

## CCMC Committee

### Approved Courses for Recertification Credit

As of: Saturday, March 23, 2024

NOTE: The list below is a listing of courses approved by the CCMC Committee for recertification credit hours.

This list will be updated as more courses are approved. The Committee recommends that all CCMC designees check this list frequently, and that all CCMC designees check this list before registering for any workshops or courses.

If a workshop or course is not listed, you may request that it be considered for recertification hours by emailing the CCMC Committee at: [ccmcchair@gmail.com](mailto:ccmcchair@gmail.com)

When submitting a course to the committee for credit hour consideration, please remember, the course must be relevant to revenue collection office work. In addition, the fees charged for workshops does not determine its relevance to revenue collection office work. A workshop with a very high fee does not necessarily mean it will be approved, while a workshop with a very low fee, or no fee at all does not necessarily mean it will not be approved.

If you take the exact same workshop more than once during the same recertification period, you may only use it one time for recertification. This includes workshops on the same topic from different organizations (for example if you take a workshop on sexual harassment for supervisors from two different organizations, you may only count it once).

You may take workshops about the same topic more than once during the same recertification period, if each workshop contains updated or new information.

The number of approved hours might be less than the total hours of the workshop, please be sure you are aware of the approved hours.

Remember, you may only count workshops or courses taken during the five year period before your recertification date, courses more than five years old cannot be considered.

Course or workshop instructors may only use a course or workshop they instruct one time per cycle, they cannot use the same course or workshop multiple times in a cycle.

The CCMC Committee makes the determination regarding approval for recertification approvals.

NOTE: As of 2023, CIRMA is using a third part- Vector, to administer its courses and workshops. As a result the approved CIRMA workshops are not longer offered as 2023. These workshops are still approved for those who took them prior to the changeover to Vector. Anyone taking a workshop through Vector will have to submit an approval request for that specific workshop.

# Approved Workshop	Sponsoring Organization	Years	Hours
1 Best Practices and Policies for Cashiers and Supervisors	Public Treasury Insitute	Years 2021 and earlier	3.00
2 Sexual Harrassment Prevention Training	CT Commission on Human Rights and Opportunities	Years 2021 and earlier	2.00
3 CTx Spring Meetings/CTx Fall Meetings	CTx	Years 2020 and earlier	2.00
4 CCMC Roadshows	CCMC	All years	4.00
5 CTx County Association Meetings (2017-2020)	County Associations	Years 2020 and earlier	2.00
6 CTx Seminar (Full-day Sessions)	CTx	Years 2020 and earlier	5.00
7 CTx Seminar (Half-day sessions)	CTx	Years 2020 and earlier	2.00
8 Northeast Tax Collectors' Association Seminar (Full-day sessions)	Northeast Tax Collectors' Association	Years 2020 and earlier	5.00
9 Northeast Tax Collectors' Association Seminar (Half-day sessions)	Northeast Tax Collectors' Association	Years 2020 and earlier	2.00
10 Preventing Sexual Harrassment for Supervisors and Staff	CIRMA	Years 2021 and earlier	2.00
11 Ethics, Accountability and Conflicts of Interest	CCM	Years 2021 and earlier	2.00
12 Webinar: A Practical Guide to MERA	CCM	Years 2021 and earlier	1.00
13 Webinar: Records Retention & Management	CCM	Years 2021 and earlier	1.00
14 Excel 101	CCM	Years 2021 and earlier	3.00

15	Time Management 101	CCM	Years 2021 and earlier	3.00
16	2019 Municipal Budgets	CCM	2019	3.00
17	Freedom of Information Act for Municipal Personnel, Boards & Commissions	CCM	Years 2021 and earlier	3.00
18	Customer Service	CCM	Years 2021 and earlier	3.00
19	The Nuts and Bolts of Being a Supervisor	CCM	Years 2021 and earlier	3.00
20	Cyber Security for Municipalities	CCM	Years 2021 and earlier	3.00
21	Active Shooter Training	Town of Bloomfield	Years 2021 and earlier	2.00
22	Considering TIF? Lessons From Early Adopters	CCM	Years 2021 and earlier	1.50
23	Anti Harassment Training (Connecticut)	ESI- Employee Assistance Program	Years 2021 and earlier	2.00
24	Culture of Civility: Creating a Harassment Free Workplace (CT)	ESI- Employee Assistance Program	Years 2021 and earlier	2.00
25	Workplace Harassment & Abusive Conduct Preventions for Supervisors	ESI- Employee Assistance Program	Years 2021 and earlier	2.67
26	New Supervisor Fundamentals	ESI- Employee Assistance Program	Years 2021 and earlier	1.00
27	Ethics for Managers	ESI- Employee Assistance Program	Years 2021 and earlier	1.00
28	Customer Service Communication Skills	ESI- Employee Assistance Program	Years 2021 and earlier	1.00
29	Ethical Behavior for Local Government	CIRMA	Years 2021 and earlier	1.00
30	Dealing with the Media	CIRMA	Years 2021 and earlier	1.00
31	Handling Difficult Customers for Local Government	CIRMA	Years 2021 and earlier	1.00
32	Supervisor Skills	CIRMA	Years 2021 and earlier	1.00
33	Dealing with Angry Employees	CIRMA	Years 2021 and earlier	1.00
34	Risks of Social Media in the Workplace	CIRMA	Years 2021 and earlier	2.00
35	Violence in the Workplace	CIRMA	Years 2021 and earlier	1.00
36	Navigating the ADA, FMLA, and Workers Compensation Maze	CCM	Years 2021 and earlier	1.00 (1 hour of a 3 hour workshop approved)
37	CCM CARES Achieving Racial Equality: National Experts Discuss Local Opportunities	CCM	Years 2021 and earlier	2.00
38	FOIA for Municipal Personnel, Boards and Commissions	CCM	Years 2021 and earlier	3.00
39	Community Engagement	CCM	Years 2021 and earlier	2.00
40	Cyber Security and Social Media	CIRMA	Years 2021 and earlier	3.00
41	Tolland/Windham County Collectors' Association	Tolland/Windham County Assoc.	2/25/2021	1.50
42	Internal Controls and Loss Prevention	Public Treasury Insitute	Years 2021 and earlier	2.00
43	Developing an Effective Internal Control System	Public Treasury Insitute	Years 2021 and earlier	2.00
44	Implementing and Maintaining Your Internal Control System	Public Treasury Insitute	Years 2021 and earlier	2.00
45	Ethics 101	State of CT Office of State Ethics	Years 2021 and earlier	0.50
46	Time's Up On Sexual Harrassment	Sinclair Risk & Financial Management	Years 2021 and earlier	2.00
47	Sexual Harassment Prevention Education Training	Shipman & Goodwin	Years 2021 and earlier	2.00
48	CONCORD/State Statutes, Municipal Lien Filing (L Goslee/C Hamel)	CTx (3/25/2021)	3/25/2021	2.50
49	Sexual Harassment Training (Town of New Fairfield)	Learning Dynamics	Years 2021 and earlier	2.00
50	Civilian Response to Active Shooters (Town of New Fairfield)	Learning Dynamics	Years 2021 and earlier	2.00
51	Tax Collector Forms, Notices and Other Documents (L Goslee/C Hamel)	Litcfhfield County	Years 2021 and earlier	2.50
52	Fraud Prevention and Internal Controls (Lisa Biagiarelli)	CCMC Committee (3/13/2021)	3/13/2021	5.00
53	Sexual Harrassment Training (Attorney C. George)	New Fairfield	2021	2.00
54	Freedom of Information	CT FOI Commission	Years 2021 and earlier	2.50
55	Jeopardy (Pat Monahan)	Hartford County Tax Coll. Assoc.	4/22/2021	1.00
56	Legislation (David Kluczwski)	Tolland/Windham County Assoc.	2021	2.00
57	Sale of Land for Taxes (Lisa Biagiarelli)	CTx (Stratford, 5/5/2017)	Years 2021 and earlier	6.00
58	QDS- Spring User Group meeting (2021)	QDS (Hartford & Tolland/Windham)	2020	2.00
59	CTx Conf. 5/2021- Bankruptcy (Adam Cohen)	CTx	May 2021	2.00
60	CTx Conf. 5/2021- Title Searches (Adam & Joseph Sanfilippo)	CTx	May 2021	1.00
61	CTx Conf. 5/2021- CCMC Re-Certification (John Rainaldi)	CTx	May 2021	1.00
62	CTx Conf. 5/2021- DMV (Gayl Murphy)	CTx	May 2021	2.00
63	CTx Conf. 5/2021- Probate (Matthew Greene)	CTx	May 2021	1.00
64	CTx Conf. 5/2021- Jeopardy (Pat Monahan)	CTx	May 2021	1.00
65	CTx Conf. 5/2021- Freedom of Information (Mark Sommaruga)	CTx	May 2021	2.00
66	CTx Conf. 5/2021- Legislative (William Donlin & David Kluczwski)	CTx	May 2021	1.00
67	CTx Conf. 5/2021- Personal Property (Mary Gardner)	CTx	May 2021	1.00
68	CONCORD/State Statutes, Municipal Lien Filing (C Hamel/L Goslee)	CTx	May 2021	2.00

69 R Walsh Associates- Spring User Group meeting	R. Walsh Assoc. (Tolland/Windham)	Years 2021 and earlier	2.00
70 QDS- Spring User Group meeting (2017)	QDS	2017	2.00
71 QDS- Spring User Group meeting (2018)	QDS	2018	2.00
72 QDS- Spring User Group meeting (2019)	QDS	2019	2.00
73 QDS- Spring User Group meeting (2021)	QDS	2021	2.00
74 Legislation (David Kluczowski)	All County Associations	2021	2.00
75 Collection Activities/Maintaining Operations During COVID-19	Fairfield County	2021	2.00
76 Internal Controls (Lisa Biagiarelli) (Condensed Version)	All County Associations	Years 2021 and earlier	2.00
77 Sexual Harassment Prevention Training	Berchem Moses	Years 2021 and earlier	2.00
78 Exceptional Customer Service	Cigna Health	Years 2021 and earlier	1.00
79 Customer Service for Municipal Personnel	CCM	Years 2021 and earlier	3.00
80 Fraud Prevention and Internal Controls (Lisa Biagiarelli)	County Associations	Years 2021 and earlier	2.00
81 Legislation (Mike Duggan)	County Associations	Years 2021 and earlier	1.00
82 Records Retention & Destruction	NRTCTA (10/2021)	October 2021	1.50
83 First Amendment Audits	NRTCTA (10/2021)	October 2021	2.00
84 Ethics for Municipal Officials	NRTCTA (10/2021)	October 2021	2.00
85 Collecting Taxes During a Pandemic	NRTCTA (10/2021)	October 2021	2.00
86 Legal Panel- Avoiding Court, Rights on the Job, Cannabis Legislation Update	NRTCTA (10/2021)	October 2021	2.00
87 State & Local Government Revenues & Racial Disparities	NRTCTA (10/2021)	October 2021	1.50
88 Personal Property 101 (10/2021 County meeting)	Litchfield County (LCTCA)	October 2021	1.50
89 Legislature & Tax Collecting Q&A (11/18/2021, CTx meeting)	CTx	11/18/2021	2.50
90 Legislative Update (3/2022, CTx seminar)	CTx	March 2022	1.00
91 Tax Sales (3/2022, CTx seminar)	CTx	March 2022	2.00
92 Counterfeit Monday (3/2022, CTx seminar)	CTx	March 2022	1.00
93 Bankruptcy and the Tax Office (3/2022, CTx seminar)	CTx	March 2022	2.00
94 Nuts & Bolts (Statutes, Enforcement, Etc.) (3/2022, CTx seminar)	CTx	March 2022	2.00
95 DMV (3/2022, CTx seminar)	CTx	March 2022	2.00
96 Customer Service After COVID (3/2022, CTx seminar)	CTx	March 2022	1.00
97 Ownership, Transfers, Field Cards and Maps (3/2022 CTx seminar)	CTx	March 2022	2.00
98 Cashier Training for Governments/Cashier & Supervisor Training	Public Treasury Institute	2022	3.00
99 Time's Up Act (Sexual Harassment Training) (Norwich)	Behavioral Health Consultants	2022	2.00
100 Preparing for the Audit (Lisa Biagiarelli)	CCMC Committee	2022	4.00
101 The Municipal Budget Process (Lisa Biagiarelli)	CCMC Committee	2022	4.00
102 Collecting with State Marshals/Constables and Collection Agencies	HCTCA	2022	1.50
103 Fairfield County, Condensed Roadshow	FCTCA	2022	1.50
104 Risks of Not Promoting a Fair and Equitable Workplace	CCM Convention	2022	1.00
105 Toot Your Own Horn (C Vikstrom)	LCTCA	2022	1.00
106 First Amendment Audit (3/25/2022)	CTx	3/25/2022	2.50
107 Sexual Harassment Prevention Training	CT Comm on Human Rights & Opportunities	2022	2.00
108 Municipal Budgeting 101	CCM	2022	1.50
109 Organizational Presentation- Retention/Audit Prep	Litchfield County, 3/17/2022	3/17/2022	1.50
110 CONCORD- Using the New UCC Online Program	CTx (March 2022 seminar)	March 2022	2.00
111 Customer Service for Municipal Personnel	CCM	2022	2.00
112 State Marshal Processing	Middlesex County, 4/12/2022	4/12/2022	1.00
113 DMV & CIVLS (CTx May 19, 2022 meeting)	CTx	5/19/2022	2.50
114 CCMC Course I Lecture, Session 1 (C. Hamel and L. Goslee)	CCMC	2022	2.00
115 CCMC Course I Lecture, Session 2 (C. Hamel and L. Goslee)	CCMC	2022	2.00
116 CCMC Course I Lecture, Session 3 (C. Hamel and L. Goslee)	CCMC	2022	2.00
117 CCMC Course I Lecture, Session 4 (C. Hamel and L. Goslee)	CCMC	2022	2.00
118 CCMC Course I Lecture, Session 5 (C. Hamel and L. Goslee)	CCMC	2022	2.00
119 CCMC Course I Lecture, Session 6 (C. Hamel and L. Goslee)	CCMC	2022	2.00
120 Office Security and Personal Safety (Litchfield County)	LCTCA	2022	1.50
121 QDS- Spring User Group meeting (2022)	FCTCA	2022	2.00
122 Best Practices and Policies for Cashiers and Supervisors (2022)	Public Treasury Institute	2022	3.00

123	Records Retention and Management	CCM	2022	1.50
124	Identifying and Resolving Ethical Dilemmas	New Haven County	2022	2.00
125	Risk Management: Risks of Not Promoting and Fair and Equitable Workplace	NRTCTA (8/2022)	August 2022	2.00
126	Knowledge Transfer- Succession Planning	NRTCTA (8/2022)	August 2022	1.50
127	Interim Reporting & Reconciliation Procedures	NRTCTA (8/2022)	August 2022	2.50
128	State Marshal Processing	LCTCA	2022	1.00
129	Cyber Security Strategies for Municipalities	FCTCA	2022	2.00
130	Identifying and Resolving Ethical Dilemmas	NRTCTA (8/2022)	August 2022	1.50
131	FOI for Municipal Finance Officials (Tax Office)	NRTCTA (8/2022)	August 2022	1.00
132	Communicating Effectively with the Elderly	New Haven County	November 2022	2.00
133	Using Bank Branches as Satellite Tax Payment Locations	Norwalk Tax Collector's Office	December 2022	1.50
134	Assignment of Liens	Hartford County Tax Coll. Assoc.	October 2022	1.50
135	Refunds	Middlesex County TCA	April 2023	2.00
136	What Municipal Officials Should Know About Cybersecurity	NRTCTA (8/2022)	August 2022	1.00
137	Fraud Prevention & Internal Controls for Municipal Tax Collectors & Treasurers	Northeast Regional TCA	January 2023	2.50
138	Gemni User Group- Spring 2022	Gemni Software	April 2022	2.00
139	Motor Vehicle Assessment Bill (Presented by CTDMMV)	CTX Fall Meeting	November 2022	2.00
140	Developing, Implementing Maintaining Your Internal Control System	Public Treasury Institute	September 2021	3.00
141	Legislative Update (3/2022, CTx seminar)	CTx	March 2023	1.00
142	CCMC Course IV Lecture	CTx	March 2023	1.50
143	Tax Collector Q&A	CTx	March 2023	1.50
144	How Assessors Impact Tax Collectors	CTx	March 2023	2.00
145	Bank Executions, Wage/Rent Garnishments	CTx	March 2023	1.50
146	Cyber Security Strategies for Municipalities (updated workshop)	CTx	March 2023	2.00
147	Fraud, Counterfeit Bills/Check Washing	CTx	March 2023	1.00
148	Knowledge Transfer/Succession Planning	CTx	March 2023	2.00
149	State Marshal Processing (updated workshop)	LCTCA	March 2023	1.00
150	Tax Sales as a Collection Enforcement Measure	NRTCTA (4/2023)	April 2023	2.50
151	QDS- Spring User Group meeting (2023)	County Associations	Spring 2023	2.00
152	OPM- Martin Heft & Panel- PA-22-74, Motor Vehicle Changes Implementation	CTX Spring Meeting	May 2023	1.00
153	Gemni User Group- Spring 2023	New London County	April 2023	2.00
154	QDS- User Workshop, QDS 5, (2023)	New London County	Spring 2023	1.50
155	Roundtable Discussion on Collection Enforcement (NRTCTA)	NRTCTA (8/2023)	August 2023	1.00
156	Fraud Awareness: How a Government Can Adopt to Protect Against Cyber Fraud (NRTCTA)	NRTCTA (8/2023)	August 2023	1.00
157	Transforming Receivables in a Digital World (NRTCTA)	NRTCTA (8/2023) (PRESENTATION CANCELED)	August 2023	0.00
158	Municipal Budgeting (NRTCTA)	NRTCTA (8/2023)	August 2023	1.00
159	Using Ethics in an AI World	NRTCTA (8/2023)	August 2023	1.00
160	Troubleshooting Electronic/Online Payments/Credit & Debit & ACH Payments (NRTCTA)	NRTCTA (8/2023)	August 2023	2.00
161	CCMC Precourse	CCMC Committee	October 2023	6.00
162	Why Ethics is Important: Ethics and Integrity; Identifying & Resolving Ethical Dilemmas	LCTCA	October 2023	2.00
163	QDS Review-lien releases, refunds, put on/take off, writeoffs, add chg.	HCTCA, QDS	October 2023	1.50
164	Bankruptcy: a continuing primer w/ Q&A	CTx (11/2023 Aqua Turf)	October 2023	2.00
165	Records retention & management	CCM	October 2023	1.00
166	Best practices and training for cashiers & supervisors	Public Treasury Institute	October 2023	3.00
167	Bankruptcy in house process	CTx (2024 Conference)	November 2023	2.00
168	Q&A Panel with assessors	CTx (2024 Conference)	November 2023	2.00
169	Tax Collectors' calendar	CTx (2024 Conference)	November 2023	1.50
170	Improving tax receivables, collection through data technology	NRTCTA (8/2023)	November 2023	1.00
171	Municipal Property Taxes & Budgets	NRTCTA (8/2023)	November 2023	1.00
172	Nuts & Bolts (Updated version, we approved for 2 hours in 2022)	CCMC (12/2/2023- Online)	November 2023	2.50
173	Lien Assignments (Presented by Scott Ferguson)	FCTCTA	November 2023	1.00
174	Performance Measures (Presented by Lisa Theroux)	NHCTCTA	November 2023	2.00
175	R. Walsh/Gemni User Group- Spring 2021	Gemni	November 2023	2.00
176	Collection Enforcement Tools	CTx (2024 Conference)	November 2023	2.00

177 Effects of land use- planning on municipal property taxes & budgets	NRTCTA	November 2023	2.00
178 Improving Tax Receivables Collection Through Data Technology	NRTCTA	November 2023	1.00
179 Legislative update and navigating the CGA Website	CTx (2024 Conference)	December 2023	1.50
180 Strategies for creating a safe work environment in Municipal Tax Offices	CTx (2024 Conference)	December 2023	2.00
181 The Future of AI in Tax Receivable Collections	NRTCTA	December 2023	1.50
182 Effects on Tax Sales	NRTCTA	June 2023	1.00
183 Records Retention	CCM	July 2023	1.50
184 How to Reduce the Incidence of Fraud in Municipal Operations	NRTCTA	March 2024	2.50
185 Records Retention/Management	LCTCA	March 2024	1.50
186 Assessment/Taxes Overview	Hartford County Tax Coll. Assoc.	April 2024	1.00