



American Teleservices Association

NEWS RELEASE
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American Teleservices Association Conference Attendees Volunteer at Two Washington DC Organizations

Contact Center Professionals Continue to Drive ATA's Call Centers CARE Initiative

Indianapolis, IN – Attendees of the recent American Teleservices Association (ATA) Washington Summit gathered to volunteer their time in support of two local Washington DC organizations. This activity continued the efforts of ATA's Call Centers CARE, a philanthropic initiative that encourages members of the association to make a difference in their local communities. Conference attendees visited two non-profit organizations, Thrive DC and DC Kitchen during the national conference held April 26-29. At Thrive DC, a homeless service center, volunteers prepared and served breakfast for 200 individuals and prepared food for the evening meal. A second group of volunteers worked at DC Central Kitchen, a community kitchen that provides more than 4,500 meals a day. Meals were distributed to approximately 100 agencies in the DC area.

Contact center professionals in ATA Chapters across the United States actively contribute to numerous charitable causes of their choice. On a national level, the Association makes available various organized philanthropic efforts to further demonstrate that professionals in the teleservices industry contribute in a very personal way and serve as good community partners.

"I am proud of the professionals in our industry who make an effort to have a positive, professional and personal impact on the lives of others. So many people who attend our chapter events and especially the national events that occur annually, anticipate the Call Centers CARE activities because they allow them to make significant contributions while volunteering alongside other contact center professionals," says Tim Searcy, ATA CEO.

As part of the ongoing Call Centers CARE initiative, the ATA also partners with the American Red Cross, Project Lifeline. As a result of this partnership, ATA Chapters and member companies all over the country will host local blood drives in conjunction with area Red Cross organizations. In conjunction with an April Technology Forum hosted by the ATA's New York Metro Chapter and member company DialAmerica, twelve units of blood were donated and over \$1,100 was collected for the local blood bank, Community Blood Services.

In March, ATA's Arizona Chapter coordinated a diaper and underwear drive collecting more than 2,000 undergarments and diapers for the Sojourner Center, which provides shelter and support services to victims of domestic violence. ATA Arizona Chapter Philanthropy Chairman Joe Meehan said, "Although this was our first year helping the Sojourner Center, the Arizona Chapter has been committed for the last four years to volunteering and making donations to help similar organizations that support victims of domestic violence."

Other recent ATA Call Centers CARE efforts include a \$2,000 donation to Toys for Tots (New York Metro Chapter), a donation of twelve bags of toys for Arizona Children's Center patients and \$7,000 in donations to domestic violence organizations (Arizona Chapter), a \$2,000 donation to Atlanta's "Kids in Need" organization (Southeastern Chapter – SCATA), and more than 300 pounds of food donated to the LA Regional Food Bank (West Coast Chapter). Many other ATA member companies have contributed to Habitat for Humanity builds across the United States.

For more information about Call Centers CARE, or for assistance in organizing a local event, please contact ATA Director of Member Services, Lisa Nye Ford at 317-816-9336.

About American Teleservices Association

The American Teleservices Association (ATA) is the only non-profit trade organization dedicated to ATA members include companies with inbound or outbound contact centers, users of Teleservices, trainers, consultants, and equipment suppliers who initiate, facilitate, and generate telephone, Internet, and e-mail sales, service, and support. ATA provides leadership in the professional and ethical use of the telephone for conducting business and is committed to serving the needs of its members, recommending the highest standards of quality for the channel and protecting the rights of consumers. Members benefit from the ATA's strong advocacy at the national and state level; advanced and timely educational opportunities and business-building events; advocacy and support in the public realm; and rich and trusted resources for Teleservices professionals. For more information about the Association or how to become a member, visit www.ataconnect.org.

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Relevant sites:

www.ataconnect.org

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