

PROGRAM

WEDNESDAY, MARCH 21, 2012

8:00am – 9:15am **REGISTRATION**

Visit Vendors' Exhibits

CONTINENTAL BREAKFAST

9:15am

WELCOME & OPENING CEREMONIES

Pledge of Allegiance

Helene Lefkowitz, CCMC

Tax Collector, Town of West Hartford, President

Scott M. Ferguson, CCMC

Tax Collector, City of Danbury, Chairman of Education Committee

Opening Remarks

Kathleen Egan

Town Manager, Town of Farmington

9:45am – 10:00am **Introduce Vendors**

10:00am – 12pm **BANKRUPTCY**

An Overview of the Impacts of Bankruptcies on Tax Collection

Adam Cohen, Esq., Pullman and Comley, LLC Bridgeport, CT

Lisa Biagiarelli, Esq., CCMC, Tax Collector, City of Norwalk

Al Palumbo, CCMC, Assistant Tax Collector, City of Norwalk

12:00pm – 12:30pm **Visit Vendors' Exhibits**

12:30pm - 1:30pm **BUFFET LUNCH**

1:30pm – 4:00pm **RESILIENCE IN DELIVERING SERVICE EXCELLENCE**

Achieving Excellent Customer Service in Varying Circumstances and Conditions.

Kenya Rutland, KJR Consulting

4:00pm – 4:30pm **Vendor Presentations in Seminar Rooms/ Visit Vendor's Exhibits**

5:00pm – 6:00pm **CTx Hospitality Suite Opens –**

THURSDAY MARCH 22, 2012

8:00am – 9:30am **REGISTRATION**

Visit Vendors' Exhibits

CONTINENTAL BREAKFAST

9:30am – 10:45am **ENCOURAGING TAXPAYERS TO USE ALTERNATE PAYMENT METHODS**

How to Educate and Encourage Taxpayers to Use Alternate Payment Methods As Opposed to Paying in the Office. A Large and Small Office Approach.
Helene Lefkowitz, CCMC, Revenue Collector, Town of West Hartford
Iris Laurenza, CCMC, Collector of Revenue, Town of East Hartford
Lisa Theroux, CCMC, Tax Collector, Town of Canton

10:45am – 12:00pm **DMV SOFTWARE UPDATE**

An Update on the DMV Software Upgrade
Nancy Dumais, CT Department of Motor Vehicles

12:00pm – 12:15pm **Introduce Vendors**

12:15pm – 12:30pm **Visit Vendor Exhibits**

12:30pm – 1:30pm **BUFFET LUNCH**

Vendor Gifts and Vendor Card Drawing

1:30pm – 2:00pm **Visit Vendor Exhibits**

2:00pm – 4:30pm **PERSONNEL ISSUES FROM A to Z**

Examples of Topics are:

- Union vs. Non-Union Offices
- Hiring Quality Personnel in a Cash Office
- Employee Disputes with Management and/or Fellow Employees
- The Importance of Policies and Procedures For an Office
- Wages
- Civil Rights & Discrimination
- Disability/Medical Issues

Matthew T. Miklave, Esq., Epstein Becker and Green, NYC

4:30pm – 5:00pm **Vendor Presentations in Seminar Rooms/ Visit Vendor Exhibits**

- 6:00pm – 7:00pm **COCKTAIL RECEPTION**
- 7:00pm PROMPT **FARMINGTON HIGH SCHOOL JAZZ BAND**
- 7:00pm – 10:00pm **BANQUET DINNER** (cash bar)
- Installation of Officers
President's Award
Door Prizes (winner must be present to win)
Raffle Drawing & 50/50 (winner need not be present to win)
CTx Hospitality Suite will open following banquet
Community Service Award

FRIDAY MARCH 23, 2012

- 8:30am – 9:00am **FULL BREAKFAST**
- 9:30am – 10:00am **Business Meeting**
- 10:00am – 11:30pm **LEGISLATIVE UPDATES**
An Update on All Pertinent Tax Legislation, Including FOI Requests.
Randy Collins, Esq., Vice President Guinan Associates
Gisela Harma, CCMC, Tax Collector, Town of Stonington
William Donlin, CCMC, Collector of Revenue, Town of Cheshire
- 11:30am – 12:00pm **REGIONALIZATION OF MUNICIPAL OFFICES**
A General Discussion Around the Regionalization of Municipal Services
Ron VanWinkle, Town Manager, Town of West Hartford