



Northeast Regional Tax Collectors & Treasurers 2017 Conference Final Agenda

8/23/2017: 9 sessions, 15.5 credit hours in 2 ½ days * 12 Speakers from at least 6 states



Sunday, August 27, 2017 :

3 PM check in at the Hotel ... enjoy the Narragansett area! Please park in the Aqua Blue Lot.

6 PM – 9 PM * Note change in time : Welcome Reception at the hotel on the Ocean View Deck

Please join us 'upstairs' on the Terrace for drinks and great food! Beer, wine, ice tea, sangria, and water; assorted hot and cold hors d'oeuvres; lobster salad rolls and Rhode Island stuffed clams; carved turkey and BBQ pulled pork sliders; fresh strawberry and blueberry shortcakes.

9:30 PM NRTCTA Hospitality opens – Lobby area

IT'S MONDAY
Don't FORGET
TO BE
AWESOME.

Monday, August 28, 2017:

Vendors: can set up in the Aqua Blue Grand Ocean Ballroom on Monday morning.

7:15 AM - 8:15 AM Breakfast – Aqua Blue Grand Ocean Ballroom

8:15 AM Welcome – Colleen Castronova, Borough of Brielle, New Jersey, President. All classes will be held in the Ballroom.

8:30 AM - 10:30 AM DEALING EFFECTIVELY WITH DIFFICULT CONSTITUENTS – Presented by Dr. Amiee J. Sheldon, Ph. D., APR, Associate Professor of Communication, Fulbright Scholar, & Program Director for Liberal Arts and Individual Studies, Roger Williams University, Bristol, RI.

Dr. Shelton has taught at Roger Williams since 2006. Previously she taught at the university level in Texas, Boston, and abroad in Warsaw and Lodz, Poland. She has developed and taught courses in public relations, writing, communication, mass media, mass communication research, and government and media relations, among other topics. She has extensive background and experience in professional television and in print media, as well as marketing and public relations. Dr. Shelton has presented to Rhode Island public officials and to other public and private sector clients including the U.S. Census, the Rhode Island Public Transit Association, Big Brothers Big Sisters, and Special Olympics.

10:30 AM - 10:45 AM Visit Vendors' Exhibits : Aqua Blue Grand Ocean Ballroom. Please take the time to visit with our vendors and exhibitors. We are grateful to them for supporting our organization and our mission. Their financial support has generously subsidized this entire event.

10:45 AM – 12:45 PM PUBLIC SECTOR EMPLOYMENT, LABOR AND CIVIL RIGHTS ISSUES: Management / Employee Relations; Civil Rights and Anti-discrimination and Anti-retaliation provisions; Family and Medical Leave; Progressive Discipline; Evaluating Performance; and more. (2 hr) - Presented by Matthew T. Miklave, Esq., and Sandra Marin, Esq. Robinson + Cole, New York, NY, & Stamford, CT. Attorney Miklave has been a partner in the Labor, Employment, Benefits and Immigration Group at Robinson + Cole since 2014. Previously he worked for 21 years with Epstein Becker and Green, where he was a partner.

Sandra Marin has been an associate with Robinson+Cole since 2014. Together they represent employers and management in all areas of civil rights, employment relations, and traditional labor law, and have dealt with the 1964 Civil Rights Act; the Age Discrimination in Employment Act; the Family and Medical Leave Act; The Fair Labor Standards Act; and many other laws. In addition, Mr. Miklave has represented governmental entities and officials in constitutional and civil rights litigation, and has served as a negotiator and advisor to employers in union / management labor negotiations. Mr. Miklave served as counsel to the National Labor Relations Board in Washington, DC; as a trial attorney to their regional office in Brooklyn, NY; and as a hearing officer in numerous union / management representation matters.

12:45 PM – 1:30 PM Hot Lunch Buffet - Aqua Blue Grand Ocean Ballroom

1:30 PM – 1:45 PM Visit Vendors' Exhibits: Aqua Blue Grand Ocean Ballroom . Thank you for your support of our group !!

1:45 PM to 3 PM RATING AGENCY CRITERIA: A GUIDE TO UNDERSTANDING YOUR RATING” - Moderated by: Maureen E Gurghigian, Managing Director, Hilltop Securities, Inc. (RI) . Panelists: Susan Kendall and Adam Krea, Directors, Hilltop Securities Public Finance Group (MA & RI).

This session will discuss recent changes in Moody's and Standard and Poor's approach to rating various types of bonds, introducing "scorecard" methodologies that assign numerical values and weightings to key credit factors. The panel will discuss S&P's updated criteria and Moody's updated methodology for General Obligation bonds and the expected impact on ratings. She will explain how ratings are used when investors are deciding how to price municipal bonds. Panelists will provide insight into the rating agencies' evolving approach to evaluating liabilities for pension and Other Post-Employment Benefits (OPEB). The panel will also explain how investors use ratings when deciding how to price municipal bonds. Ms. Gurghigian has more than 30 years providing financial advisory services to issuers of municipal debt, primarily in New England, and has supervisory responsibility for Hilltop's involvement with borrowings for several states, numerous public agencies, and Rhode Island municipalities. Previously she worked for Fleet Bank and/or Fleet Securities for 16 years in municipal finance. She also spent 8 years in Rhode Island state government, including four years as Director of the Governor's Policy Office under then Governor J. Joseph Garrahy. Mr. Krea is a financial advisor serving state and municipal-level issuers as well as water and sewer and tax-exempt non-profit issuers mostly in Rhode Island, Connecticut, and Maine. He has almost 20 years of public finance experience in both the public and private sectors. Prior to joining Hilltop in 2012, Mr. Krea served three terms as the Assistant State Treasurer of the State of Maine, and later as Deputy Director of MaineHousing, the State's Housing Finance and Energy Agency, where he was responsible for debt issuance, development, legal, asset management, planning, and legislative matters. Ms. Kendall is a financial advisor to state and local governments, as well as 501c3 issuers in Massachusetts and New England states. She has more than 30 years experience in public finance, including 8 years as an analyst and head of Moody's Investors Service Boston Office. Previously, Ms. Kendall served as Treasurer and Collector in the Town of Belmont, Massachusetts.

Board of Directors Meeting : 3:30 PM – after class, in the Aqua Blue Grand Ocean Ballroom

8:30 PM NRTCTA Hospitality opens – Lobby area

PLEASE ALLOW US TO ACKNOWLEDGE OUR VENDORS :

Without their financial assistance, we would not be able to host this event !

CivicSource – represented by Molly Richard & Ronnie Harris

Info-Pro Lender Services, Inc. – represented by Russell Haug

Invoice Cloud – represented by Jason Bergeron

Municipal Software, Inc. – represented by Joe Piesecki

MuniciPAY - represented by Stacy Perry

National Tax Lien Association – represented by Brad Westover

Nationwide Credit Corporation – represented by Margaret Fitch

Rossi Law Offices – represented by Jennifer Tammelleo

TaxServ, LLC and Affiliates – represented by Roger Blain & Rhonda Gelormino

Vision Government Solutions – represented by Michelle Delvecchio

Washington Trust Company – represented by Beth Frenette

AND NOW A WORD FROM OUR SPONSORS !

Point and Pay (Platinum Sponsor)

Signature Information Solutions – represented by Cindy McBride

Tax Collectors & Treasurers' Association of New Jersey (TCTANJ)

Connecticut Tax Collectors' Association, Inc.

Monmouth / Ocean County (NJ) Tax Collectors' Association

Rhode Island Tax Collectors' Association

Happy Tuesday!

Tuesday, August 29, 2017:

7:15 AM - 8:15 AM Breakfast - Aqua Blue Grand Ocean Ballroom

8:30 AM - 10:30 AM STRENGTHENING YOUR ETHICAL COMPASS : Dramatic Encounters in Government Ethics - Part 1 of 2 – Presented by David Nenno and Joe Adams, CEUnion, Burlington, NJ. All classes will be held in the Ballroom.

Continuing Education Union (CEUnion) was created by David Nenno in 2010 following his retirement from the State of New Jersey with 34 years of government service. David's company provides ethics training and professional development seminars and Ethics Law consulting services for New Jersey local governments and officials. He has been involved with more than 600 ethics complaint investigations, and 400+ confidential advisory opinions involving local government officers and employees. This presentation will seek to do the following: strengthen the ethical compasses of class attendees by confronting them with dramatic interactive role-play that encourages the formulation of stronger convictions in facing the temptations and dilemmas of government service; help cultivate attitudes that foster an ethical culture in their organization and make behavioral changes that enhance the ethical climate of the workplace; acquire new knowledge regarding ethics laws and their application to our vocations; nurture a greater desire to exemplify ethical decision-making by renewing their pledges as public servants; apprise attendees of recent ethics complaint decisions that will guide their conduct in the performance of their official duties; and take positive corrective action where questionable behavior and misconduct is observed or perceived.

10:30 AM - 10:45 A.M. Visit Vendors' Exhibits : Aqua Blue Ocean View Ballroom . Please take the time to visit our vendors and exhibitors. Without their support , we would not be able to bring you this level of quality continuing education , in a resort venue, at the price we now offer. If you can learn something from them to help you do your job better, everybody wins!

10:45 AM – 12:45 PM STRENGTHENING YOUR ETHICAL COMPASS – Part 2 of 2 : SOCIAL MEDIA MAYHEM - Presented by David Nenno and Joe Adams, CEUnion, Burlington, NJ. Participants will: learn about the creation of social media, as well as its popularity and growth in “the age of constant contact,” and methods to guard themselves against threats incident to the communication and sharing of personal information;

understand various privacy issues and threats such as the alarming truths about Geolocation and Profiling, with a goal of safeguarding themselves against those who employ devious methods to ascertain information from social media for malicious intent; learn best practices for promoting local government on social media as an information gateway; learn what not to do with social media; gain a working knowledge of social media security concerns regarding the over-sharing of information, potential compromises that arise from hacking and stolen devices, and the methods they can employ to prevent serious breaches through effective management of their accounts and credentials.

12:45 PM - 1:30 PM Hot Lunch Buffet – Aqua Blue Grand Ocean Ballroom

1:30 PM – 3:30 PM CYBERSECURITY AND PRIVACY ISSUES FACING MUNICIPALITIES - Presented by Jeffrey Ziplow, MBA, CISA, CGEIT, Partner, BlumShapiro , West Hartford, CT

Cybersecurity is a topic at the forefront of conversation for many municipalities. It is pivotal for municipal leaders to know where their departments stand in terms of data protection, potential vulnerabilities, and response to incidents in the case of an attack. This presentation will cover types of threats facing today's municipalities; determining if your municipality is at risk; methods for protecting your municipality from a cyber-attack; identification of some leading practices to deter cyber threats; and an overview of your data protection responsibilities. As a partner in BlumShapiro's consulting group based in West Hartford, Mr. Ziplow is responsible for the firm's Risk Management and Process Controls practice areas. He has significant experience working with organizations to assess their internal IT controls as they relate to business operations, and helps develop recommendations to mitigate risk. He has provided insight and guidance on developing better security practices, including providing cybersecurity and risk assessments, to municipalities, not-for-profits, and public companies. He also works with Connecticut's Office of the Attorney General to provide guidance/support on cybersecurity matters, and has written a number of recent articles on cybersecurity and IT controls.

3:30 PM – 4:30 PM TOOLS AVAILABLE TO HELP EVALUATE YOUR FINANCIAL INSTITUTION FOR RISK AND TO ASSIST IN FINANCIAL REPORTING – presented by Doug Berge, Veribanc ®, Inc., Greenville, RI.

Due diligence and professional liability regarding deposits are essential functions in municipal finance. Mitigating banking risk is a priority when it comes to bank safety and soundness. The State Ratings and Watch List Report are two examples of reports finance officers have at their disposal to protect taxpayers' money and to mitigate their own professional liability. Veribanc ®, Inc. has served municipalities and others for more than 36 years, is actuarially based, and is the only rating firm to have had its methodology audited and approved by several insurance companies.

Vendors 'break down' after class on Tuesday afternoon. Please be sure to take every opportunity to spend time with them, and thank them for helping us put on this event !

Tuesday, 6 pm – 10 pm : BEACH PARTY – North Beach Club House (offsite) . There will be a “beach party” for all attendees. Bring and wear your best ‘beach outfit’ or costume !!

The cost of this event is being subsidized by Tax Serv LLC; Quality Data Service; and ANRG. Full buffet dinner, including hot dogs and hamburgers with all the trimmings; honey barbequed chicken; Caprese salad; roasted zucchini and summer squash; a ‘build your own’ baked potato bar; desserts; assorted beers and wines, lemon iced tea, and signature NRTCTA Mojitos. Music, surprises, and treats !



Special thanks to our sponsors for the Tuesday night party:

TaxServ, LLC and Affiliates

Quality Data Service (QDS)

American National Recovery Group (ANRG)

10:00 PM NRTCTA Hospitality opens after the party – Lobby Area



**GOOD
MORNING
AND
HAPPY
WEDNESDAY!**

Wednesday, August 30, 2017 :

7:15 AM - 8:15 AM Full Breakfast – Aqua Blue Grand Ocean Ballroom

8:30 AM - 10:30 AM TAX SALE / ENFORCEMENT IN THE MEMBER STATES - Panel Discussion of the Tax Sale Processes in the Member States in attendance – Moderated by Adeline Schmidt CFO/CTC , NJ . –Aqua Blue Grand Ocean Ballroom. PARTICIPATING: Maine; Connecticut; Rhode Island; New Jersey; possibly others. This session will cover the basics of the municipal tax sale processes in the member states, including statutory requirements, liens, timing, criteria, county and / or state interaction, situations involving exceptions (if any) , recent legislative developments, local perception, and other issues.

10:30 AM to 10:45 AM Break- please check out if you have not already done so ! (11 AM checkout)

10:45 AM to 12 Noon PREPARING A SUCCESSFUL OFFICE BUDGET - Presented by: Dr. Susan Jacobucci, Esq., New Jersey Instruction on how to ask for the resources we need to do our jobs most effectively. Dr Jacobucci is a former city manager / CFO / finance director and as such, can address this topic from the perspective of a person responsible for making decisions about how to allocate the resources of the municipality, as well as from the tax collector’s perspective. The presentation will touch on reporting, advocacy, communication, performance measurement, and cost / benefit analysis.

12 Noon: Conference adjourns – Door Prizes awarded - Take home a ‘White Bag’ Lunch for the road – and please drive safely.

Plan to join us again next year -- 2018 will be our 30th Annual Conference !!