GTL User Group Agenda

Pre-registration will be available on Monday, September 18 at the User Group registration desk from **3pm to 6pm** for those wanting to pre-register for the event and get their badge and information packet.

GTL User Group Agenda

*Hands-On Training- limited class size.

Day 1 – Tuesday, September 19	Ballroom Crystal (D & E)	Palani A	Palani B	Tarpon A	Tarpon B	Walu	Nomeus
7:30-9:00	Registration/Breakfast- Sponsored by Aramark (Gold Sponsor)						
9:00-9:50	Opening Session & Welcome Cornita A. Riley, Chief of Orange County Corrections *Todd Stutts*						
9:50-10:00	Break						
10:00-11:20	Product Roadmap *All Product Managers*						
11:30-12:30	Lunch- Sponsored by Numi Financial (Gold Sponsor)						
12:40-1:30	How to find cost-savings for your facility *GTL Product Managers*	Visit Technology Hall					
1:30-2:20	Challenges Facing Corrections Today (Roundtable discussion) *Product Managers & Sales Team*		Product Introduction: Intelligence Tools *Mitch Volkart*	Staff/Correctional Officer Training- "Education is not just for Inmates" *Alisa Malone, MSP*	Product Introduction: Visitation Management *Brian Deuster*	Telmate Tablets A Proven Device for Today's Corrections *Matthew Curran*	Aramark Presentation
2:30-3:20	Customer Stories (Roundtable discussion) *Todd Stutts*	Product Changes- Year in Review- Inmate Telephones *Eric Gonzalez*	Contraband Interdiction- How a blended approach can benefit you *Mitch Volkart*	Educational Programs: Adult Basic Education and Life Skills *Dr. Rubin Cockrell*	✦ Tablets in Corrections- Best Practices *Brian Peters*	RFP Discussion- What makes a perfect RFP response? *Minnie McGinnis*	Offender Management System (OMS) New Product Features (Lecture) *Dennis Fetzer*
3:20-3:40	Break						
3:40-4:30	OMS Change Requests & Voting *John Lowry & Kevin Doyle*	Inmate Telephone Systems Change Requests *Eric Gonzalez*	Tips, tricks and best practices for using GTL Intelligence tools *Chris Pickering*	Education Services – How can we help you meet your educational and staff training needs (Roundtable discussion) *Phylanice Nashe, JD, CSM*	Tablets and Kiosks- Change Requests (Roundtable Discussion) *Brian Peters & Brendan Hyland*		
4:30-5:20							
6:30-8:30	Hospitality Event- Hotel Recreation Space adjacent to the pool area- sponsored by Dynamic Imaging (Platinum Sponsor)						

Legend: ✦ Denotes ACA re-recertification credit available. Each course with the ✦ symbol qualifies for one (1) Re-Certification Credit with the American Correctional Association. Only ACA members seeking re-certification are eligible to earn credits by participating in these sessions.

| General Content | OMS Content | Investigative Content | Visitation Content | Inmate Telephone Content | Education Program Content | Tablet Content | Service and Support Content | Vendor Content | Payment Services Content |

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GTL User Group Agenda

*Hands-On Training- limited class size.

Day 2 – Wednesday, September 20	Ballroom Crystal (D & E)	Palani A	Palani B	Tarpon A	Tarpon B	Walu	Nomeus
8:00-9:00	Breakfast						
9:00-9:50	Product Introduction: Inmate Tablets *Brian Peters and Brendan Hyland*	Video Relay Service: ADA Compliance for Deaf and Hard-of-Hearing Inmates *Paul Singleton, Purple Communications*	✦ Intelligence Lead Corrections: Analyzing Your Way to Success. *Mitch Volkart*	Tablet-based Education: Moving from Desktops to Tablets. Wifi and Non-Wifi options *Phylanice Nashe, J.D., CSM & Steven Critchfield*	Recent Changes in the Legal Landscape *Randall Blandin*	Tips, tricks and best practices for using the Offender Management System (OMS) *Joe Kantoski*	Offender Management System (OMS) Assessments Training*- limited enrollment *Don Gildea*
10:00-10:50	Tablets in Corrections- Streamlining Facility Processes *Kelly Lindman*	Inmate Telephone Systems (ITS)- What's new in Investigative & Administrative ITS. *Eric Gonzalez*	Finding the Needle in Multiple Haystacks *Chris Pickering*	Education- What makes GTL Unique *Phylanice Nashe, JD, CSM*	PCI Compliance and what it means to you *Jason Marass*		Offender Management System (OMS) Incidents*- limited enrollment *Don Gildea*
10:50-11:00	Break						
11:00-11:50	Numi Financial Presentation Eliminate Cash & Check Management with Debit Card Solutions for all Disbursement Needs *Numi Financial Team*	Tips, Tricks and best practices for using the inmate telephone system *Eric Gonzalez*	Call IQ Hands-On Training*- Limited Enrollment *Mitch Volkart*	✦ Educational Programs: GED Prep *Erin Gentry, MAT*	Product Introduction: Video Visitation *Brian Deuster & Danny Martinez*	Telmate Guardian Smartphone GPS Monitoring for Community Corrections *Brendan Hyland*	Offender Management System (OMS) Programs*- limited enrollment *Jody Kost*
12:00-12:50	Lunch- sponsored by Purple (Gold Sponsor)						
1:00-1:50	Dynamic Imaging Presentation CorreTrak Mobile Apps *Dynamic Imaging Team*	Creating reports in the ICMv Reporting Interface*- Limited Enrollment *Eric Gonzalez*	Data IQ Hands-On Training*- Limited Enrollment *Chris Pickering*	✦ Educational Programs: Vocational *Alisa Malone, MSP*	Product Introduction: Flex® Kiosk Solutions *Scott Hoostal*	Telmate Guardian Smartphone GPS Monitoring for Community Corrections (REPEAT) *Brendan Hyland*	Offender Management System (OMS) Security Admin*- limited enrollment *Dennis Fetzer*
2:00-2:50	Tablets in Corrections- Entertainment Solutions *Brendan Hyland & Kelly Lindman*	✦ Disaster Recovery- how to prevent and handle Data Breaches *Jason Marass*	Data IQ Hands-On Training*- Limited Enrollment *Chris Pickering*	Why Should Someone be Taught by You *Dr. Rubin Cockrell*	Product Introduction: Payment Services *Tim Ward & Keith Bowdle*	Product Introduction: Educational Programs *Alisa Malone, MSP & Erin Gentry, MAT*	Offender Management System (OMS) Assessments Training*- limited enrollment *Don Gildea*
3:00-3:20	Break						
3:30-4:20	Tablets in Corrections- Finding the Right Program for your Facility *Brian Peters & Brendan Hyland*	Strategies for Successful Interoperability Between Various Inmate Service Technologies *Eric Gonzalez*	What is GTL Fusion and how can it intensify your intelligence efforts *Mitch Volkart*	✦ Educational Programs: English as a second language (ESL) *Erin Gentry, MAT*	Product Introduction: Payment Services (Repeat) *Tim Ward & Keith Bowdle*	Cutting your costs by Migrating your OMS to the GTL Cloud *John Lowry*	Offender Management System (OMS) Programs*- limited enrollment *Jody Kost*
4:30-5:20	Tablets in Corrections- Improving Inmate Behavior and Reducing Recidivism *Brian Peters & Matt Ford*	Data Security Best Practices for Correctional Facilities *Jason Marass*	Intelligence- best practices for maximizing your data mining *Chris Pickering*	✦ Course Creation From Idea to Creation *Erin Gentry, MAT; Alisa Malone, MSP & Steven Critchfield*	Payment Services Efficiencies & Best Practices *Keith Bowdle & Tim Ward*	Product Introduction: Offender Management System (OMS) *Don Gildea & Joe Dabay*	Offender Management System (OMS) Security Admin*- limited enrollment *Dennis Fetzer*

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GTL User Group Agenda

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Day 3 – Thursday, September 21	Ballroom Crystal (D & E)	Palani A	Palani B	Tarpon A	Tarpon B	Walu	Nomeus
8:00-9:00	Breakfast- Sponsored by OptiDoc (Gold Sponsor)						
9:00-9:50	Product Changes- Year in Review- Inmate Tablet Program *Brian Peters*	Creating reports in the Focus Reporting Interface*- Limited Enrollment *Eric Gonzalez*	Contraband Interdiction- How a blended approach can benefit you (REPEAT) *Mitch Volkart*	Educational Programs: Entrepreneurship BEST Program *Dr. Rubin Cockrell*	Trust Fund Accounting Training: ConnectNetwork Interface *Ashlee Douglas & Lori Floyd*	GTL Service Review- year in review *Jim Bradley*	Cutting your costs by Migrating your OMS to the GTL Cloud (REPEAT) *John Lowry*
10:00-10:50	OptiDoc Presentation: GTL Preferred Vendor for DOCUMENT MANAGEMENT- INTEGRATED with OMS Software *Maureen Mitchell*	Creating reports in the ICMv Reporting Interface*- Limited Enrollment *Eric Gonzalez*	Investigative Case Management: Keeping Investigators Organized *Chris Pickering*	Educational Delivery Systems: Offline Content Distribution System & Learning Management System Demonstration *Erin Gentry, MAT & Steven Critchfield*	Trust Fund Accounting Training: TouchPay interface *Jennifer Crandall*	GTL Service Team- Office Hours- speak to the Service team* Limited enrollment *Jim Bradley*	Building Reports in the Offender Management System (OMS) using Crystal Reports*- limited enrollment *Brad Boob*
11:00-11:20	Break						
11:30-12:20	Product Changes- Year in Review- OMS *John Lowry*	Communication Best Practices when Interfacing with the Media and Constituents *Vinnie Mascarenhas*	Finding the Needle in Multiple Haystacks (Repeat) *Chris Pickering*	Educational Programs: "Is that Content Really Free?" Open Source vs Creative Commons vs Public Domain *Phylanice Nashe, J.D., CSM & Steven Critchfield*		GTL Service Team- Office Hours- speak to the Service team* Limited enrollment *Jim Bradley*	Offender Management System (OMS) Incidents*- limited enrollment *Jody Kost*
12:30-12:50	Closing Session and Wrap-Up *Matt Caesar*						

General Content | OMS Content | Investigative Content | Visitation Content | Inmate Telephone Content | Education Program Content | Tablet Content | Service and Support Content | Vendor Content | Payment Services Content

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User Group Agenda

The GTL Technology in Motion motorcoach will be at the GTL User Group training conference. The TIM motorcoach has been touring throughout the United States this year and will be available for tours during the conference. Space is limited on the bus and tours last 15-20 minutes or more, so try to plan your tour during a time that makes sense for you given the sessions you want to attend at User Group.

The Technology in Motion motorcoach will be available during the following times:

Monday, September 18:   2:00 p.m. to 5:20 p.m.

Tuesday, September 19:   11:30 a.m. to 5:20 p.m.

Wedenesdy, September 20:   9:00 a.m. to 5:20 p.m.

Thursday, September 21:   9:00 am. to 1:30 p.m.

If you would like to reserve a time to tour the bus, there will be a signup sheet at the registration desk.

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First Floor- Main Session, Meals and Technology Hall for GTL User Group

GTL Hospitality Event
Tuesday, 6:30-8:30
Hotel Recreation Space

CRYSTAL BALLROOM

A   D

C

B   E

TRADEWINDS RESTAURANT

STORAGE

RESTROOMS   RECEPTION FOYER   BUSINESS CENTER

ELEVATORS

CRYSTAL OFFICE/ REGISTRATION

ATRIUM A

ATRIUM B

RECREATION
PALMS POOLSIDE BAR & GRILL
POOLS FUNCTION TERRACE

RESTROOMS

GAME ROOM

FITNESS CENTER

ENTRANCE

ATLANTIS
A   B

DISCOVERY BALLROOM

A   B
ODYSSEY

ATRIUM C

ATRIUM D

MIST SUSHI & SPIRITS

BOARDWALK

CORAL BALLROOM
A

B

C

RESTROOMS

ELEVATORS

RESTROOMS   FRONT DESK   MAIN ENTRANCE   STARBUCKS

ENTRANCE

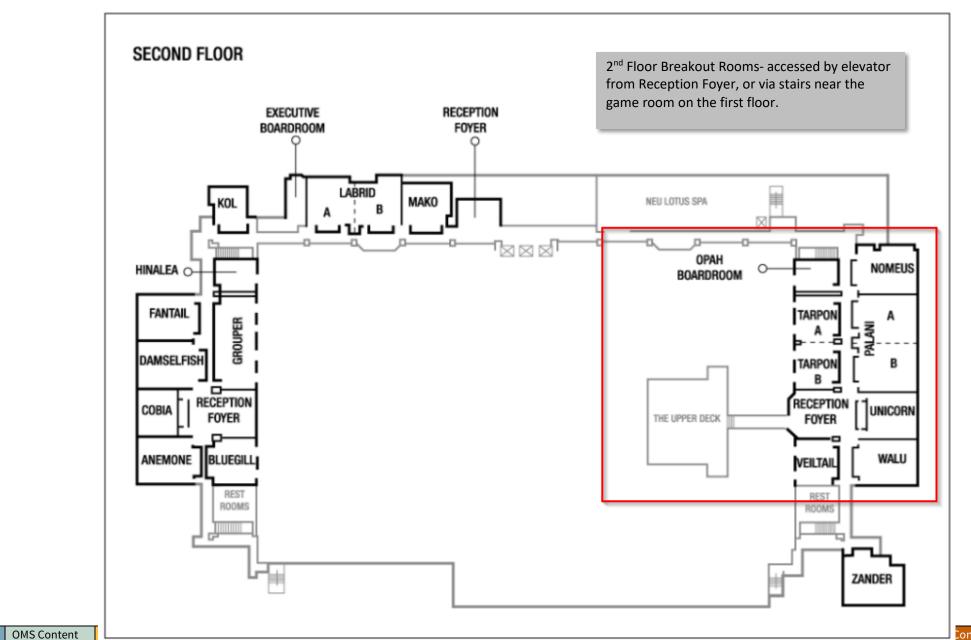GIFT SHOP

GUEST SERVICES   ATTRACTION TICKET DESK

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General Content	OMS Content	Investigative Content	Visitation Content	Inmate Telephone Content	Education Program Content	Tablet Content	Service and Support Content	Vendor Content	Payment Services Content

User Group Agenda

SECOND FLOOR

2nd Floor Breakout Rooms- accessed by elevator from Reception Foyer, or via stairs near the game room on the first floor.

General Content   OMS Content

Content   Payment Services Content

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