

## **CCMC Committee Meeting (Virtual) Minutes**

**Friday, May 12, 2023, 2:00 PM**

Meeting accessible online at: <https://meet.goto.com/909059781>

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The meeting was called to order at 2:03 pm by Chairman John Rainaldi. Attending were committee members Lisa Madden, David Kluczowski, Beth Hamel, and Lisa Biagiarelli. Launa Goslee had advised she was unable to attend, and Lisa Biagiarelli agreed to take minutes on her behalf. Jennifer Gauthier was not in attendance. Cory Gumbrewicz of Milford, CTx Treasurer, was in attendance representing CTx.

John introduced the agenda item to review and approve past meeting minutes and noted Lisa Biagiarelli had sent the draft minutes of the December 20, 2022 meeting earlier today. John made a motion to approve, and Beth seconded. John, Beth & Lisa Biagiarelli voted to approve; David and Lisa Madden abstained and these minutes were approved 3 – 0. John advised that Launa had sent the minutes from the March 23, 2023 meeting shortly after that meeting had occurred. Beth made a motion to approve the March 23, 2023 minutes as submitted by Launa; Lisa Biagiarelli seconded. All were in favor, 5-0.

The next item was to review and approve the Treasurer's Report, which David sent prior to this meeting. We had a balance of \$38,460.15 as of April 30, 2023. Lisa Biagiarelli made a motion to approve; Beth seconded. The vote to approve the treasurer's report passed 4 – 0, with Lisa Madden abstaining.

The next item was to review applications requesting workshop approval. It was noted that Cory was attending on behalf of CTx. First to be considered was the CCM 2.0 hour workshop on Nuts and Bolts of Being A Supervisor, a workshop that had previously been denied. Cory noted the tax collector is also a supervisor and that this is relevant to our work and he asked to have it approved. Beth made a motion to deny; Lisa Madden seconded the motion to deny. Discussion ensued. Although this is valuable training, in order to qualify for our approval it has to be related to tax collection and Beth said she still felt based on this, it should be denied. Further discussion ensued. A vote was taken and the Committee voted 5-0 vote to deny approval.

John presented a request he received earlier from Jennifer Gauthier that asked the Committee to discuss the workshop on DMV that had been approved for 2.5 hours that was held on May 9; clearly the actual presentation fell short of what we had approved in advance of the meeting. Cory was there on behalf of CTx. Alan Wilensky had sent an email after the meeting requesting the CCMC Committee to approve at least one hour of time. Jennifer had noted the presentation by Martin Heft was about a half hour. John said he was comfortable with approving one hour. Lisa Biagiarelli made a motion to approve for 1 hour; David seconded. Cory said between the time spent by Martin on his presentation, plus Q&A, plus the CAAO's committee reports including their legislative update, he felt an hour's time was fair. A vote was taken and the Committee voted 4 – 0 to revise the prior approval to be for 1.0 hour instead of for 2.5 hours. Lisa Madden abstained from this vote. Cory will reach out to Kathy Larkins to let her know so certificates can be emailed to attendees to indicate the one hour of approved time.

Next to be considered was Kim Desimone's request for 2 hours for Gemni Software updates. This was presented at East Lyme town hall on April 27. Lisa Madden made a motion to approve, to be consistent with similar approvals granted for QDS workshops; Beth seconded. The Committee voted 5 – 0 in favor.

Next presented was a workshop requested by Heather Smeriglio on behalf of Fairfield County for a workshop on lien assignments presented by Tower Capital Management on May 4, 2023. It was noted this workshop never happened. Lisa Madden made a motion to table the request and John seconded. The Committee voted 5 – 0 to table the request.

Next to be considered were two QDS workshops, one of which was the same workshop previously approved by the Committee in March, 2023 but held on a different date, in New London Cty, for 2 hours. Approval was sought by Michelle Wyatt for this, but it has already been approved. Next to be considered was an entirely different QDS workshop, prepared for New Haven County and requested by Ann Marie Burr. This workshop is for 1.5 hours and will be held on May 25 and the topic is using QDS 5 more efficiently. Ann Marie took questions in advance & submitted them. John made a motion to approve; Lisa Madden seconded. Discussion ensued. Lisa Biagiarelli questioned why these software user group workshops are presented every year for approval and said she felt it was duplicative. Lisa Madden discussed what the workshops cover – how to do certain functions. She said they are road show type discussions, with significant amounts of Q&A. Beth says she understands Lisa Biagiarelli's concerns but said she likes Ann Marie Burr's approach that they have questions presented ahead of time, to basically charge QDS to present answers on how to improve functions or respond to specific questions. Dave said if we are going to approve user group meetings, maybe we should not be approving the hours every single year since it is just a refresher. If it's a user group meeting, maybe an applicant should be able to get credit for it only once in a five year period. The motion on the floor to approve the New Haven QDS presentation for May 2 passed 4 – 1, with Lisa Biagiarelli voting no. John says, maybe going forward, we can approve of applicants using this type of workshop only once, in the same manner as instructors use their hours to count toward recertification hours only once. He noted QDS did an update to version 5 that is being rolled out now. He said perhaps he can discuss this with Gemni and with QDS via email.

John introduced discussion of New Business and began with review of applications for the CCMC Comprehensive Final Examination that is scheduled for June 1, 2023. We have 11 applications. One is a person who did not recertify in 2022; two are people who did not pass the examination in December 2022; 8 are new exam takers, including several who are currently enrolled in classes, waiting to see if they passed the 2023 spring session. David noted that four just finished course 4, and all passed.

John brought up the problem of people signing up for class & then backing out and asking for credit. He feels we should set policy that if you sign up for class, you are committing to it. He feels we need to have something that says, there is a "drop dead" date that you can't make changes after. The changes are inconveniencing people, making more work for us and also denying other people the ability to attend because when people back out at the last minute it's already too late to offer the space to other potential students. Lisa Madden and David are then dealing with requests for refunds, credits etc. Lisa Madden said we have \$2,200 in pending credits. In some cases the towns and / or individuals are never going to use those credits. It was suggested we should have the policy changed to not allow people to reserve space and pay later, and make it instead, whoever pays first gets to be reserved first. If you decide you don't want to go, or if you can't go, you lose what you paid, so that once you sign up, you commit. Beth said she felt a policy of first pay, first served is good but that saying you cannot keep a credit is too tough because things happen; maybe instead impose a deadline and say there will be no changes or credits after a certain date. Discussion followed. Lisa Madden noted, lots of people are now signing up for road shows & then backing out. John says this is not fair to Lisa Madden and to Dave and it is creating an unfair amount of extra work. It was agreed to bring this up at the next instructors' meeting.

Lisa Madden said we need to figure out what to do with credits that already exist. People don't always distinguish between CTx and CCMC, and want to apply road show credits (CCMC) to CTx, and vice versa and this cannot be done.

Discussion re-centered on the 11 people who are seeking to be approved to sit for the final written examination on June 1, 2023. Lisa Madden made a motion to allow all 11 to sit for the exam on June 1, pending Jennifer Graham's successfully passing the exam for Course 2, which she will be taking next week. Beth seconded this motion. John noted one individual sitting for the examination is a person who did not recertify by calendar year end 2022 and is sitting for this examination to regain her CCMC designation. He noted it should be clarified that a candidate can do this only one time. A candidate cannot simply fail to recertify in five years and then sit for the examination; there is only one opportunity for a missed recertification that can be cured by re-taking the examination. Future re-certifications must be achieved by earning your hours. Lisa Biagiarelli and Dave will proctor the comprehensive final on June 1 in Berlin.

Beth said she can proctor the make-up exam on May 24. John said we can figure out later who proctors the semester make up, depending on which courses have students that need the retake. The retake is being offered in Berlin from 10 am – 1 pm on May 24, 2023.

John said he corresponded with Melanie Yanus, retired collector from Clinton. Melanie had come up with the idea for the pre-course. She was a longtime CCMC Committee member and instructor. She sent 3-4 pages of topics that she suggested she would like to develop workshops on. Some of it is very basic / refresher material and John said he felt some things we learned 20 years ago can be good for refresher courses. She has been out of the field since 2015 and we would need to ensure the material she presented is up to date with more recent legislation. John thinks it could be very useful. He thought she could do either via zoom or live. John would like to tell her to start with a proposal for one 2 hour workshop and see what she comes up with. David has taught with Melanie and thinks she would be a great asset. It was questioned whether OPM will take issue with this since Melanie is not certified any longer; perhaps she would need somebody to do it with her as her CCMC designation lapsed in 2021. John said we should encourage retired collectors to stay involved and maybe have a current collector present with her. There should be a distinction made between course instructors vs workshop instructors; workshop instructors do not have to be CCMC designees while course instructors do need to be CCMCs. John will talk with Melanie and get more information from her.

John moved on to discuss the CCMC spring 2023 course audits and the suggested audit form and audit process. Beth said she and Launa expanded on the students' audit form and made one to be potentially used by those auditing the courses on behalf of the Committee. John felt either the form or simply doing an email was fine and that he does not have a problem either way. Lisa Madden said she would want more room to opine on how the instructors interact, what topics they cover etc., and felt a more expanded form would be useful.

Lisa Madden left the meeting briefly from 3:01 pm– 3:09 pm. During that time discussion ensued concerning course audits. It was asked whether we should even be doing an audit of each class each session. It was noted some instructors are more sensitive to the audits. It was agreed we will discuss the audits at the instructors' meeting later this spring.

Next on the agenda was discussion of prior workshop approvals. This question came to the Committee from Launa as it was raised at the last road show. In the course of an individual's five years during which time they are accruing credits to submit, if there was a course that had been listed as an approved

course when that person started the process, but subsequently was no longer approved – for example, the supervisors’ course that had initially been approved but no longer was approved, can the person claim credit for the course. The answer is, they cannot. They can go back only 5 years. If they took a class in 2022, and they need to be approved in 2027, the course won’t count. If a class was originally approved, and they took it thinking it would be approved, but it no longer is approved, they cannot count it. This discussion will be reflected in the minutes and shared.

It was noted if you renew in 2023, and keep earning hours in calendar year 2023 after you submit your re-certification request, you do not get to claim those hours that you earned after you submitted.

John asked if there was any other new business. It was noted that there was an issue with the initial CCMC request from Carey Cordiero who had switched employment from Prospect to Watertown. She sent her initial CCMC request by email in August 2022 but Lisa Madden never received it because it went into her spam folder. Carey did not receive her CCMC in November 2022 and did not attend the meeting in November 2022. She also did not receive her CCMC at the more recent May 2023 meeting either, because we didn’t know about it. We need to request her CCMC designation from the state, and present her with her CCMC. In the meantime, she has taken 18 hours of continuing education in 2023.

She requested we retroactively award her CCMC designation as of November 2022 and allow her to be able to claim continuing education credit for the 18 hours she’s earned in calendar year 2023. Today was the first time Lisa Madden saw her email from August 2022 where she requested her CCMC designation; it is now nine months later, and we have given out CCMC designations twice since then. Lisa Madden expressed that she feels bad about it and all of the Committee agreed.

It was suggested we should have people send in their CCMC applications by email but also to send in a hard copy or otherwise follow up to ensure we have received it. Lisa Madden says she always replies to people to let them know she received their application for the CCMC designation and for their recertification but in this case she never replied because she never received it. Another suggestion was to have applicants email both the chair & the secretary to ensure receipt. Lisa Biagiarelli said there has to be a level of personal responsibility on the part of the applicant and in this case unfortunately the applicant never followed through; nine months went by; she never said anything, never inquired as to where her CCMC was. It is not reasonable for her to now come back and say, award it to me retroactively. Lisa Madden suggested instead of email perhaps we should have online registration for the CCMC application, with an attachment that the candidate’s supervisor needs to sign off on or scan and attach. Beth suggested we ask OPM to see if they can still get her a CCMC certificate dated May 2023 since we are still in that month - get her the certificate now instead of having her wait until November 2023. John will check with OPM. Further discussion ensued concerning the time she has spent earning credits in calendar year 2023 and it was agreed there is nothing we can do about the 18 hours she earned this year; her CCMC will be earned effective in 2023; she will recertify in 2028, and the hours earned in 2023 will not count toward that recertification.

The next item on the agenda was a review of applications for recertification. There were four: Thomas Lion, West Haven, 59.5 hours; Lisa Bibbiani, Clinton, 58 hours; Kathleen Neblett, Weston, 62 hours; Zayne Ring, North Stonington, 51 hours. The applications all were complete and in order. John made a motion to approve all four; Lisa Madden seconded. The motion passed, 5-0.

John called for a discussion of old business and David noted that there was an issue with bank deposits at Webster Bank. Lisa Madden has been doing deposits by night drop; since she has changed jobs there is no longer a Webster Bank near where she lives or works. David gets deposit slips back by mail and the

bank has sent him some forms to complete to allow night deposit drops. There is no Webster Bank branch close to Lisa Madden at all; she suggested doing the transactions via web link through work, as Webster does have an account in one of her four towns. John expressed concern about using weblink in our offices and said that using town equipment to do CCMC Committee banking might be problematic. It was suggested maybe going forward, checks should go to David instead of to Lisa Madden. Discussion ensued. It was agreed going forward to have checks go to David instead of to Lisa Madden and to have a copy sent to Lisa Madden so she can post the receipts in Quickbooks.

There was no other old or new business to come before the Committee.

At 3:46 pm, John Rainaldi made a motion to enter Executive Session to discuss comprehensive final examination content. Lisa Biagiarelli seconded. All were in favor, 5 – 0. John stopped the recording at 3:46 pm.

At 4:08 pm, the Committee went back into open session. During the executive session the members present went through the proposed examination to be offered on June 1, 2023, and made changes where needed. No votes were taken.

At 4:08 pm, Beth made a motion to adjourn the meeting; Lisa Madden seconded. All were in favor, 5 – 0.

Respectfully submitted by Lisa Biagiarelli, Acting Secretary