AIRS Sets Standards …

AIRS Accredits Organizations …

AIRS Certifies Practitioners …

AIRS Trains …
Alliance of Information and Referral Systems Inc

Audited Statement of Activities
Year Ended December 31, 2020 (Reviewed)

<table>
<thead>
<tr>
<th></th>
<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>
<td></td>
</tr>
<tr>
<td>Membership dues</td>
<td>$ 346,126</td>
<td>-</td>
<td>$ 346,126</td>
</tr>
<tr>
<td>Training</td>
<td>208,810</td>
<td>-</td>
<td>208,810</td>
</tr>
<tr>
<td>Accreditation</td>
<td>198,900</td>
<td>-</td>
<td>198,900</td>
</tr>
<tr>
<td>Certification</td>
<td>109,256</td>
<td>-</td>
<td>109,256</td>
</tr>
<tr>
<td>Conferences</td>
<td>6,876</td>
<td>-</td>
<td>6,876</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>25,398</td>
<td>-</td>
<td>25,398</td>
</tr>
<tr>
<td>Interest income</td>
<td>2,546</td>
<td>-</td>
<td>2,546</td>
</tr>
<tr>
<td>Net Assets released from restriction</td>
<td>2,360</td>
<td>(2,360)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>899,672</td>
<td>(2,360)</td>
<td>897,312</td>
</tr>
<tr>
<td><strong>Expenses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program services</td>
<td>449,360</td>
<td>-</td>
<td>449,360</td>
</tr>
<tr>
<td>Management and general</td>
<td>229,660</td>
<td>-</td>
<td>229,660</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>679,020</td>
<td>-</td>
<td>679,020</td>
</tr>
<tr>
<td><strong>Change in net assets</strong></td>
<td>220,652</td>
<td>(2,360)</td>
<td>218,292</td>
</tr>
<tr>
<td><strong>Net assets, beginning of year</strong></td>
<td>466,468</td>
<td>2,360</td>
<td>468,828</td>
</tr>
<tr>
<td><strong>Net assets, end of year</strong></td>
<td>$ 687,120</td>
<td></td>
<td>$ 687,120</td>
</tr>
</tbody>
</table>
AIRS BOARD OF DIRECTORS (on October 2020)

**PRESIDENT**
CATHERINE REA  
Heart of Florida United Way  
Orlando, Florida

**PRESIDENT-ELECT**
DAVID JOBE  
United Way of Greater Houston  
Houston, Texas

**TREASURER:**
PATRICK ROGERS  
Deltona, Florida

**SECRETARY**
SAUNDRA BOND  
2-1-1 Maryland United Way Helpline  
Baltimore, Maryland

**TOM BUCKLEY**  
Epilepsy Foundation of America  
Landover, Maryland

**DONNA BURNHAM**  
United Way of Greater Atlanta  
Atlanta, Georgia

**DAVID ERLANDSON**  
Rice University  
Houston, Texas

**JERILYN DRESSLER**  
Distress Centre Calgary  
Calgary, Alberta, Canada

**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

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

**JENNIE POLLAK**  
Michigan 2-1-1  
Lansing, Michigan

**NANETTE RELAVE**  
Advancing States  
Washington, DC

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

**COURTNEY SMITH**  
United Way of Rhode Island  
Providence, Rhode Island

**SARAH TRIBE CLARK**  
National Association of Area Agencies on Aging  
Washington, DC

**SHERRI VAINAVICZ**  
Heart of West Michigan United Way  
Grand Rapids, Michigan
AIRS (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 help the AIRS Board drive us all forward:

- 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 in 2020**

As with all of our members, one single molecular item cast a mountainous shadow that dominated most of the year.

- On February 26th 2020, the first line of an AIRS email to members read: “It seems that this may get worse before it gets better.”
- On that day, the total number of COVID-19 cases in the US was … 60.
- Three emails were sent to members over the following two days providing more information links, advising the dusting off our disaster plans, and preparations for remote work. By the end of the year, we had completed 28 COVID-specific training presentations, and distributed 31 COVID information emails to members.
Other 2020 AIRS achievements include:

**STANDARDS**
- Published the 9.0 edition of the [AIRS Standards and Quality Indicators for Professional Information and Referral](#)

**ACCREDITATION**
- Despite a three-month suspension because of COVID, completed a record 27 new accreditations
- New five-stage AIRS Accreditation process implemented (consultation review, resource database review, secret shopper calls, community survey, and agency visit)
- Introduced digital badges for AIRS Accreditation
- Published document that contrasts AIRS accreditation with the CARF equivalent

**CERTIFICATION**
- Despite five-month suspension, still secured 359 new applications and 1,367 re-certifications.
- Published new database curator Job Task Analysis
- Conducted the psychometric process for the introduction on three new CRS-DC exams

**TRAINING**
- The [Learn.AIRS portal](#) became the new platform for AIRS training -- the site was ‘detached’ from the Networker and COVID-related information was made free for members and non-members. The site now has 3,874 registered users
- Held our first ever e-conference and attracted more than 1,600 registrants!
- Following COVID, AIRS essentially switched to the delivery of just-in-time information and training. The 43 presentations were diverse, and viewed by 4,745 individuals

**PUBLIC POLICY**
- On public policy, engaged with FCC in support of three-digit dialing for national crisis line. Met with FCC about improving access rules for 211. Also involved in Federal 211 funding proposal

**NETWORKER**
- More than 33,350 visits and 13,732 documents downloaded. Taxonomy online community particularly vibrant with an average of 50 postings a month