

**CCMC Committee Meeting – Tuesday, October 3, 2023, 10:00 AM
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This meeting was held virtually on Gotomeeting:

CCMC Committee Meeting, Tuesday, 10/3/2023, 10:00 AM

Oct 3, 2023, 10:00 AM – 1:00 PM (America/New_York)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/839272637>

CCMC Committee members in attendance: Lisa Madden, Beth Hamel, Jennifer Gauthier, David Kluczowski.

CCMC Committee members absent: Lisa Biagiarelli, Launa Goslee

Others in attendance: Johanna Figueroa of Ansonia, Martin Heft, Undersecretary of the Office of Policy and Management (joined at 10:05), David Greaves of Manchester (joined at 10:08)

Meeting called to order at 10:00 AM

There were no minutes available to review, discuss or approve.

Several requests for CCMC Workshop credit approval were discussed.

Joanna Figueroa of Ansonia submitted several workshop requests, she was present at the meeting and responded to questions during discussion of her requested workshops: 1) Customer Service for Municipal Personnel, a CCM-sponsored workshop request for 1.0 hours of credit. Lisa Madden made a motion to approve, John Rainaldi seconded the motion. Motion failed by a vote of two in favor and three opposed. 2) Record Retention and Management, a CCM-sponsored workshop request for 1.0 hours of credit. David Kluczowski made a motion to approve, Lisa Madden seconded the motion. Motion carried by a vote of 5-0. 3) Ethics, accountability, and conflicts of interest, a CCM-sponsored workshop, request for 1.0 hours of credit. Jennifer Gauthier made a motion to deny this workshop, Lisa Madden seconded the motion. The motion carried by a vote of 5-0. 4) Time Management 101, improving your efficiency and effectiveness, a CCM-sponsored workshop, request for 1.5 hours of credit. Lisa Madden made a motion to deny this workshop, Beth Hamel seconded the motion. The motion carried by a vote of 5-0. 5) Best practices and training for cashiers and supervisors, a Public Treasury Institute-sponsored workshop request for 3.0 hours. Lisa Madden made a motion to approve this workshop, Beth Hamel seconded the motion. The motion carried by a vote of 5-0. 6) A practical guide to the municipal employee relations act (MERA), a CCM-sponsored workshop request for 1.5 hours. Beth Hamel made a motion to deny this workshop, Lisa Madden second the motion. The motion carried by a vote of 5-0.

David Greaves submitted a request for the CCMC Precourse to be approved for 6.0 hours of recertification credit. This request was discussed at the August 24, 2023 CCMC Committee meeting and the motion was tabled. David Greaves was present at the meeting on October 3, 2023 and responded to questions when this workshop was discussed. Lisa Madden made a motion to approve the Precourse for

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6.0 recertification hours, Beth Hamel seconded the motion. It was discussed that the Precourse course instructors may use the Precourse for recertification hours once per cycle, as the instructors of the four CCMC Courses are allowed to do. The motion carried by a vote of 5-0.

Both Johanna Figueroa and David Greaves left the meeting at this point.

A request to approve a Sexual harassment awareness training 3.0-hour workshop sponsored by the Town of Vernon was previously tabled at the December 8, 2022 meeting of the CCMC Committee. Requests for additional information about this workshop were made, but no additional information was received. Lisa Madden made a motion to deny this workshop. David Kluczowski seconded the motion. The motion carried by a vote of 5-0.

A request to approve a Tax Collector Portal Webinar sponsored by Core Logic for 0.75 hours was received and discussed. Lisa Madden made a motion to deny this workshop. Beth Hamel seconded the motion. The motion carried by a vote of 5-0.

A request to approve a workshop entitled Why ethics is important: Ethics and integrity; identifying and resolving ethical dilemmas sponsored by the Litchfield County Tax Collectors' Association was reviewed and discussed. Beth Hamel made a motion to approve this workshop. Lisa Madden seconded the motion. The motion carried by a vote of 5-0.

Requests were made to approve two workshops sponsored by the Northeast Regional Tax Collectors' Association were reviewed and discussed. The Committee has previously approved workshops that took place at the NRTCA Conference, and the Committee is uncertain about what workshops were held, and what workshops were substituted for them at the conference. The first workshop was Effects of land use planning on municipal property taxes and budgets (2.0 hours), John Rainaldi made a motion to table this request so that additional information could be obtained. Lisa Madden seconded the motion. The motion carried by a vote of 5-0. The second NRTCA workshop was Improving tax receivables through technology (1.0 hour). John Rainaldi made a motion to table this request so that additional information could be obtained. Beth Hamel seconded the motion. The motion carried by a vote of 5-0.

A request to approve a Quality Data-sponsored workshop, Review- lien releases, refunds, put on/take off, write-offs, adds and changes for 1.5 hours was reviewed and discussed. Beth Hamel made a motion to approve this workshop. Lisa Madden seconded the motion. The motion carried by a vote of 5-0.

A request to approve a CTx-sponsored workshop, Bankruptcy: A continuing primer with Q&A for 2.0 hours was reviewed and discussed. John Rainaldi made a motion to approve this workshop. Jennifer Gauthier seconded the motion. The motion carried by a vote of 4-0, with Lisa Madden abstaining.

A request to approve 6.0 hours of credit for the FOI Annual Conference, sponsored by the Connecticut Freedom of Information Commission was reviewed and discussed. Beth Hamel made a motion to deny this workshop. Lisa Madden seconded the motion. The motion carried by a vote of 5-0.

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A request to approve 1.0 hour of credit for a CIRMA-sponsored workshop on Computer security awareness was reviewed and discussed. Among the items discussed is that CIRMA-sponsored online workshops do not generate certificates for the attendees. David Kluczowski made a motion to deny this workshop. Lisa Madden seconded the motion. The motion carried by a vote of 5-0.

A request to approve 1.0 hour of credit for a CIRMA-sponsored workshop on Customer Service was reviewed and discussed. Among the items discussed is that CIRMA-sponsored online workshops do not generate certificates for the attendees. John Rainaldi made a motion to deny this workshop. Jennifer Gauthier seconded the motion. The motion carried by a vote of 5-0.

A request to approve 1.0 hour of credit for a CIRMA-sponsored workshop on Anger, violence and conflict in the workplace was reviewed and discussed. Among the items discussed is that CIRMA-sponsored online workshops do not generate certificates for the attendees. David Kluczowski made a motion to deny this workshop. Beth Hamel seconded the motion. The motion carried by a vote of 5-0.

A request to approve 1.0 hour of credit for a CIRMA-sponsored workshop on Workplace stress was reviewed and discussed. Among the items discussed is that CIRMA-sponsored online workshops do not generate certificates for the attendees. Lisa Madden made a motion to deny this workshop. David Kluczowski seconded the motion. The motion carried by a vote of 5-0.

There were two applications for CCMC recertification that were submitted, reviewed, and discussed. These applications were from Ann Marie Conti of Ellington and Patricia Horr of East Granby. John Rainaldi made a motion to approve both Ann Marie Conti and Patricia Horr for recertification. Lisa Madden seconded the motion. The motion carried by a vote of 5-0.

CCMC requests were received for the first time CCMC Certificates from the following people: Jessica Davidson, James B. Beckman III, Kimberly Slater, Jill E. Keith, Patricia Ochoa, and Shayna Acampora. All have passed all four CCMC Courses and worked at least three years in a tax office. John Rainaldi made a motion to approve all five CCMC certificate requests. Beth Hamel seconded the motion. The motion carried by a vote of 5-0.

It was noted that one more certificate is needed at this time as well, for Carey Cordeiro, her name was incorrect on the certificate printed earlier this year.

Jennifer Gauthier requested that the CCMC Committee hold some future meetings at the State of Connecticut Office of Policy and Management office in Hartford. This will be discussed further when the CCMC Committee sets its 2024 meeting calendar.

Beth Hamel indicated that a student in CCMC Course II asked about a potential workshop on Title 16, Public Service Companies, telephone, gas, power, and water providers; and Title 7, Municipalities, municipal water, and sewer systems per chapters 102 and 103. John Rainaldi to bring this request to the CTx Education Committee at their October 4, 2023 meeting.

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John Rainaldi indicated he had a follow-up discussion with Melanie Yanus about future workshop offerings that Melanie was interested in possibly presenting. Melanie is going to hold off on this for now.

John Rainaldi indicated that one of the potential students for the CCMC Fall 2023 term filed two disputes with PayPal. The individual in question did not work for a municipality and has not previously taken any of the CCMC Courses. He signed up for Course II twice for the fall 2023 term. As Course I is a prerequisite for Course II, he could not take Course II. He believed he was registering for all four CCMC courses for the fall 2023 term, and it was explained to him that this is not allowed. He filed his first complaint for the money he paid for signing up for Course II twice. Since this was going to be refunded, we did not oppose his dispute and PayPal refunded him. This individual also signed up for the CCMC Precourse. He received multiple emails indicating that he had signed up for the Precourse but did not attend the Precourse. He was listed as a no-show. He filed a dispute asking for a refund of the Precourse tuition, \$100. John Rainaldi, as CCMC Committee Chair, filed a response indicating that this fee should not be refunded as the Precourse was held at the time and location as originally scheduled, this individual didn't attend it. PayPal denied CCMC's request to retain the fee, PayPal refunded the \$100 fee and charged the CCMC Committee an additional \$15 fee.

David Kluczowski presented the Treasurer's Report. The updated balance in the CCMC Committee's account is \$48,422.11. Lisa Madden made a motion to accept the Treasurer's Report, Beth Hamel seconded the motion. The motion carried 4-0, with David Kluczowski abstaining.

A discussion was held about CCMC course instructor audits. No auditors were selected prior to the start of the fall 2023 term, and courses have already started, so no audits will be conducted in the fall 2023 term. Auditors will be selected for the spring 2024 term.

A discussion was held regarding a need for more CCMC Course instructors as there has been an increase in course registrations. John Rainaldi will review the Regulations and Procedures to put out a call for more instructors.

David Kluczowski indicated that one of the students in Course IV, who also signed up for Course II, has decided not to attend Course IV due to unforeseen circumstances. We will receive a refund request for the Course IV tuition.

Beth Hamel made a motion to adjourn the meeting. David Kluczowski seconded the motion. The meeting adjourned at 11:30 AM.

Respectfully Submitted,

John Rainaldi, CCMC Committee Chair