

What if COVID Comes Back?

Tuesday, July 21, 2020 – 9:00am PT/11:00am CT/12:00pm ET

One (1) RMAI Education Credit toward Certification/Recertification

As we enter into the next phase of the COVID-19 outbreak, infections continue to rise, Are you ready for a second round of stay at home orders? What measures are you taking to prepare your office for the return of COVID? Join us on Tuesday July 21, 2020 to hear Anita Manghisi from Independent Recovery Resources, Inc. and Tom Mohr from Beam Software discuss the important aspects to keep in mind when preparing for another outbreak.

Discussion Topics Include:

- * Finding out if working from home has increased your companies productivity
- * What investments have you made to protect your employees and what resources do you need to add
- * Looking back at how you handled the issues and what you can do better next time around
- * Technology and Equipment necessary for working from home for an extended period

Pricing:

Member: *Free

*One free registration per member company; additional registrations as member rate)

Non – Member: \$94

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Course Presenters:



Anita Manghisi, IFCCE, is President of Independent Recovery Resources Inc. located in Patchogue, N.Y. She has owned and operated IRR since October of 1996. In 2010, Manghisi joined the New York State Collectors Association as a board of director. She has served as a Council of Delegate, Legislative Chairman and President for the NY Unit.

Manghisi has earned her International Fellowship of Certified Collection Executives, as well as a Fellow and Scholar Designation through ACA International. She is also certified in Healthcare Collection Management and a Professional Collection Specialist. Throughout her career, Anita has volunteered her time to ACA's Federal Affairs, State Affairs and other committees.



Tom Mohr, a 30-year plus veteran of the receivables management industry, cut his teeth in collections by working for one of the nation's top 10 bank holding companies, Manufacturers & Traders Trust Company. He continued his career by accepting a position with a leading collection agency that was acquired by NCO in the mid-nineties. Since then, his focus has been on the technology side of collections having worked for both Columbia Ultimate and Latitude. Tom has worked in receivables management technology for almost his entire career and his unique perspective offers insights into business operations and helps identify ways to unlock financial potential. Tom leads the Beam Team with the sincerest ambition to build software that solves problems for the ARM industry.