

CCMC Committee Virtual Meeting Minutes

Monday, November 13, 2023, 10:00 AM

Meeting accessible online at: <https://meet.goto.com/257368309>

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The meeting was called to order at 10:05 AM by Chairman John Rainaldi. In attendance were committee members Lisa Madden, Beth Hamel, David Kluczwski, and Launa Goslee. Lisa Biagiarelli joined at 10:12 AM; Jennifer Gauthier was absent.

John introduced the agenda item to review and approve past meeting minutes from October 3, 2023 for the regular CCMC Committee meeting. Lisa M. made a motion to dispense with the reading of the minutes and approve as presented; Beth seconded the motion. A vote was taken, motion carried.

The next item was to review and approve the Treasurer's Report, which David sent in an email prior to this meeting. The balance of \$47,495.01 was on the reports as of October 31, 2023. Launa made a motion to dispense with the reading of the report and to approve as presented; Beth seconded. A vote was taken, motion carried.

In New Business, the first item on the agenda was to review applications requesting workshop approval for CEUs.

1. First, a two (2) hour workshop on Managing Difficult Conversations with Constituents submitted by Tenley Nelson, CCMC, Collector of Delinquent Taxes in Norwich. Beth motioned to deny this submission; Launa seconded. The committee discussed this course submission and decided that it was not directly related to being a tax collector. A vote was taken, motion carried.
2. Second, a form was submitted by Kathy Larkins on behalf of CTx for the March 2024 Conference, for a session on Bankruptcy – In House Procedures for two (2) CEU hours. Launa motioned to approve this submission; Beth seconded. A vote was taken, motion carried. (Note, Lisa M. lost internet connection and was off the meeting at 10:13 AM.)
3. Third, a form was submitted by Kathy Larkins on behalf of CTx for the March 2024 Conference, for a session on Q & A – Panel of Assessors for two (2) CEU hours. Launa motioned to approve this submission; David seconded. A vote was taken, motion carried. (Note, Lisa M. returned to the meeting at 10:16 AM.)
4. Fourth, a form was submitted by Kathy Larkins on behalf of CTx for the March 2024 Conference, for a session on Tax Collectors' Calendar for one (1) CEU hour. Launa motioned to approve this submission; Beth seconded. A vote was taken, motion carried.
5. Fifth, a recap and revisit of the Northeast Tax Collectors' and Treasurers' Association annual conference's submission occurred. The following is an update of their submissions:
 - a. Roundtable Discussion on Collection Enforcement: 1.5 CEU hours approved originally has changed to 1 CEU hour.
 - b. Fraud Awareness: How a Government Can Adopt to Protect Against Cyber Fraud - 2 CEU hours approved originally has changed to 1 CEU hour.
 - c. Transforming Receivables in a Digital World – 1 CEU hour - NEVER HAPPENED and this session was replaced by the approval from (g) below.
 - d. Municipal Budgeting - 1 CEU hour (no change)
 - e. Using Ethics in an AI World – 1 CEU hour (no change)
 - f. Troubleshooting Electronic/Online Payments/Credit & Debit & ACH Payments – 2 CEU hours (no change)

- g. Improving Tax Receivables Collection Through Data Technology by Roger Blain & Jeff Franz – 1 CEU hour. John made a motion to approve this new submission replaced from (c) above; Launa seconded. A vote was taken, motion carried.
 - h. A new submission was received from Pat Moio on behalf of Northeast Tax Collectors' and Treasurers' Association for a session on Effects of Land Use & Planning on Municipal Property Taxes & Budgets for 1 CEU hour. Launa made a motion to approve; John seconded. A vote was taken, motion carried.
 - i. Another new submission was received from Pat Moio on behalf of Northeast Tax Collectors' and Treasurers' Association for a session on Superheroes & Super Communities for 1.5 CEU hours. Launa made a motion to approve; Lisa B. seconded. The other committee members discussed this course submission and decided that it was not directly related to being a tax collector. A vote was taken; motion was not approved. Launa and Lisa B. voted to approve; John, Beth, Lisa M., & David voted to deny.
 - j. It was mentioned at the end of this recap that the final tally of the hours approved for the NE Conference was 8.5 CEU hours.
6. Sixth, a workshop sponsored by the CCMC Committee was submitted for consideration which will be an online workshop on Saturday, December 2, 2023 given by Lisa B. This presentation will be a Nuts & Bolts course for 2.5 CEU hours. Launa motioned to approve this submission; Lisa M. seconded. A vote was taken, motion carried.

The second item for New Business was for re-certification. The following submissions were received.

1. Martin French of Durham submitted his application with 53.5 CEU hours.
2. Cheryl Brundage of Wallingford submitted her application with 50.5 CEU hours.
3. Melissa McGuire of Groton submitted her application with 55.5 CEU hours.
4. Nancy Raich of Hartford submitted her application with 66.5 CEU hours.
5. Jennifer Hilinski-Shirley of South Windsor submitted her application with 76 CEU hours.
6. Denise Sabia of Greenwich submitted her application with 52.5 CEU hours.

One motion to approve all the submissions with complete information and qualifying CEUs was made by John; seconded by Lisa B. A vote was taken, motion carried. It was noted that two other applications were submitted but were incomplete as of this meeting. Emails have gone out to these two submitters reminding them of the pending deadline of December 31, 2023.

In other New Business, the CCMC Final Exam on November 30, 2023 was discussed. We have ten (10) applicants and Lisa M., and David will proctor this exam. A motion to approve the applications submitted was made by Launa; seconded by Lisa M. A vote was taken, motion carried. We also discussed the date these exams were to be corrected by the committee members. We originally had it set for Thursday, December 7, 2023 at 10 AM. A few members could not attend this meeting and we as a committee felt that all members should be there to correct the exams. Therefore, we discussed changing the next meeting to Wednesday, December 6, 2023 at 10 AM. A motion was made by John to move this meeting as mentioned, it was seconded by Lisa B. A vote was taken, motion carried.

Continuing with more New Business, Beth briefly discussed the 2024 Road Show schedule. She said as much as the four given this calendar year were great, they were a little far out being in the far corners of the state. She has already reached out to several towns to host the new shows for next year but will try to keep them more central in the four corners instead of on the border of the state. She will have more information for us soon.

More from New Business, John raised the concern from Jennifer that our CCMC meetings need to be held in person in Hartford at the capital occasionally. John asked to table this discussion since Jennifer was not in attendance. John made a motion to table this discussion, Lisa B. seconded. A vote was taken, motion carried.

The final piece of New Business was to discuss the applications received to attend the crash course for Newly Elected Tax Collectors on November 16, 2023 being taught by Lisa B., Beth, and Launa. A discussion ensued. It was determined that this course is only for the newly elected collectors and experienced, certified collectors would confuse the newly elected collectors too much. Therefore, the committee went through the attendees list and determined that nine were to remain and three would be notified that they were not allowed to attend due to their extensive experience. John will send out this notification.

In Old Business, John mentioned he has received the evaluations for all courses except for both course I's as they will not finish until after their exams on 11/21/2023.

The second and last item in Old Business was that John stated that he reached out to the representatives at PayPal. He tried to convince them to reconsider the refund given to the individual that submitted the disputes with PayPal. Unfortunately, they did not see his argument and he was denied the request.

John asked if there was any other business.

Seeing none, Lisa M. made a motion to adjourn the meeting at 11:28 AM, Launa seconded. A vote was taken, the motion carried.

Respectfully submitted by Launa Goslee, Secretary