



## 3rd Quarter Meeting - 2010

**Date: Thursday, August 12, 2010**  
**8:00 am Registration**  
**8:30 am Meeting**  
**12:00 pm Adjourn**

**Hosted by ADP**  
**7007 East Pleasant Valley Road, Cleveland, OH 44131**

**Register online at**  
**[www.necca-oh.com](http://www.necca-oh.com)**

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|-------------------|---|
| 8:30am - 9:00am   | Registration/Continental Breakfast  |
| 9:00am - 9:20am   | Welcome/NECCA NEWS  |
| 9:20am - 10:00am  | Millie Eckert, ADP Senior Client Services Manager<br>Topic: Automated Data Processing (ADP) Client Service Model  |
| 10:00am - 10:20am | Call Center Tour  |
| 10:20am - 10:35am | Break   |
| 10:35am - 11:35am | Panel Discussion Topic: The Power of A Vision... A Leader's Journey<br><br>Jacklyn Chisholm, Rock & Roll Hall of Fame VP Planning & Institutional Relations<br><br>Barbara Danforth, YWCA Greater Cleveland President & CEO<br><br>David Phillips, COSE Director of Customer Experience<br><br>Robert Ritterbusch, The Plain Dealer VP Classified Advertising,<br><br>Kay Sutula, RTA Budget Manger Analyst<br><br>James Rubadue, Program Manager, Key Bank |
| 11:35am - 12Noon  | Closing Remarks, Drawings   |

**For more information on the North East Ohio Call Center Association go to**  
**[www.necca-oh.com](http://www.necca-oh.com)**