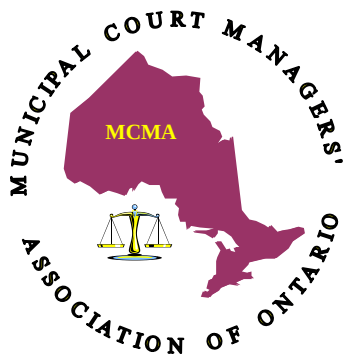




2019 – AGENDA

MCMA - POA COLLECTIONS COMMITTEE WORKSHOP

Sunday, October 20, 2019

After 4:00pm

Arrival and Check-In at accommodations offered at:

- Best Western Plus Cobourg Inn & Convention Centre
930 Burnham St, Cobourg, ON
- The Woodlawn Inn
420 Division St, Cobourg, ON

7:00pm to 10:00pm

Hors d'oeuvres served at Arthur's
(Located on the 1st floor of Best Western Plus Cobourg Inn)

Monday, October 21, 2019

7:30am to 9:00am

Breakfast and Registration at:

Northumberland County Council Chambers
2nd Floor of 555 Courthouse Rd, Cobourg, ON

9:00am to 9:30am

Greetings and Welcome

Karen Facca – Chair, POA Collections Committee
Jennifer Moore – CAO, Northumberland County

9:30am to 9:45am

Sponsor Introductions & Recognition of Sponsorship Funds

- Karen Facca, Chair, POA Collections Committee
- Members are invited to visit Sponsors outside Council Chambers during Breaks and Lunch

9:45am to 10:30am

His Worship Justice of the Peace, Jack LeBlanc and Renee Allen, (Topic: TBA) or Central East Regional Senior Justice of the Peace (Topic: TBA)

10:30am to 10:45am

Break

10:45am to 12:00pm

Short Message Service (SMS Texting)

Speaker: Geoff Beckett, County of Chatham-Kent

- Results of text messaging

12:00pm to 1:00pm	Lunch – (Complimentary for members, speakers & Gold sponsors)
1:00pm to 2:30pm	MCC Group Inc – HR Solutions Topic: <i>'Generations in the Workplace'</i> Speaker: Juanita G. Gledhill, CHRL
2:30pm to 2:45pm	Break
2:45pm to 4:30pm	Round Table Discussions Panel Reps from various municipalities: - Discussion on municipal practices on how they are adding Fines to the Tax Roll, (ie: Do they remove the fine(s) before a tax sale and file a Writ or do they leave it on the Tax Roll?) Jenifer Fick (Town of Caledon)
6:00pm to 6:30pm	Members' Social Networking (location below)
6:30pm	Members' Dinner at The Mill Restaurant 990 Ontario Street, Cobourg, ON SW corner of Elgin St. W and Ontario St

Tuesday, October 22, 2019

8:00am to 9:00am	Breakfast at Northumberland County Council Chambers 2 nd Floor of 555 Courthouse Road, Cobourg, ON
9:00am to 10:00am	Showcase a couple of Municipalities (Durham & Kawartha Lakes or another municipality) - POA Collections Overview (Flowchart) - Legal Processes - Dealing with Notices of Motions (Consent)
10:00am to 10:15am	POA Case Management Steering Committee Update Speaker: Ross Rae
10:15am to 10:30am	Break
10:30am to 11:45pm	Round Table Discussions Panel Reps from various municipalities: - Step by step collections / education / training (ie: daily duties, monthly tasks/reports, internal collection processes)

- SME (Subject Matter Experts) Mentoring Program for new collectors in the field of POA.

Please Return Name Tags to be Eligible to Gift Draw

11:45am to 12:00pm	Gift Draw – Renee Allen, Hosting Municipality
12:00pm to 1:00pm	Lunch – (Complimentary for members, speakers)
1:00pm to 1:30pm	OPP - Tickets and Enforcement Speaker: Chad Laperle, OPP Officer
1:30pm to 2:45pm	Round Table Discussions Panel Reps from various municipalities: - Update on Best Practices (attachments on website) - Best Practices for Teranet, Geo-Warehouse - Collection Statistics, (Why are they important? Do you keep stats? What type of stats do you keep? What kind of stats do municipalities want to see?)
2:45pm to 2:55pm	Complete & Collect Member's Workshop Survey
2:55pm to 3:00pm	Closing Remarks – Karen Facca, Chair

Thank you for attending the 2019 MCMA-POA Collections Workshop!