

SUNDAY APRIL 22

TBA	10th Annual Golf Tournament	2:30 – 2:45 pm	Break / Exhibit Area
2:00 – 4:30 pm	Board of Directors Meeting	2:45 – 4:00 pm	FDCPA/FCRA Update Peter Velde Attorney At Law/Partner Kightlinger and Grey, LLP, IN
5:00 - 7:00 pm	Hotel Manager's Reception		

MONDAY APRIL 23

8:00 - 9:00 am	Registration/Breakfast Hotel Restaurant	4:00 pm	Adjourn
8:15 - 8:45 am	NHCA Business Meeting Meeting for Regular and Assoc. Members only Ken Smith, Executive Director	5:30 - ? pm	Dinner at Rioz Brazilian Steakhouse - Entertainment at Legends in Concert

9:00 - 9:30 am	Welcome Tom Minuchi, President, NHCA Ken Smith, Executive Director,
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9:30 - 10:30 am	Collection Technologies and Services, Presented by Support- ing Members
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10:30 – 11:00 am	Break / Exhibit Area
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11:00 am - 12:00 pm	Washington Update: 2011 Recap and 2012 Possibilities Paul A. Miller, President (Registered Lobbyist) Miller/Wenhold Capitol Strategies, LLC
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12:00 - 1:30 pm	Lunch William F. Rock Award Presentation
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1:30 - 2:30 pm	Round Table Discussions (Reg. and Assoc. Members only)
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TUESDAY APRIL 24

8:30 - 9:00 am	Continental Breakfast
9:00 - 10:45 am	Pam Porter, Principle of Porter Consulting, Managing Cross- Generational Issues

10:45 - 11:00 am	Break / Exhibit Area
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11:00 am - 12:00 pm	FDCPA – FCRA Update Peter Velde, Attorney, Law/Partner Kittinger and Grey, LLP
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12:00 - 1:00 pm	Lunch
1:00 - 2:00 pm	E-mail In The Real World Rich Turner, VP of Marketing and Sales, DanTom

2:00 - 2:15 pm	Break/Exhibit Area
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2:15 - 4:30 pm	Taking Home New Ideas and Getting Them To Stick Margaret Seidler, Seidler & Assoc.
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4:30 pm	Adjourn
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WEDNESDAY APRIL 25

9:00 - 9:30 am	Continental Breakfast
9:30 – 11:00 am	Jim Struck, Vision Leadership The Awakening of the Corporate Soul, High Performing Organizations and Employee Engagement
11:00 am	Adjourn

NHCA BOARD OF DIRECTORS

Tom Minuchi Mt. Laurel, NJ	President
Tom Cole Kingsport, TN	Vice President
Scott Lambert Tupelo, MS	1 – Year Director
Deborah O'Neal St. Joseph, MO	2 – Year Director
Deborah Kelly, Clearwater, FL	Treasurer
Dennis Bennett, Brentwood, TN	Past President
Ken Smith, Roanoke, VA	Executive Director

EVENT SPONSORS

A special thank you to these Supporting Members:

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- Ontario Systems, Inc.
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- Pamela Porter, Principal
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Schwenksville, PA
- Jim Struck, President
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- Rich Turner, VP Sales and Marketing
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SCHEDULE OF EVENTS