

PS COMMITTEE #4
July 13, 2015

MEMORANDUM

July 9, 2015

TO: Public Safety Committee

FROM: Susan J. Farag, Legislative Analyst 

SUBJECT: Update: Office of Consumer Protection – Development of Online Training Program for the Commission on Common Ownership Communities (CCOC)

Today, the Committee will receive an update from the Office of Consumer Protection (OCP) and the Department of Technology Services (DTS) on its progress in developing an online training module for members of boards of directors of Common Ownership Communities (COC). The following agency staff are expected to brief the Committee:

Eric Friedman, Director of the Office of Consumer Protection
Marsha Carter, OCP
Dieter Klinger, Chief Operating Officer, Department of Technology Services

Background

Bill 45-14, effective January 1, 2016, requires the CCOC to develop an educational curriculum to train a member of the governing body of a common ownership community (COC) on the responsibilities of directors. It also requires a member of the governing body of a COC to complete this training or similar training approved by the CCOC within 90 days of their election or appointment. The Committee discussed several options available to design, build, and maintain the training module, including outside vendors. Ultimately, the Committee recommended and Council approved that DTS build the training program, within the \$41,000 included OCP's FY16 Operating Budget. The Committee requested a progress update in July.

Update

OCP advises that it has partnered with DTS and the Cable Office to produce an online training module. Staff have taken the Commission's draft training manual and have developed a prototype module that provides an introduction to COCs. DTS is using a customizable off-the-shelf software program called Articulate Storyline II. DTS will be able to provide a brief presentation of the draft module to the Committee. Sample screenshots are attached at ©1-2.

In June, Executive staff presented a demo of the first module to several CCOC members in order to get feedback on both format and content. Their feedback has been incorporated into the demonstration provided to the Committee today.

At this point, the prototype incorporates real-life examples, video, and URL interactive features. It provides basic instruction, followed by a quiz, highlighting true/false and multiple choice questions. The final content is expected to be completed by mid- to late-July. After obtaining appropriate approvals, DTS' Cable Office will receive the final content no later than July 31.

Recent additional to the prototype include a registration page and a certificate that will be provided on completion of all module.

Data collection conducted by Department of Housing and Community Affairs (DCHA): Council staff requested information regarding DHCA's status on data collection of board member names. DHCA currently collects limited data on board members when it bills each COC. A status update information had not been provided at the time the packet went to print, but Executive staff will provide an update at the worksession.

Discussion Issues

1. Once DTS receives the final content by July 31, when will it have a prototype that can be tested online? When do OCP and DTS envision the online module will be ready for public use?

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Community Governance Fundamentals



What do associations look like?

Associations can vary widely in appearance and housing type. A single homeowners association may have several different types of housing, including townhouses, single family homes, semi-detached homes or duplexes. Condominiums may be units within a high-rise building, or they may be townhouses, duplexes, or semi-detached homes. Cooperatives are usually buildings, but there are exceptions. The important thing is that you can't tell what kind of an association a community is just by looking. You need to be familiar with its governing documents in order to know what kind of legal entity it is. Some cooperatives, condominiums and homeowners associations are also part of larger associations, known as master associations. Some associations include commercial or "mixed use" components. In each case, the ownership of the property and the rights and responsibilities associated with it are defined in the governing documents.

Click for a real life example!

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Introduction: Quiz



True or false: If a home is a townhouse, it must be a condominium.

- True
- False

