

Capitol Region Council of Governments

Shared Services
Workshop & Forum
Overview



Oct. 8, 2024 Workshop & Forum

- **OPM Presentation:**

- Martin L. Heft, Undersecretary, Intergovernmental & Policy Division, Martin.Heft@ct.gov
- Rebecca Augur, Responsible Growth Coordinator, Rebecca.Augur@ct.gov
- Christine Goupil, Policy Development Coordinator, Assessment, Data Collection & Grants Management Unit, Christine.Goupil@ct.gov

- **Panel:**

- Moderator - Peter Souza, Town Manager, Town of Windsor, souza@townofwindsorct.com
- Maria Capriola, Chief of Shared Services & Administration, Town of Mansfield, capriolam@mansfieldct.org
- Andy Cirioli, Assistant Town Manager, Town of Plainville, cirioli@plainville-ct.gov
- Jim Rupert, Town Administrator, Town of Bolton, jrupert@boltonct.gov
- Pauline Yoder, Chief Operating Officer, CRCOG, pyoder@crcog.org

Common Models for Shared Services

- Shared services is a broad AND scalable concept
- Applicable for both administrative & support services (Finance, HR, IT, Facilities) and community-based services (Animal Control, Building Inspection)
- Municipal gov't & school district (Mansfield, Plainville, West Hartford)
- Two or more municipalities (Bolton-Andover-Ashford-Willington building inspection program, Windsor-Bloomfield landfill)
- Shared services thru COG or RESC (NECCOG animal control, CRCOG shared trail maintenance equipment, EASTCONN health ins pool)

Benefits of Shared Services

- Provide services more efficiently, saving taxpayer funds and other resources (typically not used for layoffs or RIF)
- Opportunity to enhance or improve services
- Avoid cost of redundant software systems and facilities
- Increased opportunities for cross-training and succession planning
- Relationship-building!

Keys to Success

- Practice good governance, communication, and collaboration – hire the “right” people who can “check their ego at the door”
- Negotiate interlocal agreement or other legal document to detail how the participating agencies will fund, manage, and provide shared services. Periodically update.
- Consult with bargaining units towards the front-end. Utilize mgmt. rights clause judiciously and be prepared to negotiate impact.
- Convene regular meetings and interaction between the principals and elected bodies – celebrate successes

How to Get Started

- Consult with COG, RESC, or OPM
- Leverage Regional Performance Incentive Program (RPIP) and other grant programs
- Start small or with a pilot (shared position or equipment)
- Find a partner that you can trust - be flexible, patient, and willing to take some risk

Suggestions for ACIR & OPM

- Maintain RPIP funding and consider periodic adjustments based on CPI or similar index
- Form shared services working group with representative from each COG and RESC. Conduct periodic awareness campaign.
- Convene annual shared services workshop to highlight best practices around the state; coordinate with CCM, COST, CTCMA, CABE & CAPSS
- Engage with major public sector labor unions
- Engage with professional associations such as CABO, CAAO, GFOA, & CASBO

For More Information

Visit the CRCOG Shared Services Toolkit

