ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS (AIRS) ANNUAL REPORT 2019
AIRS Sets Standards …

AIRS Accredits Organizations …

AIRS Certifies Practitioners …

AIRS Trains …
<table>
<thead>
<tr>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue, support and other changes:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>$318,162</td>
<td>$-</td>
</tr>
<tr>
<td>Membership dues</td>
<td>352,970</td>
<td>-</td>
</tr>
<tr>
<td>Accreditation</td>
<td>149,540</td>
<td>-</td>
</tr>
<tr>
<td>Certification</td>
<td>138,708</td>
<td>-</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>16,044</td>
<td>-</td>
</tr>
<tr>
<td>Interest income</td>
<td>2,293</td>
<td>-</td>
</tr>
<tr>
<td>Training</td>
<td>76,519</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>1,054,236</td>
<td></td>
</tr>
<tr>
<td><strong>Expenses:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program services</td>
<td>699,715</td>
<td>-</td>
</tr>
<tr>
<td>Management and general</td>
<td>186,757</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>886,476</td>
<td>-</td>
</tr>
<tr>
<td>Change in net assets</td>
<td>167,760</td>
<td></td>
</tr>
<tr>
<td>Net assets, beginning of year</td>
<td>298,708</td>
<td>2,360</td>
</tr>
</tbody>
</table>
| **Net assets, end of year**| $466,468                | $2,360| $468,828
AIRS BOARD OF DIRECTORS (on August 2019)

PRESIDENT
CATHERINE REA
Heart of Florida United Way
Orlando, Florida

VICE-PRESIDENT
DAVID JOBE
United Way of Greater Houston
Houston, Texas

TREASURER:
EDWARD D’ANGELO
The Information Center, Inc.
Taylor, Michigan

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2-1-1 Maryland United Way Helpline
Baltimore, Maryland

PAST PRESIDENT
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United Way of Greater Houston
Houston, Texas

TOM BUCKLEY
Epilepsy Foundation of America
Landover, Maryland

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United Way of Greater Atlanta
Atlanta, Georgia

DAVID ERLANDSON
Rice University
Houston, Texas

JERILYN DRESSLER
Distress Centre Calgary
Calgary, Alberta, Canada

ANN HARTMAN
Connect2Help
Indianapolis, Indiana

PAMELA HILLIER
Community Connection/211 Central East Ontario
Collingwood, Ontario

SHYE LOUIS
National Suicide Prevention Lifeline
New York, New York

LUCINDA LOREI
US Marine Corps Headquarters
Quantico, Virginia

LaVERDIA McCULLOUGH
Tennessee Commission on Aging/Disability
Nashville, Tennessee

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United Way of Central Virginia
Lynchburg, Virginia

LINDSAY PAULSEN
2-1-1 United Way of the Midlands
Omaha, Nebraska

JENNIE POLLAK
Michigan 2-1-1
Lansing, Michigan

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NASUAD
Washington, DC

PATRICK ROGERS
Deltona, Florida

JAMIE SAUNDERS
St. Louis Area on Aging
St. Louis, Missouri

COURTNEY SMITH
United Way of Rhode Island
Providence, Rhode Island

SHERRI VAINAVICZ
Heart of West Michigan United Way
Grand Rapids, Michigan
AIRS in 2019

AIRS at www.airs.org is a non-profit organization that operates as a membership-run professional association of Information and Referral (I&R) organizations.

I&R is the art, science and practice of bringing people and services together.

Here are the Committees that drive AIRS forward:

- AIRS Board
- AIRS Executive Committee
- AIRS Governance Committee
- AIRS Audit and Finance Committee
- AIRS Standards Committee
- AIRS Certification Commission
- AIRS Accreditation Commission
- AIRS Conference Committee
- AIRS Public Policy Committee
- AIRS Taxonomy Committee
- AIRS Affiliates Council
- AIRS Training Committee
- AIRS Membership/Marketing Committee

More than 900 nonprofit and government organizations of all types and sizes rely on AIRS for performance and quality standards, individual professional certification, and educational, networking and training opportunities.
AIRS ACTIVITIES 2019

AIRS NETWORKER

Grew to 7,229 Members
93 different communities, 501 first time log ins, 2,449 discussion posts, 1,102 new discussion threads, 605 new documents and 8,519 documents downloaded by members

CERTIFICATION & DIGITAL BADGES

New Certification Names
Community Resource Specialist
Community Resource Specialist - Aging/Disabilities
Community Resource Specialist - Database Curator
AND
Added 629 new members to the over 4,000 current certification holders

ACCREDITATION

Applications and Awards
In 2019, 29 applications from the US and Canada were submitted for the accreditation process. 21 of those programs, secured accreditation or reaccreditation in 2019.

ADDITIONAL ACCOMPLISHMENTS

Website, Webinars and Training
~Redesign of the AIRS website
~Eleven webinars including one with the most attendees (651)
~Added Person Centered Approaches and Techniques to the I&R Training Manual