

2026 UNIT MEETING AGENDA INFORMATION

2026 AGENDA

MONDAY 09/14/2026

Vendor Set up @ Orange Beach Event Center 12pm-4pm

GSCA Board Meeting

5pm-6pm

All 2026 GSCA Board Members meet @ Orange Beach Event Center

Registration Meet & Greet

7pm-9pm

Mile Marker 158

Remembering Bob Shelton

7pm-9pm

Bob was a pivotal, foundational member of our board for many years. His profound dedication to the Gulf States Association and his commitment to advancing the ARM industry have left an undeniable mark on all of us. We invite you to come together, raise a glass, and share personal stories and fond memories of working alongside Bob, the professional impact and wisdom he shared with colleagues and tribute his years of dedicated board service and leadership.

Mile Marker 158

Tuesday 09/15/2026

@ Orange Beach Event Center

Exhibitor Hall

8am-8:45am

Orange Beach Event Center

Welcome

8:45am-9am

GSCA President Zoshia Rosenfeld

"Load Barring" Kelli VanCleave

9am-10am

In the ARM industry, pressure never really lets up — compliance deadlines, performance targets, regulatory audits, staffing changes, and the daily push to hit numbers. In this conference opening experience, participants will discover, in real time, which kinds of pressure their people can actually absorb, and which kinds guarantee it comes apart.

Exhibitor Hall/Morning Break

10am-10:30am

Enjoy the Coffee Bar and visit our amazing Exhibitor Hall

ACA Update with Andy Madden

10:30am-11:30am

Transunion Presentation with Jim Doscher

11:30am-12pm

Lunch @ Orange Beach Event Center

12pm-1pm

Join us for lunch provided by GSCA.

Menu :

Cheeseburgers, BBQ Pork sandwiches, Pasta Salad, house made Truffle chips and Brownies

Sweet and Unsweet Tea, water w/ lemon

Dale Watts of Armstrong and Associates & Jamar Mitchell of Cloud Staff

1pm-2pm

"Offshore Staffing for Collection Agencies: Benefits, Risks, and Lessons Learned"

Jonathan Goldberg & Chan Nguyen

2pm-3pm

"All In on AI: A Step by Step Guide to Copilot, Gemini & Claude – Without Betting Your Compliance"

Exhibitor Hall/Afternoon Break

3pm-3:30pm

Enjoy the Coffee Bar and visit our amazing Exhibitor Hall

Harry Strausser

3:30pm-4pm

"Best Practices and Creative Ideas in a Changing ARM Industry"

Kevin Gaffer with EzPay 365 & Sean O'brien with CollectWise

4pm-5pm

What and Why CollectWise & How clients have deployed

CASINO NIGHT AND DINNER

7pm-11pm

Roll the dice with GSCA! 🎲 Join us at 7:00 PM for an unforgettable Casino Night. Enjoy a complimentary dinner on us, show off your skills at the tables, and compete for fantastic prizes. Your winning streak starts here—don't miss out on the action!

Casino Night DINNER MENU

7pm-11pm

House Salad: Mixed Greens, Grapes, Red Onion, Fresh Mozzarella, candied Pecans, Maple Raspberry Vinaigrette
Entree: Choice of Beef Tenderloin Medallion with Demi Glaze or Pan Seared Grouper with Lemon Beurre Blanc
Sides: Gouda Mashed Potatoes, Grilled Asparagus, assorted rolls
Desserts: Chefs Choice Cheesecake
2 Drink tickets per guest: Full Bar

Wednesday 09/16/2026

@ Orange Beach Event Center

Exhibitor Hall

8am-9am

Orange Beach Event Center

"Bet on Compliance, Double down on Performance" with Mike Frost

9am-10am

Exhibitor Hall/ Morning Break

10am-10:30am

Enjoy the Coffee Bar and visit our amazing Exhibitor Hall

Marc Cataldo with Avtal

10:30am-11:30am

Cybersecurity in 2026

11:30am-12:30pm

Jeremy Graves with Computer Brilliance

Mike Gibbs & Special Guests for Panel discussion

12:30pm-1:30pm

Mike Gibbs & Special Guests for Panel discussion

Thank you for joining us! Until Next Year

Dismissed