

2026 Conference Agenda **Tentative**

TUESDAY, September 15, 2026

10:00 am - 1:30 pm Concierge Lounge	CROA Board Members - Conference Preparation and Setup
2:00 pm - 4:00 pm Solarium	Registration
5:00 pm - 6:00 pm Concierge Lounge	Opening Business Meeting for all CROA Members

Dinner is on your own

WEDNESDAY, September 16, 2026

8:00 am - 8:30 am Solarium	Vendor Exhibits Open	Registration
8:30 am - 9:00 am Eagle-Berryessa Room		President's Welcome Linn Smith, CROA President
9:00 am - 10:00 am Eagle-Berryessa Room		Elevating the Customer Experience: Creating Win-Win Opportunities Keynote Speaker: Kathyryne Rouse
10:00 am - 10:15 am Tahoe Room		Break in Vendor Exhibit Area
10:15 am - 11:15 am Eagle-Berryessa Room		Elevating the Customer Experience continued Keynote Speaker: Kathyryne Rouse
11:15 am - 11:55 am Eagle-Berryessa Room		Spotlight on Success: Attendee Showcase
12:00 pm - 1:15 pm Terrace		Lunch out on the Terrace
1:15 pm - 1:30 pm Eagle-Berryessa Room		Announcements Linn Smith, CROA President
1:30 pm - 3:00 pm Eagle-Berryessa Room		Making Golden Connections LeShay Shaw, County of San Diego, Revenue & Recovery
3:00 pm - 3:15 pm Tahoe Room		Break in Vendor Exhibit Area
3:15 pm - 4:15 pm Eagle-Berryessa Room		Quality Assurance, Quality Control, and Supportive Accountability Kelly Dulin, County of San Diego, Revenue & Recovery
4:15 pm - 5:00 pm Eagle-Berryessa Room		State of CROA CROA Executive Board

Dinner is on your own

2026 Conference Agenda **Tentative**

THURSDAY, September 17, 2026

8:00 am - 8:30 am Solarium	Vendor Exhibits Open	Registration
8:30 am - 8:45 am Eagle-Berryessa Room		President's Welcome Linn Smith, CROA President
8:45 am - 10:00 am Eagle-Berryessa Room		Customer Assistance by Design - Behavioral Science in Collections Shunna Austin, Orange County Superior Court
10:00 am - 10:15 am Tahoe Room		Break in Vendor Exhibit Area
10:15 am - 11:15 am Eagle-Berryessa Room		Demystifying Collections Data: Building Data Pipelines and Visualizations Los Angeles County Superior Court
11:15 am - 12:00 pm Eagle-Berryessa Room		Strike Gold Networking Activity
12:00 pm - 1:15 pm Terrace		Lunch out on the Terrace
1:15 pm - 1:45 pm Eagle-Berryessa Room		Vendor Recognition and Presentations Linn Smith, CROA President/Conference Planner
1:45 pm - 3:00 pm Eagle-Berryessa Room		Legislative Updates Judicial Council of California
3:00 pm - 3:15 pm Tahoe Room		Break in Vendor Exhibit Area
3:15 pm - 4:30 pm Eagle-Berryessa Room		Accurint® for Government: Contact & Locate Strategies Rebecca Iali, Education Consultant, LexisNexis
4:30 pm - 5:00 pm Eagle-Berryessa Room	Closing Remarks Nina Cockren, CROA President Elect	

Dinner is on your own

FRIDAY, September 18, 2026

8:30 am - 11:30 am Eagle Room	Closing Business Meeting/CROA Board Elections for all CROA Members
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The Board of Directors and the Planning Committee have thoughtfully reviewed feedback from last year's conference evaluations and worked diligently to design a conference that empowers attendees with the knowledge and tools needed to revitalize revenue recovery and transform challenges into opportunities for growth. Thank you for attending, we wish you safe travels!