

June 2024

Newsletter



<https://nrtcta.org>

Northeast Regional Tax Collectors & Treasurers Assoc.

UPCOMING EVENTS & TRAININGS

Annual Conference: September 15 – 18, 2024

Our 2024 Conference will be held at the Publick House
Historic Inn and Lodge, Sturbridge, Massachusetts

2.5 Hour ONLINE workshop on Thurs., June 20

Details on Page 3 →



**2024 Conference:
September 15 – 18, 2024**

**Publick House Historic
Inn & Lodge**

Sturbridge, MA

Our group's first time in historic
Sturbridge, Massachusetts! Join
us – by request - at a venue
centrally located midway
between our member states!

277 MAIN STREET (RT 131),
P.O. BOX 187

STURBRIDGE, MA 01566

<https://publickhouse.com>

AND: Mark your calendar for 2025:
Sunday through Wednesday,
September 21 – 24, 2025 at the
Emerald Resort, CAPE COD, MA



Northeast Regional is pleased to announce our tentative agenda for the September 2024 event:

SUNDAY through WEDNESDAY, SEPTEMBER 15- 18, 2024

Preliminary agenda includes:

- Tax Collector / Treasurer's Office Best Practices
- Dealing with "Sovereign Citizens"
- Forensic Audit
- Dealing with Taxpayers Who Have Aging, Dementia and /or Disability Issues
- Identifying Weaknesses in Internal Controls
- Tax Collector's Bond: What the Bond Is; What Is and What Is Not Covered
- Civil Rights in Government Employment & First Amendment Rights of Gov't workers
- Impact of #MeToo / Cannabis legalization
- "Playing Nicely In The Sandbox" – The Importance of Working Together

On Sunday afternoon, we are arranging a visit to Old Sturbridge Village. Members will be able to drive to the site (very close to Publick House), park, and take the approximately three hour tour at their own pace.

We are scheduling speakers from various member states, including Rhode Island, Massachusetts, Connecticut, New Hampshire, and New Jersey.

Continuing education credit will be applied for in those states requiring CEUs. **Pricing and registration information will be available soon.** Check our website for updates.



R E S O R T

Remember to Save the Date for 2025!

September 21 – 24, 2025

**The Emerald Resort & Conference Center
Hyannis, Massachusetts**

<https://theemeraldresort.com>

JOIN US for an ONLINE WORKSHOP: Thursday, June 20, 2024

10 am – 12:30 pm

“Enhancing Tax Office Efficiency with Advanced Productivity and AI Tools” (2.5 hours)

This webinar will empower tax collectors with cutting-edge technology and productivity tools to optimize their local tax offices. Participants will learn how to build customer service chatbots, provide automated language translations from taxpayer communication, perform advanced mail merges, and apply advanced Excel and PDF tools for easy data management. The session will also cover data validation techniques and discuss policy considerations related to the use of artificial intelligence in government operations.

Presented by Jeff Frantz, Executive Vice President and Kenny Chan, IT Manager / Operations Manager, TaxServ LLC

Jeff Frantz joined TaxServ in 2019 as Executive Vice President and has been involved in the real estate and tax lien industry since 2007. From 2014 until acquisition by TaxServ, he served as owner and President of TaxDeed360, a nationwide property services and asset management company focused on the tax lien industry. From 2007 to 2014, he was a Director of Asset Management for a large tax lien servicer overseeing their tax lien foreclosure and REO portfolios. Jeff earned a Master’s Degree in Management from Troy University and a Bachelor’s Degree in Industrial and Systems Engineering from the University of Southern California.

Kenny Chan joined TaxServ in 2004. After fulfilling various Company management needs, he now serves as Operations Manager for Data Integrity, IT Management, and Mail Fulfillment. All client data placement, system boarding, quality assurance checks and ongoing reconciliations are performed by Kenny and his team. Kenny has experience with SQL, is an expert user of Microsoft Office including MS Excel, MS Access, MS Word, MS Powerpoint and many other software and hardware technologies. He studied Computer Science and Business at Northern Virginia Community College and George Mason University.

Please make check payable to: NRTCTA

Send **WORKSHOP** check to: Maeci Evans, Treasurer
c/o Fairfield Tax Collector’s Office
PO Box 638, Fairfield CT 06824

**Members = \$20 per person
Non-Members = \$40 per person**



It's Almost Time to Pay Our Dues!



NRTCTA Membership: New / Renewal July 1, 2024 – June 30, 2025

**Individual Membership Dues: \$40.00 Active
(Also for Each Vendor Representative)**

**** NOTE THE CHANGE ****

\$5.00 Retired Member

\$100.00 Subscribing Member

Please Make **DUES** check payable to NRTCTA

Send DUES to:
Rosemarie Silva, Tax Collector
4 Garfield Terrace
West Warwick, RI 02893

If you would like to download the membership form and send in your membership, please visit our website, <https://nrtcta.org>

Questions/Phone: Rosemarie Silva (401) -827-9063
and JoAnne Santos (401)-364-1217

If you are interested in getting more involved, please reach out to a Board member, or contact us through our website.



RESORT

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September 21 – 24, 2025

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Hyannis, Massachusetts

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