

2022

# TKC USERS' CONFERENCE

September 28th & 29th

River Falls, Wisconsin

Welcome to our favorite event of the year! We are so glad you are joining us. The annual Users' Conference is an incredibly important part of our partnership. We hope you enjoy your time here!

# WELCOME

Welcome to the 2022 TKC Users' Conference. This packet contains all the information you will need for the next two days.

## Schedule of Events:

(Also found on the back of your badge)

### Wednesday, Sept. 28th:

- 10:15 AM.....Conference Check-in
- 11:00 AM.....Conference Welcome & Lunch (Mezz)
- 12:00 - 12:50.....Breakout Session 1
- 1:00 - 1:50.....Breakout Session 2
- 2:00 - 2:50.....Breakout Session 3
- 3:00 - 3:50.....Breakout Session 4
- 4:00 - 5:30.....Keynote Group A: Tate McCotter (Team Bunker); Group B: Vendor Hall**
- 6:00 PM.....Wisconsin Style Dinner - Served in the parking lot
- 6:00 - 10:00 PM....Tailgate Activities (Painting, Poker, & Bean Bag Tournament)
- \*8:00 - 11:00 PM Shuttles will be provided from HQ to hotel locations**

### Thursday, Sept. 29th:

- \*8:30 - 9:30 AM Shuttles from the hotel to HQ - watch for our vans!**
- 8:45 - 9:30 AM.....Check-in and Breakfast in Norm's Grill
- 9:30 - 9:45 AM.....Morning Intro & Day's Briefing
- 9:55 - 10:45 AM.....Breakout Session 5
- 10:55 - 12:20 PM.....Keynote Group B: Tate McCotter (TEAM Bunker); Group A: Vendor Hall**
- 12:30 - 1:30 PM..... Lunch
- 1:40 - 2:30 PM.....Breakout Session 6
- 2:40 - 3:30 PM.....Breakout Session 7
- 3:40 - 4:30 PM.....Breakout Session 8
- 4:45 PM.....Debriefing (TEAM Bunker)
- 5:45 - 10:30 PM.....Dinner and Thank you Event at Tattersall Distillery
- 6:30 PM Dinner/7:00 MN Brassholes Band Performance**
- \*8:00 - 11:00 PM Shuttles will be provided from HQ to hotel locations**

WIFI: GUESTNET

## IMPORTANT ADDRESSES:

### TKC HQ

3329 Casey St.  
River Falls, WI 54022

### Radisson River Falls

100 Spring St.  
River Falls, WI 54022

### AmericInn Hudson

2400 Center Dr.  
Hudson, WI 54016

### Kilkarney Hills Golf Course

163 Radio Rd.  
River Falls, WI 54022

### Tattersall Distillery

1777 Paulson Rd.  
River Falls, WI 54022

# Sessions

Session rooms vary in size.  
Please review a sessions availability and return to a session at a later breakout if possible when all spots are already taken.

## Wednesday:

### Correctional Social Media (Sessions 1 & 2 Only)

Presenter: Kyle Brandt

**Where: TEAM Bunker 60+ seats**

Social media has become a powerful tool for criminal justice organizations. Learn from a local social media for corrections expert, Kyle Brandt, on what his organization uses social media platforms like Facebook, etc. for, what works for them, and how social media is giving his agency a closer connection with the community they serve.

### TEAM 3, Basics (All Sessions)

Presenter: Mike Tlusty

**Where: Herb Brooks (2nd Floor) 24 Seat Max**

Basic of TEAM 3 – the NEED to know, and a little bit more. Are you new to TEAM 3? Are you converting soon? Then this course is for you. Mike will walk you through the basics, the good to know, and some of his best tips and tricks!

### New Products, Smart Vending, & Breakroom Markets (All Sessions)

Presenter: Jimmy Jones

**Where: TKC Demo Area & Norm's Grille (1st Floor) Approx. 15 Seats**

Curious about our vending services and breakroom markets? Our resident product expert, Jimmy Jones will show you the in's and out's of where the products he brings in "hits the shelves." This guided tour (yes, walking is part of the session) will take you through our space to physically see what we are doing here, and how we can help your jail with your vending and break room needs.

### Help us, Help You (All Sessions)

Presenter: Colton Booth

**Where: Gary Vee (1st Floor) Approx. 20 Seats**

Get to know our customer service team and understand their processes! Colton, our customer service manager, will help you understand how our team ticks, and what information we need from you and your staff to effectively respond to your needs. But that's not all, we want to know how we can better help you! How do you like to be contacted? How can we help you more?

### Team 3, Accounting & Reports (1,2,3, & 4 Sessions)

Presenter: Keelan Capacosa

**Where: TEAM Lab (1st Floor) Approx. 24 Seats**

Your job is specific and requires attention to detail, we get it! Our accounting staff works weekly to make sure our software is up to snuff! Keelan will walk you through the in's and out's of our accounting and reporting. Have your questions and requests ready. Keelan is here to help!

### Skillet Kitchen (All Sessions)

Presenter: Matt Eubanks

**Where: Trump Tower (2nd Floor) Approx. 20 Seats**

In 2019, Kimble's Food By Design launched its newest division, Skillet Kitchen! Skillet Kitchen provides correctional-detention food services and other food services a County may have. Skillet's business model is based upon the Kimble's four pillars of success: Quality, Service, Integrity, and Technology. Learn from Matt, the man that leads it all, about our commitment to high quality and what drives our brand to be different in the sea of food service options.

### What Does the Future Hold (1,2, & 3 Sessions)

Presenter: Tom Graham

**Where: Sky Loft (2nd Floor) Approx. 15 Seats**

Innovation and more! Join this open forum discussion on what we see is the future of corrections technology. Bring your ideas, because we want to hear them!

### RoundTable; Next Gen Technology (Sessions 2,3, & 4)

Presenter: Paul Laney

**Where: Interview Room (2nd Floor) Approx. 15 Seats**

Paul's been working on projects with NSA about body-worn cameras in correctional facilities. Well that got us thinking ... what other next gen technology is out there? In this roundtable session we want you to take the lead, tell us what you're using, what you want to use, what has yet to be invented. Paul can't wait to talk to you and hear what you have to say!

### Guard1: (Sessions 3 & 4)

Presenter: Nicole Clark & Jim Tedrick

**Where: TEAM Bunker (1st Floor) Approx. 60 Seats**

Safety made Simple. Accuracy made easy. Get to know our friend Guard1 in this Guest speaker session. You'll learn about their innovative products that promote jail safety and efficiency.

# Thursday:

# Sessions

## **TEAM 3 Advanced (Sessions 5,6,7, & 8 - with pre-registration)**

Presenter: Keelan Capacosa

**Where: TEAM Lab (1st Floor) 24 Seat Max**

If you've been using our software for a while, then this session is for you! Join Keelan while he goes through some of the more advanced features of TEAM3. You'll be seated at a shared computer so you can try out each action yourself!

## **New Products, Smart Vending, & Breakroom Markets (All Sessions)**

Presenter: Jimmy Jones

**Where: TKC Demo Area & Norm's Grille (1st Floor) Approx. 15 Seats**

Curious about our vending services and breakroom markets? Our resident product expert, Jimmy Jones will show you the in's and out's of where the products he brings in "hits the shelves." This guided tour (yes, walking is part of the session) will take you through our space to physically see what we are doing here, and how we can help your jail with your vending and break room needs.

## **Messaging & Grievances (All Sessions)**

Presenter: Jake Dickmeyer

**Where: Herb Brooks (2nd Floor) Approx. 15 Seats**

New on our TEAM 3 software, learn about our designed by you Messaging & Grievances system from the one and only, Jake! Jake worked hand-in-hand with the developers to ensure your ideas about messaging and grievances are reflected in our latest software release. Come check it out!

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## **Programs; A Philosophy (Sessions 5 & 6 Only)**

Presenter: Jacob Schak

**Where: TEAM Bunker (1st Floor) 60+ Seats**

Learn about the Inmates Motivated to Change program at Dakota County! IMC is an amazing program that Dakota County developed. This exclusive and desired opportunity for inmates positively effects their inmates and their facility! Our great presenter, Jacob Schak is a Dakota County employee who has worked with the program over a decade.

## **Help us, Help You (All Sessions)**

Presenter: Colton Booth

**Where: Gary Vee (1st Floor) Approx. 20 Seats**

Get to know our customer service team and understand their processes! Colton, our customer service manager, will help you understand how our team ticks, and what information we need from you and your staff to effectively respond to your needs. But that's not all, we want to know how we can better help you! How do you like to be contacted? How can we help you more?

## **TEAM3 - What to Expect When You're Converting (All Sessions)**

Presenters: Joe Furlong & Mike Tlusty

**Where: Sky Loft (2nd Floor) Approx. 15 Seats**

We understand that updating your software is a HUGE change for your facility. In this session we will answer your questions and go over what you can expect when you are converting. We've worked hard to develop a process that successfully helped us through MANY conversions to date. We welcome your feedback on our process and ways that we can better the experience for you.

## **RoundTable; Next Gen Technology (Sessions 7 & 8)**

Presenter: Paul Laney

**Where: Interview Room (2nd Floor) Approx. 15 Seats**

Paul's been working on projects with NSA about body-worn cameras in correctional facilities, well that got us thinking ... what other next gen technology is out there? In this roundtable session we want you to take the lead, tell us what you're using, what you want to use, what has yet to be invented. Paul can't wait to talk to you and hear what you have to say!

## **Guard1 (Sessions 7 & 8)**

Presenter: Nicole Clark & Jim Tedrick

**Where: TEAM Bunker (1st Floor) Approx. 60 Seats**

Safety made Simple. Accuracy made easy. Get to know our friend Guard1 in this Guest speaker session. You'll learn about their innovative products that promote jail safety and efficiency.

# Meet our Keynote Speaker:



## Tate McCotter

Tate McCotter, MCJ, NCCE, CJE, is the Executive Director for the National Institute for Jail Operations (NIJO) and CEO of Accreditation Audit and Risk Management Security (AARMS). He also serves as the Chief Editor of the NIJO website and podcast "The Shakedown." McCotter has assisted with and coordinated the development, advisement and implementation of legal-based jail guidelines, standards, officer certification, training initiatives and corresponding inspection and accreditation programs for hundreds of jails across the US. He has authored and written legal-based jail standards and policy and procedure for agencies from more than 24 states.

As an expert presenter, McCotter has trained on policy writing, creating constitutionally safe jails, PREA, legal-based administrative issues, developing auditing and inspection programs, and numerous operational issues at national conferences, state sheriff association meetings, state jail administration seminars and other training venues for correctional staff and administrators. During COVID, he orchestrated what has become the highest attended corrections conference in US history, with over 30,000 hours of completed training.

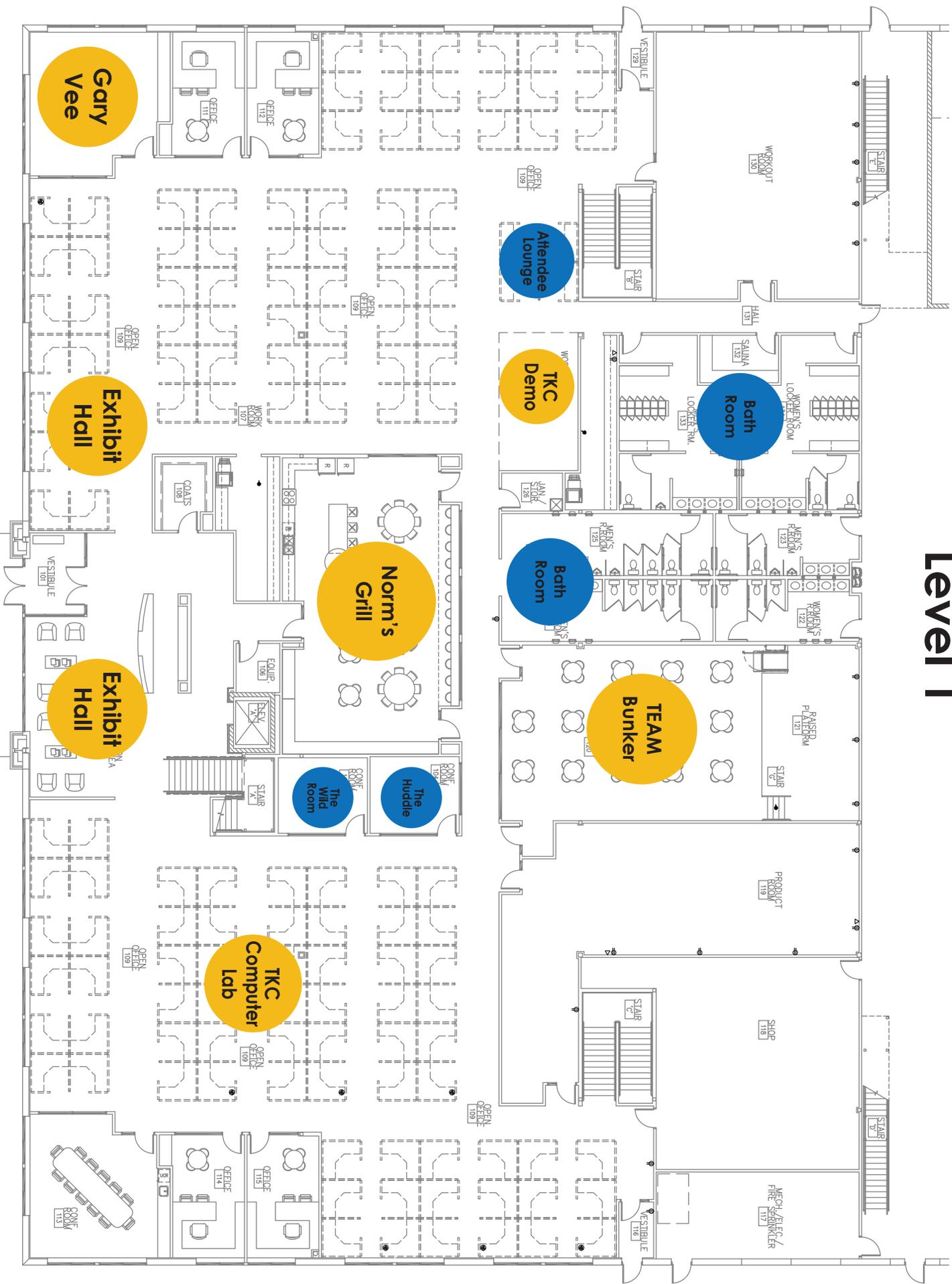
Among other recognition, McCotter received the National Sheriffs' Association President's Award in 2013 and Lifetime Membership Award for his work in furthering the interest of jails and corrections on behalf of the sheriffs and jails nationwide. He actively serves on the Western States Sheriffs' Association advisory board with their Jail and Detention Committee and participates in similar roles for many other state organizations. He is passionate about improving the corrections profession and the need for increased legal-based resources.



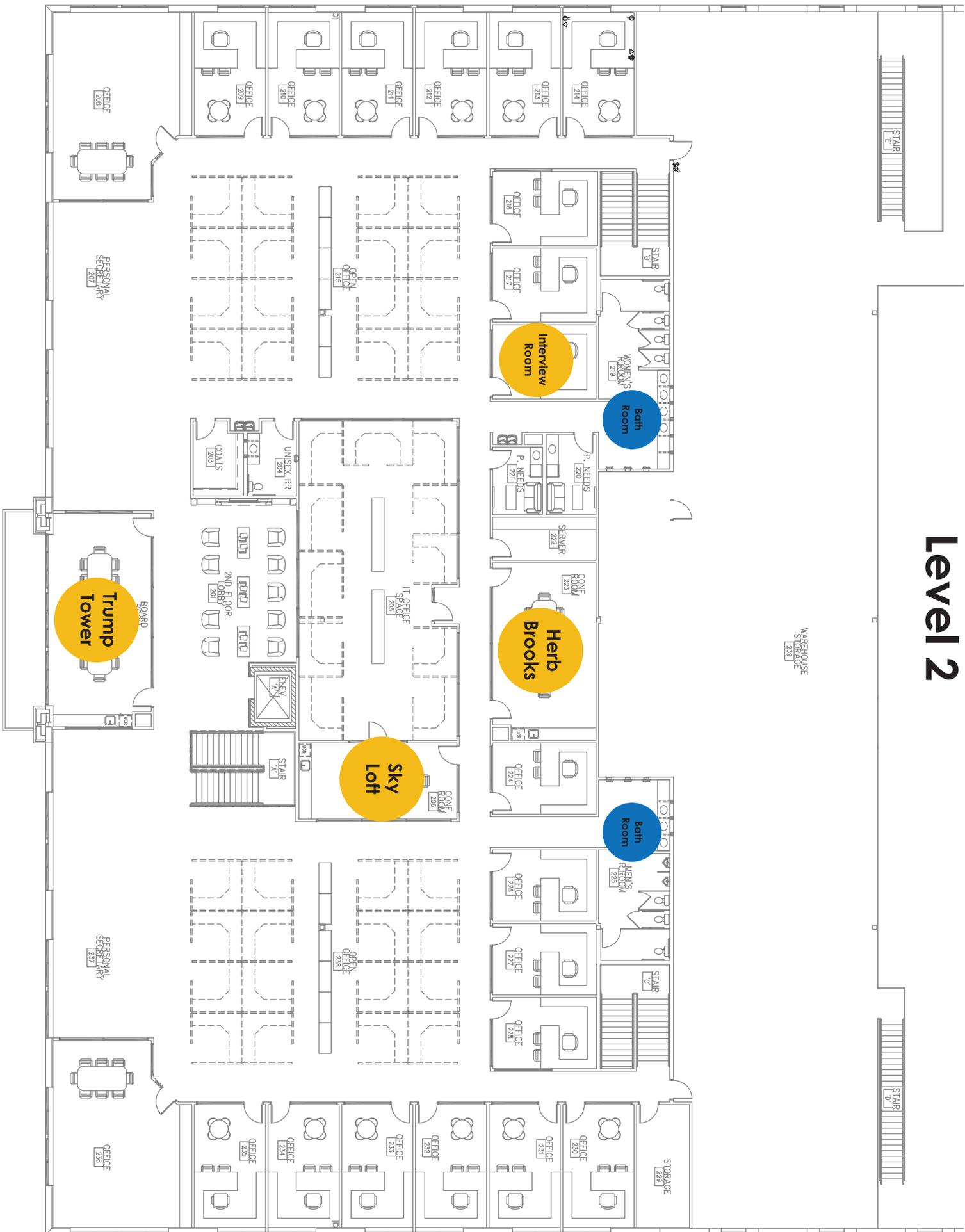
[JailTraining.org](http://JailTraining.org)

# Level 1

Front Entrance



# Level 2



# TKC Corporate Headquarters

3329 Casey St.  
River Falls, WI 54022

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Thank for for joining us!