

As of 12/17/2010

AICCCA 18th Annual Conference

Sandpearl Resort

500 Mandalay Avenue

Clearwater Beach, FL 33767

Call 1-877-726-3111 and ask for the "AICCCA" block of rooms

\$199 run of the house, until December 18, 2010 or block is full, whichever occurs first

NAVIGATING YOUR AGENCY THROUGH 2011

TUESDAY, January 18, 2011

9:00-4:00 p.m. MasterCard RPPS User Advisory Group Session (by separate invitation of MasterCard RPPS only) -Cove

WEDNESDAY, January 19, 2011

7:00 a.m. - 1:00 p.m. Exhibitors Setup-Hunter Ballroom

8:00 a.m. - 5:00 p.m. Registration-Alcove Registration

8:00 a.m. - 12:45 p.m. Board of Directors meeting –Cove

9:30 a.m. - 10:30 a.m. Sharing Best Practices including Client Retention and Client Referrals

Barbara Mascarin, Director of Operations

American Financial Solutions

Seattle, WA

Christopher Viale, CEO

Cambridge Credit Counseling

Agawan, MA

10:30 a.m.-11:30 a.m. What is the American Disabilities Act and How to Make your Financial Literacy Programs Accessible for Everyone

Michael Roush

National Disability Institute

Washington, D.C.

Financial education plays a vital role in the complex road map towards economic empowerment for persons with disabilities. Often times, financial education is not delivered into programs that support persons with disabilities. This session will highlight the importance of financial education, identify curriculum/tools and share best practices on implementing financial education programs for persons with disabilities.

1:00 p.m. – 5:00 p.m. AICCCA Members' Only Meeting –Hunter Ballroom

5:30 p.m. – 7:00 p.m. Welcoming Reception-Gulf Lawn (weather backup Harbor or Cove Foyer)

THURSDAY, January 20, 2011

GENERAL SESSIONS in Hunter Ballroom

8:00 a.m. – 5:00 p.m. Registration-Alcove

8:00 a.m. – 5:00 p.m. Exhibitors Displays Open

8:00 a.m. – 9:00 a.m. Continental Breakfast

8:55 a.m. Welcoming Remarks
David C. Jones, Ph.D., President

9:00 a.m. –9:45 a.m. Economic Forecast for 2011
Robert Strand, Senior Economist
American Bankers Association
Washington, D.C.

9:45 a.m.-10:00 a.m. Exhibitor Focus (5 Exhibitors, 3 minutes each)

10:00 a.m.-10:15 a.m. Break

10:15 a.m. – 11:00 a.m. SUCCESS IS IN THE DETAILS: The Three Key Qualities that Distinguish Outstanding Professionals

Jacqueline Whitmore
The Protocol School of Palm Beach, Inc.
Palm Beach, FL

Today, with more clutter, increased competition and more discerning customers and clients, you must implement real differentiation, sensational service, and a positive impression or be blitzed. If you look like other people, if your business looks like other businesses, then all you've done is increase your pool of competition by blending in with the crowd. Sameness makes you dispensable. **Paying attention to the details makes you indispensable.** Learn to think and act like the extraordinary. This fun and interactive program explores how you can make yourself stand head and shoulders above the competition, network more effectively, create stronger relationships, and improve your remarkability!

11:00 a.m.–11:15 a.m. Exhibitor Focus (5 Exhibitors, 3 minutes each)

11:15 a.m. – 12:00 p.m. The Legal Aspects of Using Social Media: How to Avoid the Pitfalls and Capitalize on the Opportunities

Jeffrey Tenenbaum, Esq.
Venable LLP
Washington, D.C.

Jonathan Pompan, Esq.
Venable LLP
Washington, D.C.

11:15 a.m. – 1:00 p.m. CAB Meeting and Lunch-by invitation only, Cove Room (concurrent with session)

12:00 p.m. – 1:00 p.m. LUNCH – Pool Lawn (for all registered attendees)

1:00 p.m. – 1:45 p.m. Most Common Human Resources Mistakes

Jeanne Colachico, Esq.

Legal and Human Resources Management Consultant
North Andover, MA

One of the areas which sometimes is the last to gain attention for small and medium-sized businesses is human resources issues. There are a number of human resources considerations that can result in costly mistakes, lost productivity, and turnover which have significant ramifications for the small and medium-sized business owner. Also, new laws and regulations affecting the workplace enacted in 2010 will change the landscape in a variety of ways. This presentation will highlight the most common errors made by employers, new changes that impact daily operations, and best practices to adopt in 2011.

1:45 p.m. – 2:45 p.m. NEW! Small group Roundtable discussions moderated by agency heads to discuss issues affecting EVERY agency. This is your time to ask questions regarding issues your agency is facing and get input and advice from your colleagues

2:45 p.m. – 3:00 p.m. BREAK

3:00 p.m. – 3:45 p.m. Potential Lobbying Efforts Regarding CROA

Michael Flood, Esq.

FED, LLC
Washington, D.C.

Philip Corwin, Esq.

Butera & Andrews
Washington, D.C.

PLEASE NOTE, AT THE REQUEST OF THE CREDITORS WE ASK THAT ONLY NON-PROFIT CREDIT COUNSELING AGENCIES ATTEND THE CREDITOR BREAKOUT SESSIONS

Creditors participating in Thursday sessions: Capital One, HSBC, Chase and Bank of America (Harbor A, B, C and Cove)

4:05 p.m.-4:35 p.m. Creditor Breakout 1-Rooms to be assigned

4:40 p.m.-5:10 p.m. Creditor Breakout 2-Rooms to be assigned

5:15 p.m.-5:45 p.m. Creditor Breakout 3-Rooms to be assigned

5:50 p.m.-6:20 p.m. Creditor Breakout 4-Rooms to be assigned

7:00 p.m.-9:00 p.m. Reception and Dinner Buffet-Gulf Lawn. Enjoy a reception and buffet dinner on the beach under the stars, and afterwards enjoy some fun, friendly competition for putt-putt golf and other games. OR if you prefer, have an after dinner drink and cheer on the fearless competitors! Don't worry-if the weather is bad, everything is moved inside, including the games, so start practicing and organizing your teams now!

FRIDAY, January 21, 2011

8:00 a.m. – 9:00 a.m. Continental Breakfast –Salon B

8:30 a.m. – 9:00 a.m. Exhibitor’s Prize Giveaways (During Breakfast)-Corcoran Ballroom
Attendees must be present to win any prizes/awards by Exhibitors .

9:00 a.m.-9:45 a.m. What’s on the Horizon for Credit Counseling in 2011 and beyond?
Jeffrey Tenenbaum, Esq.
Venable LLP
Washington, D.C.

Jonathan Pompan, Esq.
Venable LLP
Washington, D.C.

Over the past year, there has been a great deal of federal and state activity touching on credit counseling, including: new rules for debt relief services under the Telemarketing Sales Rule (“TSR”) and mortgage assistance relief services (“MARS”); major enforcement actions by the FTC, state regulators and state Attorneys General against DMP providers, debt settlement companies, mortgage foreclosure consultants, and lead generators; a new HUD housing counseling manual and protocols for reverse mortgage counseling, along with rulemakings on reverse mortgage counseling; and changes in state debt adjusting laws. In addition, the rollout of the Consumer Financial Protection Agency – which will regulate credit counseling agencies – as part of the Dodd-Frank Wall Street Reform and Consumer Protection Act is well underway. Will the new Bureau and the law result in over-regulation – with enforcement power over such statutes and rules as the SAFE Act, the Telemarketing Sales Rule and the MARS Rule –and, inevitably, lead to industry consolidation or are there new business opportunities that will emerge from the new CFPB? Further, the IRS and the threat of private lawsuits cannot be ignored. Two leading industry attorneys will explain the issues and what this all means for your credit counseling agency going forward, explain why even tax-exempt credit counseling agencies need to pay attention to the new FTC requirements, and take questions from the audience.

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Creditors participating in Friday sessions: American Express, Citibank, Chase and Resurgent (Harbor A, Hunter A & B)

10:00 a.m. -10:30 a.m. Creditor Breakout 4-Rooms to be assigned

10:35 a.m.-11:05 a.m. Creditor Breakout 5-Rooms to be assigned

11:05 a.m.-11:30 a.m. Break-Hunter Ballroom

11:30 a.m.- 12:00 p.m. Creditor Breakout 6-Rooms to be assigned

12:00 p.m. AICCCA Conference Adjourned

12:15-1:00 p.m. Peregrin Online Training Session-AGENCIES only please-Hunter Ballroom

SAVE THE DATES!

July 20-22, 2011

18th Annual Conference

The Four Seasons Hotel, Washington, D.C.

D.C.’s only 4 star, 5 diamond hotel

Reduced Room Rate of \$245, until June 20, 2011 or block is full, whichever occurs first.

For reservations, call 202-944-9157, reference “AICCCA 2011”

January 17-20, 2012

19th Annual Conference

Hotel Valley Ho

6850 E. Main Street

Scottsdale, AZ 85251

Reduced Room Rate of \$194, in beautiful, historic, downtown Scottsdale!

July 17-20, 2012

19th Mid-Year Conference

The Four Seasons Hotel, Washington, D.C.

D.C.'s only 4 star, 5 diamond hotel