

## CCMC Committee Regular Meeting (Virtual)

Tuesday, April 26, 2022 10:00 am

Login information was as follows : <https://meet.goto.com/864148317> Or by phone: United States: [+1 \(872\) 240-3212](tel:+18722403212) Access Code: 864-148-317

A quorum was present, and the meeting was called to order at 10:01 am by CCMC Committee Chairman John Rainaldi. Attending virtually were, from the CCMC Committee: Denise Talbot; David Kluczowski; Lisa Madden; Beth Hamel; Jennifer Gauthier; and Lisa Biagiarelli.

John noted that the minutes of the meetings of March 2, 2022 and March 24, 2022 had been sent and made available prior to this meeting. There were several amendments and corrections. Denise made a motion to waive the reading of the minutes and to accept them with the aforementioned amendments and corrections; Beth seconded. All were in favor of approving the minutes with the corrections.

At 10:03 am, Christine Dixon joined the meeting.

The Treasurer's report had been presented to the Committee prior to this meeting. Lisa Biagiarelli made a motion to approve; Denise seconded. David noted that we had \$42,432.11 as our balance as of March 31, 2022. All were in favor of approving the Treasurer's report.

John moved forward to the next agenda item, public comment, and introduced Christine Dixon, Tax Collector of East Lyme, who came to the Committee for reconsideration of potential earned credit hours on behalf of her assistant, Sarah Rolfe. Both Christine and Sarah had attended the March 2022 Connecticut Tax Collectors' Association Conference, and due to misunderstanding on their part, had failed to sign out for at least one of the classes. They had signed in, but had neglected to sign out, and subsequently were not given credit for all of the sessions they had attended. It was their first conference, and Christine noted that the process was a little confusing. It was not an issue for Christine as she has yet to become certified but it is an issue for Sarah since she does need to recertify. The workshop she did not get credit for was the two hour bankruptcy session. John inquired as to what year Sarah needs to recertify, and Christine said it was 2025.

Discussion ensued. John and Lisa Madden both noted there were many individuals in this situation and Lisa added that she had tried to email people who were affected. Denise asked if we have an appeal process and it was noted that we do not. Jennifer said Lisa Madden took the additional step of trying to email people to try to ensure nobody would be missed. There was no further public comment and no action was taken on this item.

John introduced communications and noted there were several. Some individuals inquired if they could recertify a year earlier than scheduled. It was agreed this would not be allowed. One individual asking is up for re election in 2023, and is due to recertify in 2024. This person wanted to get her recertification a year early. Lisa Madden emailed the individual back with the determination.

David raised the issue of class attendance and disqualification due to absence from class four. A person had missed more than the allowed number of classes and asked if they could continue to attend the class and David and Stacey Yarbrough both felt that their attendance would be a distraction. The class had been paid for and the town was asking if the attendee could use the tuition credit to take the class

at a subsequent time. Lisa Madden suggested they keep the credit on file and use it for the fall session to retake the class. It was noted that the absence was COVID 19 related and our policy should reflect some sensitivity due to COVID 19. However this person did miss two five hour classes and it was agreed that was too much time to miss. Denise said she did not have a problem with giving the individual the opportunity to keep the credit for future use since it encourages people to be honest about not coming to class if they have been potentially or actually exposed to COVID 19. Lisa Madden made a motion to establish a policy that if a person misses two classes due to COVID 19 , they will be entitled to a credit, not a refund. Denise seconded. Beth inquired how we would verify that the absence was truly COVID 19 related and Lisa Madden said we really could not. In this situation the student's supervisor had notified the instructors. There was no further discussion and the vote was called, with all being in favor of giving the individual credit, but noting that they still would have to sign up for the next class and would not automatically be re-enrolled.

The next agenda item was workshop approvals. There were 11 submitted for consideration. The first item for consideration was a two hour presentation on DMV and CIVLS to be presented by CTx at the May 2022 CTx meeting at Aquaturf. The main presenter would be Michelle Huggins from DMV. At the same meeting there would also be a .5 hour legislative update, also presented by CTx, with Michael Dugan. Lisa Biagiarelli made a motion to approve both workshops; Denise seconded. There was some discussion as Jennifer inquired how the DMV update was related to tax collection and suggested the title of the presentation be re-named or that "roundtable" be added. The vote was taken, and all were in favor of approving both the CTx offerings.

The next six items on the agenda for consideration were all presented by Carla Hamel and Launa Goslee, Course 1 instructors. They offered to present six separate weeks of Course 1 lecture material (sessions 1 – 6), broken down into separate two hour sessions. Lisa Biagiarelli made a motion to approve all six sessions; Beth seconded. Discussion followed. It was noted the presentation could be either virtual or in person. Lisa Madden suggested this type of presentation of CCMC course material would be well received as future sessions suitable for continuing education units at CTx conferences. At the conclusion of discussion a vote was taken, and all were in favor.

The next item was to be offered by Litchfield County, presented by Sarah Brusco, Tax Collector of Norfolk, on the topic of Tax Collectors' Office Security and Personal Safety. The presentation would be held at a county meeting in June 2022 and would be for 1.5 hours. Lisa Biagiarelli made a motion to approve and Beth seconded. Beth noted that Sarah Brusco was in law enforcement prior to becoming a tax collector and presents this material from that perspective. There was one slide in the proposed presentation that Lisa Madden suggested removing. A vote was taken and all were in favor of approval.

The next item was the QDS User Group meeting for Spring 2022 for 2.0 hours. Beth made a motion to approve and Denise seconded. Discussion followed. Lisa Biagiarelli said she had concerns about approving software user group meetings for continuing education approval. She said she had voted to approve similar offerings in the past but expressed similar concerns at that time and had decided that in 2022 she would not be voting in favor because she felt they did not comply with the directive that they be tax collection related; they are about how to use a product sold by a vendor and not everybody uses the same system. A vote was called the motion to approve passed, with Beth, Denise, John and Lisa Madden voting in favor, and David Kluczowski and Lisa Biagiarelli voting in opposition.

The next item was a 1 hour online workshop presented by CIRMA on interviewing and hiring. Teri Blesso from Bloomfield had requested approval of this workshop and presented back up documentation to support her request. Lisa Biagiarelli made a motion to deny; Denise seconded. The motion to deny approval passed unanimously.

The next item on the agenda was 2022 recertification applications. For this meeting, there were three applications for recertification. Denise made a motion to approve two of the applications; Lisa Madden seconded. Discussion followed. The two applicants who were the subject of the motion to approve were: Peggy Duffy with 59.5 hours; and Colleen Keissweitter with 55.5 hours. There was one other applicant, Karen Snyder, who met the required number of hours but whose application was incomplete due to lack of payment; that application was tabled pending receipt of payment, in accordance with our regulations. It was noted that the two applicants being considered for approval had fifty or more credit hours, and their applications had been reviewed and were in order. The motion passed unanimously, and the two applicants were approved.

John introduced discussion of old business. The CCMC Final Comprehensive Written Examination will be administered on June 2 and applicants have until May 17, 2022 to submit their application to sit for the examination. As of this meeting we had received 11 applications. Lisa Madden noted she was researching to determine when individuals had passed all of their individual CCMC classes. She had so far determined that six were qualified. Discussion ensued about when we should be voting to approve these candidates. Jennifer suggested we should table this item now, and vote on all of the applicants at Aquaturf.

The next item for discussion was the presentation of CCMC certificates to newly minted CCMC designees at the May 2022 Aquaturf meeting. There were to be 11 certificates presented. Discussion ensued about the experience of several of the candidates. Some have multiple job titles – one is an assistant assessor now, and one currently holds the title of financial assistant. However, they all do have three years' tax collection experience. Denise made a motion to approve, and Lisa Madden seconded. All were in favor. John noted that Liana Paglia of Hamden, who will be receiving a CCMC certificate in May, was inadvertently missed in November 2021, when she should have received her CCMC certificate. The CCMC Committee will pay for her meal at the May 2022 Aquaturf. John will email all 11 individuals and let them know to expect their certificates at this meeting.

John introduced discussion of new business and started by discussing the Shelton Roadshow. There were a number of individuals who did not attend; one person who was scheduled to attend had COVID 19; but there were other no shows as well, and some of those individuals had not paid. A discussion ensued about how to deal with this. Denise suggested that if a person signs up and does not pay and does not show up to the road show, they should have to wait two road shows before being allowed to make a reservation to attend again, because these individuals are taking seats away from others. A question was raised as to what happens if the person who does not show has paid; do they forfeit their payment; do they also have to wait two road shows to be able to register to attend. Denise made a motion that we have a policy that if a person signs up to attend a roadshow and does not pay and does not attend, they should not be allowed to sign up for the next road show. Lisa Biagiarelli seconded. All were in favor. Lisa Madden made a motion that if a person signed up to attend, did pay and then did not show, they should forfeit their payment and not be allowed to register for the next road show. Beth

suggested this policy be discussed and disseminated so that members would be aware of it. All were in favor.

Denise raised the issue of road shows filling up quickly after their registrations open up. Some of the smaller towns where tax collectors and staff may work only part time are getting shut out because by the time they come in to work and read their emails, the registrations are already closed. Lisa Madden said we can try to send the announcements about the road show registrations on Mondays around noon because just about every office is open at that time; it's usually more toward the end of the week that offices are closed. Lisa Madden said we should probably try to avoid sending notices out on Fridays for this reason. It was noted that three individuals did let the Committee know they could not attend and we were able to fill their spots from the waiting list. Lisa Madden made a motion that we have a policy that if a person signs up and pays and cancels prior to the show, they should get a credit, but not a refund, and they would still have to sign up anew for the next road show offering if they wanted to attend it because the rollover would not be automatic; John seconded. All were in favor.

Jennifer noted that OPM needed the names of the individuals who were getting their certificates in May at Aquaturf.

John noted that Cory Iacino's CCMC designation had been rescinded by OPM as of April 20, 2022 based on lack of tax collection experience. She will be able to re apply for the designation if she gains the appropriate three years of experience. John said he will shred her original CCMC certificate.

Jennifer noted that she and Martin Heft had met and discussed the CCMC application. They feel the application needs to be revised. Jennifer suggested they may make it similar to what is used for the Connecticut assessors. She said it is their position that applications should be reviewed by the entire CCMC Committee and should be voted on individually.

Jennifer noted that Senate Bill 190 has been tabled but is still on the Senate calendar and that there are still several weeks left in the legislative session for it to be acted on.

Lisa Madden noted that she and David Kluczowski are scheduled to administer the final comprehensive written examination in Berlin on June 2, 2022. There was discussion about changing the content of the current examination. John said he is against including essays on the exam because they are too subjective. Denise said she has always felt the true/false and matching sections are too easy and should be removed. John said he thinks the entire exam should be 100% multiple choice. Lisa Madden was in favor of including essays and said the Committee could have a rubric that showed how many points would be awarded for different points and that this would help reduce the subjectivity of grading. David and Beth said they felt that short answers should be included. Lisa Madden said we could start with one essay and a few short answers. Denise suggested taking away the matching and true /false and replace it with something else and that Lisa and Lisa could work on this. David said he could give some potential short answer questions to be considered. John said that at this time it was too late to be changing the examination, and that the examination should stay in its current format. He was adamant that it was too late to have this discussion now, and that we could consider it for the December 2022 administration.

Jennifer said we should not be discussing the examination over email because it is subject to freedom of information inquiry if we do so.

It was noted that the next meeting of the Committee will be at the Aquaturf meeting on May 19 and that the meeting after that will be on Tuesday, June 7, 2022 in person in Berlin for the purpose of grading the final exams.

There was no further business. At 12:01 pm, Beth made a motion to adjourn the meeting; Denise seconded the motion. All were in favor.

Respectfully submitted by Lisa Biagiarelli, Secretary