicitly offered, recognized, and outlined by the FCCA, and who has met all other application/membership criteria for the designation as outlined by the FCCA.

**PROCEDURE:** A manner of proceeding, a way of performing or affecting something, an act composed of steps, a course of action, a set of established forms or methods for conducting the affairs of the agency.

**QUALITY CONTROL MEASURE:** The maintenance of a desired level of quality in services offered through attention in every detail throughout the process of accreditation.

**REACCREDITATION:** Conducted every three (4) years (commencing from the initial date of accreditation), the applicant will be required to submit a new application packet for each reaccreditation and pay the applicable reaccreditation fees.

**REVOKE ACCREDITATION:** FCCA may terminate the accreditation of an agency for failing to uphold the standards of the accreditation, or by failing to comply with the agreement in this application.

**REVOKE CERTIFICATION:** FCCA may terminate the certification of a member for failing to uphold the standards of conduct and code of ethics of the FCCA, or by failing to comply with the terms of this agreement/application.

**SERVICE COMMUNITY:** Persons within the agency's jurisdictional responsibility.

**STANDARD OPERATING PROCEDURE:** A written directive which specifies how agency activities are carried out.

**SUBSTITUTE MEANS:** A process that has been approved where the authority having jurisdiction finds that the process is reasonable and fulfills with the intent of the provisions of the code(s) or processes, or the accreditation committee finds that it is an acceptable means of compliance with the standards set forth in this application packet.

## **ACCREDITATION ELIGIBILITY**

To be eligible for accreditation, the applicant must be a code compliance agency and must have at least 50% or more of the agency's staff members be members with the Florida Code Compliance Association (FCCA).

## **STANDARDS OF ACCREDITATION FOR CODE COMPLIANCE AGENCIES**

The standards of accreditation are the principles of professionalism and quality by which the FCCA determines whether an agency merits professional accreditation. The standards of accreditation are guiding principles to ensure a uniform level of service and professionalism are maintained. These standards of accreditation have been established and adopted by the FCCA and may be revised as needs dictate. All criteria in this document must be completed in order to be eligible for accreditation or reaccreditation. FCCA may consider substitute means, provided the applicant submits verifying data showing that the substitute means/method is at least equivalent to the adopted standard(s) and otherwise meets applicable accreditation requirements.

FCCA has adopted the standards within this document for all agencies that are seeking accreditation that are responsible for the enforcement of codes and ordinances, laws or statutes related to the health, safety and welfare within their communities and jurisdiction. The set standards are intended to ensure a uniform level of professionalism and service for all accredited code agencies, thereby increasing a community's confidence in the policies, procedures and practices of an agency and the overall code compliance profession. Each standard is numbered, and the response provided will be weighed/scored by the FCCA, numerically as follows:

- Meets Standards (2 points)
- Does Not Meet Standard or Not Applicable (0 points)

Examples of specific measures are provided to assist applicants with an understanding of how to meet the standards and assist the FCCA in determining whether an agency meets the standard. The examples provided are not all inclusive and only represent a small number of potential responses for some of the standards.

If an attached document is better suited versus a typed response in the area provided, please create an attached electronic document and reference the location of the standard in the "response area". If an agency is submitting an attached electronic document, the responses must be identified by the number of the standard in the order outlined.

If the FCCA marks a standard "Does Not Meet", a written explanation will be provided to explain the FCCA's decision.

"Not Applicable" should only be checked if it is felt that the referenced standard does not or should not apply in their situation. If checked, an explanation must be provided in the response section.

If the required documents are not attached or do not meet the standards, this application packet will not be considered for accreditation.

Agencies can earn a maximum score of 100 points. To be eligible for accreditation, the applicant must be able to complete at least 50% of the required questions and to meet the minimum score of 50 to be accredited.

## **EVALUATION**

FCCA will review all the information submitted within this application packet along with any attachments and determine if the agency has submitted criteria in compliance with the required standards of accreditation. In the event the FCCA requires additional information or if clarification is required, the FCCA will submit a request to the agency requesting the additional information and required date that the information must be received.

## **ISSUANCE OF ACCREDITATION**

After the FCCA has determined that the agency has demonstrated compliance with the standards of this packet and the information has been verified and graded on, the agency will receive their score along with an accreditation certificate indicating the agency has met the FCCA accreditation standards and will be listed on the FCCA website as an accredited agency.



## **REACCREDITATION**

Reaccreditation must be completed every four (4) years following the original accreditation award. A reaccreditation packet and the reaccreditation fee must be submitted to the FCCA no later than ninety (90) days prior to the fourth (4) year anniversary of the original accreditation or the last reaccreditation award date. FCCA will review and score the reaccreditation application as previously outlined. It is possible to have accreditation revoked based on the reaccreditation score. Reaccreditation application packets that are not submitted within the required timeframe or are submitted without the required documentation or fees will not be accepted. A new accreditation application packet and accreditation fees must be submitted for all expired accreditations that are not submitted or accepted for reaccreditation. Reaccreditation shall be revoked if required paperwork and fees are not received by the FCCA by the deadline date or failing to meet the minimum standards in this document.

## **AGREEMENT**

Completion of this application packet is not a guarantee that a FCCA accreditation will be granted. Applicant agrees it shall have no cause of action or claim against the Florida Code Compliance Association (FCCA), or its officers, members thereof, arising in any manner from any denial of this application. Accreditation may be revoked at any time because of failing to comply with this agreement or for any potential problems that could negatively impact the FCCA or the standards of accreditation. The applicant acknowledges that the FCCA, their appointed officers or authorized representative(s) make assessments of departmental documents provided to verify compliance with the standards of accreditation. The standards of accreditation for code compliance accreditation, which by this reference are made a part thereof, the applicable standards for code departments or agencies. In addition, the applicant grants consent that all documents submitted as a result of the application process may be shared with other members that have received accreditation from the FCCA. In consideration of the processing of this application, the applicant agrees to abide and be bound by all conditions, rules, or standards, associated with this application, or any later amendments of said conditions, rules or standards hereafter adopted. Signing this application is agreeing to abide and be bound by the accreditation issued pursuant thereto in accordance with the terms of this agreement/application.

## **ASSOCIATED FEES:**

Accreditation Fees:	Reaccreditation Fees:
\$250.00	\$125.00

## **DIRECTIONS FOR SUBMITTAL**

Each question shall be separate and part of the larger packet to the FCCA. All information being provided to the FCCA for review must be legible, and in a chronological order to best serve the agency.

Each question shall have its own separate section with corresponding question and supporting documents.

Review of the accreditation packet will not commence until the accreditation fees are paid.



## SECTION 1 Agency Administration

This section applies with the organizational structure of code compliance agencies. Standards call for a clear description of the agency's structure with clear lines of authority and accountability. This section is not meant to be limiting. It encourages flexibility of organizational structure based upon agency needs. Standards address administration, operations, policy/procedure, security, and equipment.

### Code Compliance Responsibilities:

**1 – Provide a detailed description of the responsibilities of the agency as it pertains to the code compliance department.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Provide detailed responsibilities of staff in the department and their roles.

### Area of Responsibility:

**2 – Provide a boundary map for the agency's jurisdiction.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Map indicating agency's boundaries with population and square miles. In addition, include at least one additional map to include current zoning districts and their categorization.

### Professional Organizations:

**3 – List all organizations, other than FCCA, which the agency partners, or is a member and provide proof of partnership/membership.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – List includes one other affiliation that assists in promoting the code compliance profession.

**Hours of Operation:****4 – Provide an outline of the agency's hours of operation.**☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The agency's operating hours are appropriate for conducting inspections and contacting property owners and occupants in the field. The agency also provides sufficient hours for in-office interactions either in person, by phone or via other electronic means. In addition to the standard, the agency may also provide operating hours for staff flexing working hours, regular late work hours and weekend hours to provide enhanced levels of customer service.

**Facilities, Offices, and Workspaces:****5 – Provide photographs of the exterior facilities, internal offices, and workspace areas where services are performed.**☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Photos should depict a clean and welcoming exterior building accessible to the public. Interior offices and workspaces should be well lit and provide sufficient space for staff to perform their work functions. Interior areas should have access to conference and meeting rooms.

## SECTION 2

### Staff & Professional Development

This section applies to staffing and the professional development of code compliance personnel. Training is one of the most important responsibilities of any code compliance agency. It contributes greatly toward the overall professionalism of the agency while the consequence for lack of training jeopardizes the credibility of the agency and exposes the agency to civil liability.

#### Organizational Structure:

##### 6 – Submit an organizational diagram and provide a detailed description of the agency's structure.

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☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary and diagram clearly outlines all positions, identifies their titles within the agency and clearly outlines the chain of command. In addition, the detailed description and diagram identifies each staff member by name, and experience by FCCA certifications.

#### Professional Tools & Equipment:

##### 7 – Provide a detailed summary and photographs of vehicles, tools, and equipment issued/assigned to all staff to perform their job duties.

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☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The vehicles, tools, and equipment issued to staff are in a suitable condition to continue to be utilized and are appropriate to complete the essential job functions for which they are intended.

#### Computer Software:

##### 8 – Provide a detailed summary of any computer software, applications, or programs utilized by the agency and describe their intended uses.

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☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The software, applications, or programs utilized by the agency are appropriate for their intended uses.



**Code of Ethics/Code of Conduct:**

**9 – Provide a detailed summary and reference any applicable policy and/or procedure related to ethical performance of regulatory duties and avoidance of social influences and pressures.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the professional standards that are expected of all employees and how employees are to use those standards in their day-to-day work activities.

**Staff Positions:**

**10 – Provide job descriptions for all full-time and part-time staff positions.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Job description clearly outlines job duties, purpose, and responsibilities.

**Hiring Process:**

**11 – Provide a detailed summary and reference any applicable policy and/or procedure of the hiring process.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines a process in place to post a vacant position and the interviewing, verification of qualifications and selection process.

**New Staff Training:**

**12 – Provide a detailed summary and reference any applicable policy and/or procedure for new staff training processes and attach a copy of the training manual if applicable.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines a procedure for training new staff that includes specific office and field training topics.

**Performance Evaluations:**

**13 – Provide a copy of a blank performance evaluation and any applicable policy and/or procedure outlining its use.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The performance evaluation clearly rates performance in relevant job competencies.

**Licensing & Certifications:**

**14 – List and provide a summary of all applicable licensing or certification requirements and their continuing education requirements.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Licensing or certification is required for code compliance staff members to perform their duties. In addition to the standard, the agency may also provide time, resources and training for employees to obtain and maintain additional relevant professional accreditations above minimum state or local requirements.

**Additional Staff Training:**

**15 – List all training opportunities the agency actively participates in or hosts, including provider, date and location of the training.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The agency provides the time and resources for staff members to complete the required continuing education necessary to maintain their required accreditations.

### SECTION 3 Case Management

This section applies to case development from the inception until the case has been purged. This section will cover the areas of complaints, inspections, photographic documentation, and document retention.

#### Inspection Area Assignments:

**16 – Provide a detailed summary how staff inspection area assignments within the jurisdiction are assigned. A copy of the assigned area(s) map must be attached if applicable.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines a systematic process in place for the criteria used to proportionally distribute the jurisdiction among staff. Distribution is based upon specific measurable data that is relevant to job performance or workload.

#### Case Creation:

**17 – Provide a detailed summary and reference any applicable policy and/or procedure for how a case is to be created.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to open a case that includes property identification, complainant information, assigned code compliance inspector, property owner/occupant, and nature of complaint.

#### Complaints/Service Requests:

**18 – Provide a detailed summary and reference any applicable policy and/or procedure for processing a complaint/service request.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to document, organize, respond to and manage complaints/service requests.



**Inspections:**

**19 – Provide a detailed summary and reference any applicable policy and/or procedure for how an inspection is to be conducted.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines method, response time, and location that inspections are to be conducted.

**Case/Violation Types:**

**20 – Provide a listing of case/violation types the agency enforces.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Case or violation types are clearly identifiable based on their name and are organized, such as based on relevant codes or ordinance structure.

**Case/Violation Origination:**

**21 – Provide a detailed summary of how case and/or violation originations are documented (i.e., reactive vs. proactive).**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines a systematic process to document and differentiate case and/or violation originations.

**Unfounded Complaints/Service Requests:**

**22 – Provide a detailed summary and reference any applicable policy and/or procedure for how unfounded complaints/service requests are processed.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to process, document and manage unfounded complaints/service requests.

**Complaints for Other Departments/Divisions:**

**23 – Provide a detailed summary and reference any applicable policy and/or procedure for how complaint cases/violations that are found to be regulated by other departments, divisions or agencies are processed.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to process, document, manage and redirect complaint cases/violations that are regulated by another department, division or agency.

**Photographic Documentation:**

**24 – Provide a detailed summary and reference any applicable policy and/or procedure for photographic documentation and retention.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to obtain, process, manage and retain photographs of identified violations.

**Closing Cases/Violations:**

**25 – Provide a detailed summary and reference any applicable policy and/or procedures manual for closing cases/violations.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how a case/violation is to be closed.

**Consent for Inspections:**

**26 – Provide a detailed summary and reference any applicable policy and/or procedure for conducting inspections when consent is required.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines when consent to conduct an inspection is required from the property owner and/or occupant.

**Denied Consent for Inspections:**

**27 – Provide a detailed summary and reference any applicable policy and/or procedure for conducting inspections when consent is denied.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how to prevent staff from conducting an illegal search or violate one's 4th Amendment rights.

**Inspection Checklists:**

**28 – Provide a copy of any applicable inspection checklists utilized and reference any applicable policy and/or procedure related to the checklists.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – Checklist(s) clearly outline what is required to be inspected.



**Case Record Security & Document Retention:**

**29 – Provide a detailed summary and reference any applicable policy and/or procedure related to how case records are kept safe and documents retained.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines records to be retained, retention manner and period.

**Case Quality Control:**

**30 – Provide a detailed summary and reference any applicable policy and/or procedure related to ensuring case quality control.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the steps that are to be taken by the agency to verify and maintain a desired level of quality related to case processing and/or job performance.



## SECTION 4 Administrative & Legal Remedies

This section dictates internal procedures dealing with legal services and addressing and resolving claims through an abatement process of liens, and anything related involving Florida Statutes.

### Adopting and Amending Codes and Ordinances:

**31 – Provide a detailed summary of the agency's process for developing and adopting new codes/ordinances and for reviewing and amending current codes/ordinances.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the steps necessary for the development and modification of relevant codes and ordinances.

### Legal Services:

**32 – Provide a detailed summary of how legal services are provided to the agency.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the method in which legal services are provided and the level of support these services provide.

### Community Support Services & Other Service Programs:

**33 – Provide a detailed summary and reference any applicable policy and/or procedure for any community support services or service programs utilized by the agency to gain compliance.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines how and when community support services or service programs are utilized to gain compliance. A listing of available community support services and/or service programs must be submitted if applicable.

**Civil Abatement:**

**34 – Provide a detailed summary and reference any applicable policy and/or procedure for the civil abatement of violations.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines types of cases/violations that can be abated by the agency.

**Abatement Cost Recovery:**

**35 – Provide a detailed summary and reference any applicable policy and/or procedure for recovery of abatement costs.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines a step-by-step process, inclusive of notifications and timeframes, to recover abatement costs.



## SECTION 5 Other Programs & Responsibilities

This section dictates internal policies and procedures for non-code related activities in the community.

### Administrative Citations:

**36 – Provide a detailed summary and reference any applicable policy and/or procedure for administrative/civil citations.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines types of cases/violations that can be cited administratively as well as all required notifications, procedures and forms to issue the administrative/civil citation. A copy of all applicable forms must be submitted.

### Administrative Fines:

**37 – Provide a detailed summary and reference any applicable policy and/or procedure for the collection and reduction of fines or liens.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines who is responsible for the collection and reduction of fines or liens.

### Boards & Commissions:

**38 – Provide a detailed summary and reference any applicable policy and/or procedure for boards and commissions the agency works with to gain compliance and how they are utilized to achieve compliance.**

☐ Does Not Meet

☐ Meets Standards

☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the method for boards or commissions to be utilized to gain compliance.

**Anonymous Complaints:**

**39 – Provide a detailed summary and reference any applicable policy and/or procedure for addressing anonymous complaints in accordance with Florida Statute 162.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines addressing anonymous complaints.

**Public Records Requests:**

**40 – Provide a detail summary and reference any applicable policy and/or procedure for public record requests in accordance with Florida Statute 119.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the processing of public record requests.

**Working with Other Departments:**

**41 – Provide a detailed summary of how the agency coordinates it work with other departments.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the method that work is coordinated with other departments and identifies each department and their area(s) of responsibility.

**Disaster Recovery:**

**42 – Provide a detailed summary and reference any applicable policy and/or procedure related to disaster recovery.**

☐ Does Not Meet☐ Meets Standards☐ Not Applicable

**STANDARD** – The detailed summary clearly outlines the roles and responsibilities of the agency in response to a disaster within their community.

## SECTION 6 Required Documents

Required documents will be evaluated based on their ease of use, ease of comprehension, thoroughness, applicability, and professionalism.

### Documents & Reports:

#### 43 – List and attach all applicable policy and procedures currently in use.

<input type="checkbox"/> Does Not Meet	<input type="checkbox"/> Meets Standards	<input type="checkbox"/> Not Applicable

#### 44 – Mission and/or Vision Statements.

<input type="checkbox"/> Does Not Meet	<input type="checkbox"/> Meets Standards	<input type="checkbox"/> Not Applicable

#### 45 – List and attach all applicable forms, letters, notices, including stickers and door hangers.

<input type="checkbox"/> Does Not Meet	<input type="checkbox"/> Meets Standards	<input type="checkbox"/> Not Applicable

#### 46 – List and attach applicable agency brochures and educational handouts.

<input type="checkbox"/> Does Not Meet	<input type="checkbox"/> Meets Standards	<input type="checkbox"/> Not Applicable

**47 – Provide a list of all adopted codes and ordinances applicable to agency operations for enforcement.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable**48 – Provide a list of all applicable case and/or violation types.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable**49 – Provide a summary and attach an example of daily, weekly, monthly, quarterly or annual statistical reports.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable**50 – Provide a summary and attach an example of operational and/or performance reports.**

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☐ Does Not Meet☐ Meets Standards☐ Not Applicable**ACKNOWLEDGMENTS**

<b>Typed Signature</b>	
<b>Title</b>	
<b>Date Signed</b>	

\*This typed signature acts and is in place of a wet signature.

By checking this box and signing above, the applicant agrees that all the information contained within this application is true and correct and they have read and understand the above agreement, and the content within this application packet.

<b>Score determined by FCCA</b>	
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