



CACM MILESTONES

- 1991** The California Association of Community Managers (CACM) is founded to create a professional manager organization focused solely on the issues affecting California.
- 1992** Karen Conlon joins CACM as president and chief executive officer. Conlon still serves in that capacity.
- CACM holds its first Statewide Expo & Conference, designed to create unity in the industry and educate members on best practices. CACM's new certification program for managers (the Certified Community Association Manager or CCAM program) is also unveiled at the event, which hosts approximately 200 managers.
- 1993** First CCAM class is sworn in at CACM's inaugural Oath Ceremony.
- The Professional Standards Committee is established to oversee the development and enforcement of CACM's Code of Professional Ethics and Standards of Practice.
- The Vision Awards are introduced to recognize professionals who demonstrate high standards of practice in community management, certification and training.
- 1994** CACM debuts its annual Law Seminar for management professionals.
- 1997** The first Certified Management Firm (CMF) credential is awarded. The designation is awarded to management firms that adhere to the highest state-specific industry standards. An internal audit review – a key component of the program – requires that an independent CPA audit the companies to verify that strict standards for risk management practices and internal financial controls are being met.
- 1999** The first CEO Business Forum is held in Lake Tahoe. The CEO Business Forum provides owners and executives of management firms in California the chance to network, share ideas and learn new tools and strategies for running their companies.
- 2000** The first Northern California Law Seminar & Trade Show is held.
- 2001** CACM celebrates its 10th anniversary.
- Assembly Bill 555, sponsored by CACM, is introduced. The bill advocates complete disclosure to consumers regarding the qualifications of the professional staff serving their

community associations and is designed to protect homeowners in community associations from unethical and uneducated managers. The bill represents a monumental step toward self-regulation and enforcement in the field of community association management.

- 2002** Governor Gray Davis signs AB555. The CCAM designation is now recognized by the state of California.
- 2003** CACM adopts a new standardized management agreement that follows the Retainer Agreement concept. The base management fee provides for a defined number of man hours per month for the management firm to assist the homeowners association. It also provides for an hourly fee for every hour spent in excess of the defined monthly hours. This is a profound change to traditional standard operating procedure.
- 2004** CACM membership exceeds 1,300 managers, 350 affiliates and 50 management firm council members.
- 2005** CACM's Council of Affiliate Members introduces the first Facilities Management Conference to provide ongoing maintenance education to community managers.
- 2006** The California Assembly honors CACM with a formal resolution "for its important role in the enhancement of professionalism among community association managers and the common interest development community-at-large." A similar Senate resolution follows in 2007.
- 2008** CACM hires the Forbes Group to conduct an environmental study analyzing economic factors that will impact the community management market in California in the future. CACM publishes the booklet "Common Interest Developments: The Growing Lifestyle Choice for Californians" as a result of the study findings. The booklet is available free to California homeowners and covers the state's CID history, structure and management, and legislative actions.
- 2009** "Career Network" is launched on CACM's website, offering free résumé and job posting services.
- 2010** CACM grows to nearly 3,000 members statewide. More than 80 percent of the membership is composed of managers and management firms. The remaining members provide products and services to homeowners associations.
- More than 1,200 industry professionals attend the Statewide Expo & Conference.
- 2011** CACM introduces specialty certificate programs in High Rise Community Management and Large Scale Community Management.

The Certified Management Firm (CMF) program is transformed into the Accredited Community Management Firm (ACMF) program to offer a higher standard of accreditation for community management firms in California.