

# 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 and Honoring friend Bob**

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.

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# 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

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## 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

### FINVI Presentation

10:30am-11:30am

### Cybersecurity in 2026

11:30am-12:30pm

Jeremy Graves with Computer Brilliance

### Mike Gibbs & Special Guests for Panel discussion

12pm-1pm

Mike Gibbs & Special Guests for Panel discussion

### Thank you for joining us! Until Next Year

Dismissed