38th I&R Annual Training and Education Conference
May 22 - 25, 2016
St. Louis Union Station Hotel
St. Louis, Missouri

www.airs.org

Co-Sponsored By:
The National Aging Information and Referral Support Center
Enterprise level cloud-based software systems for 2-1-1’s, Hotlines, and other specialized I&R’s, Aging, Health and Human Services, Community Case Management, Coordinated Entry & Assessment, and more.

Drop by Booth 226/125 to see a demo or contact us after the conference at www.bowmansystems.com!
# AIRS 2016 Training and Education Conference

## Table of Contents

- **Welcome from the AIRS President**: 2
- **Welcome from the National Association of States United for Aging and Disabilities (NASUAD)**: 3
- **Welcome from the Department of Defense**: 4

### CONFERENCE HIGHLIGHTS

- **Pre-Conference Intensives**: 5
  - New Paths to Holistic Information & Referral
  - Coaching in the Digital Age
  - Crisis Intervention
  - The Gateway Arch to Providing Excellent Frontline I&R Service
  - Military Ethos, Culture and Deployment
  - National I&R/A Pre-Conference Summit
  - 2-1-1 Network Meeting
  - AIRS Certification Exams
  - Newcomers Welcome and Military Orientation
  - Software User Group Meetings
  - Welcome Reception in the Exhibit Hall
  - Opening Breakfast
  - An Evening and Dinner at the Anheuser-Busch Brewery
  - Aging and Disability Luncheon
  - Dessert Reception and Friends of AIRS Auction
  - AIRS Annual Meeting and Membership Luncheon

### SPECIAL GUESTS

- Eddie Roth: 8
- Matthew W. Kreuter, PhD, MPH: 8
- Beth A. Kallmyer, MSW: 9
- Mark Diedrich: 9

### GENERAL INFORMATION

- Conference and Workshop Evaluation Forms: 10
- Continuing Education Units (CEUs): 10
- Name Badges: 10
- Photo Release: 10
- Sessions Full: 10
- United Way Flexible Credits: 10

### SCHEDULE

- Schedule at a Glance: 11

### WORKSHOPS

- **BY DATE & TIME**: 12
- **BY TRACK AND DESCRIPTION**: 14
  - Aging and Disability Track: 14
  - 211 Track: 16
  - Serving the Military Track: 18
  - Disaster Track: 19
  - I&R Service Delivery Track: 20
  - I&R Management Track: 22
  - I&R Technology Track: 23
  - Resource Database Track: 24
  - For Everyone Track: 25

### EXHIBIT HALL

- Floor Plan: 27

### EXHIBITORS

- Descriptions and Contact Information: 28

### CONFERENCE ORGANIZERS

- Conference Organizers Information: 31

### CONFERENCE PRESENTERS

- Presenters Names and Contact Information: 32

### HOTEL MAP

- St. Louis Union Station: 35

### ADVERTISERS INDEX

- Bowman Systems: Inside Front Cover
- National Association of Area Agencies on Aging (n4a): 7
- QPC: 19
- inContact: Back Cover

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AIRS 2016 Training and Education Conference
On behalf of the AIRS Board of Directors, welcome to St. Louis, Missouri and the 38th Annual I&R Training and Education Conference. The conference has always been a cornerstone of AIRS and an unparalleled opportunity for hundreds of I&R professionals to connect and to learn, share and explore innovative ideas.

Our conference committee, program track managers, staff, national partners and affiliates have worked diligently to put together a practical, thought-provoking and informative program of more than eighty workshops. There is something here for everyone. For the latest information on I&R tools, visit the vendor exhibits where you will have the opportunity to learn about many new and changing products. Our vendor and sponsor partners play a critical role in the success of the conference and we are grateful for their support.

In addition to the various symposiums and workshops, please join us for the newcomers session on Sunday afternoon (even if this is not your first conference) and the opening networking reception in the exhibit hall. Make plans to attend the Tuesday luncheon sponsored by our partners in “aging” and the AIRS Annual Meeting on Wednesday. We hope you will also join us Monday evening for dinner and exploring the Anheuser-Busch Brewery and on Tuesday evening for the popular Friends of AIRS annual meeting and Silent Auction.

This is your conference to network, share best practices, identify and overcome challenges and to further enhance your I&R expertise and perception. The conference provides us with a platform to expand horizons, gain fresh perspectives and enhance our competencies. The face-to-face human interaction that occurs at the AIRS conference is invaluable and you are encouraged to take advantage of this opportunity.

As you take part in the conference, you will see many people identified as AIRS board members or staff on their name badges. These are the people that can answer your questions and direct you to resources. We also know all of our friends from MAK AIRS (Missouri, Arkansas and Kansas) are on board to help you navigate the event. AIRS has a tradition of collegiality and inclusivity and we want you to feel you are part of the organization and conference, because you are! We’re happy you are here and we are ready to help. This is your gateway to learn new skills, develop new relationships and be energized for the important work you do. Enjoy the conference!

Robert (Bob) McKown, President of AIRS
Dear Colleagues,

We invite you to join us for the National Aging and Disability Information and Referral Symposium during this year’s AIRS Conference, the 38th Annual I&R Training and Education Conference. The Symposium is convened by the National I&R Support Center at the National Association of States United for Aging and Disabilities (NASUAD) in collaboration with the U.S. Administration for Community Living (ACL), the National Association of Area Agencies on Aging (n4a), and the National Council on Independent Living (NCIL).

The Symposium offers a pre-conference National I&R/A Summit for aging and disability professionals, an Aging and Disability Luncheon, and a full complement of workshops and lively conversation throughout the week. Essential for keeping apprised of the latest developments in aging and disability I&R/A, the Symposium workshop sessions will feature national, state and local professionals presenting on key topics such as national policy developments impacting aging and disability programs, quality assurance and customer satisfaction, aging caregivers, innovations in transportation services, transition for youth with disabilities, and resources for serving diverse consumers. We welcome all I&R professionals, not just those with an aging and disability focus, to benefit from our sessions.

Aging and Disability I&R/A professionals are invited to attend the National Aging and Disability Pre-Conference Summit on Sunday, May 22, for networking, discussion, and technical assistance on current trends, new initiatives, and innovations in I&R/A service delivery. This year’s pre-conference summit will have a special focus on person centered thinking and practices featuring an interactive presentation from Michael Smull, a national expert on person centered systems and a partner in Support Development Associates (SDA). On Tuesday, May 24, join us for the Aging & Disability Luncheon with our guest speaker Beth Kallmyer, Vice President, Constituent Services at the Alzheimer’s Association. The Alzheimer’s Association is the leading voluntary health organization in Alzheimer’s care, support, and research and, through its national Helpline, offers information, referral and assistance to more than 300,000 individuals each year.

We offer special thanks to our federal and national partners, ACL, n4a, NCIL, and AIRS for their valuable support to NASUAD in coordinating the National Aging and Disability I&R Symposium.

Nanette Relave, MSW, Director, National Information and Referral Support Center
National Association of States United for Aging and Disabilities
I would like to welcome you to the AIRS 2016 Conference, and to invite you to attend the “Serving the Military” track workshops.

These workshops have been designed to help you learn about military and community resources that focus on helping active duty service members, veterans and their families. Many of you are building veteran-community partnerships, and this year several workshops focus on the building of alliances between State, National and Federal partners. I believe that the wide variety of topics will assist you in your work so take a moment to check out the workshop titles. I hope to see you at one or more of the sessions in this track.

I encourage you to make the most of being here, it’s a time to make connections and build working friendships that will continue well past the few days of the conference. It’s a time to gain knowledge and insights that will empower you in your professional life as you strive to bring the best support you can to your community.

Thank you for what you have already done to assist service members and veterans. Working together we can ensure those who have fought for our freedom get the support they need. Please join us as we learn from each other, network with each other, and have an enriching conference experience.

Lucinda S. Lorei
Information and Referral Program Manager
Personal & Professional Development (MFR)
Marine and Family Programs Division
Headquarters US Marine Corps

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**National Aging and Disability Information & Referral Symposium**

Don’t miss the 2016 National Aging and Disability I&R/A Symposium. With a pre-conference I&R/A Summit for aging and disability professionals, a full complement of conference workshops, an Aging and Disability luncheon, and lively conversation throughout the week, the Symposium is essential for keeping apprised of the latest developments in aging and disability I&R/A. Join us for an exciting blend of workshops facilitated by national, state, and local professionals from across the country discussing initiatives and innovations in aging and disability I&R/A programs. Gain new ideas from experts and your peers that can inform your organization’s programs and services for older adults and people with disabilities.

The National Aging and Disability I&R/A Symposium is convened by the National I&R Support Center at the National Association of States United for Aging and Disabilities (NASUAD) in collaboration with the U.S. Administration for Community Living (ACL), the National Association of Area Agencies on Aging (n4a), and the National Council on Independent Living (NCIL). Through the Symposium, the National I&R Support Center aims to provide support and assistance to State and Area Agencies on Aging, Aging and Disability Resource Centers (ADRCs), and Centers for Independent Living (CILs) to enhance the quality of I&R/A systems, partnerships, and service delivery.
Pre-Conference Intensives

Sunday, May 22

These five pre-conference training opportunities offer participants the opportunity to explore topics in greater detail. These all-day sessions run concurrently. Pre-registration is required.

“New Paths to Holistic Information & Referral”
8:30am - 4:30pm
Grand Ballroom E, 1st Floor
Instructors: Sheli Reynolds, PhD, Missouri Family to Family; Susan Bird, Missouri Family to Family; Jenny Hatfield-Callen, Missouri Family to Family; Georgia Mueller, Missouri Family to Family

Learn how using LifeCourse Tools can help you identify the needs of your clients and creatively guide them through a new problem solving process. LifeCourse Tools were developed by families in collaboration with professionals to help individuals and families of all abilities and all ages develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. This hands-on session will leave you with a contemporary helping paradigm supported by custom tools to help you in your everyday work. Even though it was originally created for people with disabilities, this universally-designed framework has been used by many people and their families to make life plans, regardless of life circumstances. The process will be laid out from vision and implementation to outcomes. This Intensive will be ideal for experienced I&R managers working in either comprehensive or specialized settings who are interested in exploring new ways/models of helping clients, in addition to ADRC/AAA staff whose work already involves intense family-based engagement.

“Coaching in the Digital Age”
8:30am - 4:30pm
Midway 1, 1st Floor
Instructors: Elizabeth Ruiz, 211 LA County; Caroline Leverette, 211 LA County; Cecilia Larios, 211 LA County

Coaching in the digital age needs different approaches for different teams and different people. What works for one may not necessarily work for another. Effective working relationships are built by understanding team members’ needs, preferences, and styles of work. By helping people understand their own styles and appreciate the different styles of others, you can work with them to change their behaviors and use everyone’s strengths. The process of coaching involves looking deeper than team processes. During the workshop, participants will learn the differences between supervision and coaching, various coaching techniques, and accountability while maintaining a positive atmosphere, reward and recognition, performance management, and training/self-management tools that support and maintain a positive work environment for staff. The end result of this work is well worth it; it improves collaboration and communication that benefits the organization as whole.

“Crisis Intervention: The Gateway to a More Complete I&R/A Service”
8:30am - 4:30pm
Midway 3, 1st Floor
Instructor: John Pionski, IMAlive Virtual Crisis Center

I&R/A and Crisis Intervention are not mutually exclusive. In fact, they represent both sides of the same “coin.” We cannot engage in effective I&R/A without the full understanding of a person’s situation that crisis intervention provides, just as helping the person in crisis requires I&R/A to resolve their situation. This intensive will allow the frontline worker to examine the roots of crisis and understand how the 5-Step I&R Process and active listening skills described in the AIRS I&R Training Manual (formerly the ABCs of I&R) supply the tools necessary to provide effective crisis intervention. Using these familiar basics, attendees will learn to de-escalate the stress of the consumer in crisis, identify their core needs and allow for appropriate referral and empowerment.

“The Gateway Arch to Providing Excellent Frontline I&R Service” (previously The ABCs of I&R)
8:30am - 4:30pm
Station Master, 1st Floor
Instructors: Shye Louis, Crisis Text Line; Faed Hendry, Findhelp Information Services

This workshop is for front-line I&R Specialists who are relatively new to the field or for more experienced staff who will be taking the CIRS or CIRS-A/D exam. This interactive and participatory session will address the practical application of performance-based competencies, the ‘how-to’s’ of conducting an effective needs assessment and dealing with a range of client inquiries and types. The session covers all of the fundamentals and enhancements involved in providing quality I&R service.

“Military Ethics, Culture and Deployment: Enhancing Competence for I&R Professionals”
8:30am - 4:30pm
Grand Ballroom C, 1st Floor
Instructors: Chaplain (Captain) Paul Lepley, MA, LPC, CAADC, Michigan Army National Guard; April Thompson, LCSW, Center for Deployment Psychology; Uniformed Services University of Health Sciences

Since the terrorist attacks on September 11th 2001, the US military has deployed nearly 2.7 million Service Members worldwide. Many of these Service Members and their families live off-post and rely on their local communities for support. Some have transitioned out of uniform and struggle with reintegration to civilian life. However, research has shown that civilian providers often lack an understanding of military culture and combat-related experiences that may create a divide between them and the military population. As a result of this disconnection, individuals who have served in the military and their loved ones often don’t reach out to community providers for help with feelings of loneliness, isolation and other emotional problems, which in turn lowers their quality of life. This course has been specifically designed by the Center for Deployment Psychology (CDP) of the Uniformed Services University of the Health Sciences (USU) to increase knowledge about Service Members, Veterans and their families and the experiences they have faced that may impact their well-being. It explores current research with the aim of providing I&R staff with an enhanced understanding of the military, its culture, values and ethos, as well as the different phases of deployment and how they affect those who have served our country and their family members. The goal is to better equip I&R programs so they can effectively address the needs of military-connected customers who contact them.
National I&R/A Pre-Conference Summit  
**Sunday, May 22**  
8:00am - 5:15pm  
**Regency Ballroom A, 1st Floor**

Aging and disability professionals in I&R/A are invited to join the National Association of States United for Aging and Disabilities (NASUAD), the U.S. Administration for Community Living (ACL), the National Association of Area Agencies on Aging (n4a), and the National Council on Independent Living (NCIL), for an interactive day of information sharing, presentations, and discussion prior to the start of the AIRS Conference.

The Summit includes:
1. A continental breakfast during which participants can network with their aging and disability I&R/A peers and with staff from ACL, NASUAD, n4a, and NCIL.
2. A welcome and updates from the Aging and Disability Summit Partners (NASUAD, ACL, n4a, and NCIL).
3. Opportunities for discussion and peer-to-peer exchange.
4. A special focus on person centered thinking and practices featuring an interactive presentation from Michael Smull, a national expert on person centered systems and a partner in Support Development Associates (SDA).

This is a unique opportunity during the AIRS conference for aging and disability I&R/A professionals to gather and focus on industry trends, initiatives, challenges, and solutions. Throughout the Summit, participants will have opportunities to network with aging and disability I&R/A peers from around the country, participate in group discussions, learn about innovative strategies for service delivery and partnership, and consider new approaches to aging and disability I&R/A development. There is no charge to attend this event, but pre-registration is requested. Please contact Support Center Director, Nanette Relave at 202.898.2578 x 305 or nrelave@nasuad.org with questions or for more information.

**211 Network Meeting**  
**Sunday, May 22**  
1:00pm - 5:00pm  
**Grand Ballroom A, 1st Floor**

The annual networking, sharing and information session of 211 providers.

**AIRS Certification Exams**  
**Sunday, May 22, 1:30pm**  
**New York Central, 2nd Floor**  
**Tuesday, May 24, 2:30pm**  
**New York Central, 2nd Floor**

AIRS offers the only internationally recognized credentialing program in the field of Information and Referral. Exams for Information and Referral Specialists (CIRS), Resource Specialists (CRS) and Specialists in Aging and Disabilities (CIRS-A/D) will be given on Sunday, May 22 and Tuesday, May 24. You must be pre-registered and pre-approved through the AIRS National Office to be eligible to take an exam.

**Newcomers Welcome and Military Orientation**  
**Sunday, May 22**  
4:30pm - 5:30pm  
**Regency Ballroom B, 1st Floor**

All new members, first time attendees and military personnel are invited to join the AIRS Board of Directors, staff and local hosts to ask questions about AIRS, the conference and the city of St. Louis.

**Software User Group Meetings**  
**Sunday, May 22**  
9:00am - 3:30pm  
iCarol - **Regency Ballroom C, 1st Floor**  
2-1-1 Counts - **Frisco, 2nd Floor**

Software users of the above systems are invited to attend a user group meeting to learn about the latest updates and have your questions answered. Pre-registration is required.

**Welcome Reception in the Exhibit Hall**  
**Sunday, May 22**  
5:30pm - 6:30pm  
**Midway, 1st Floor**

Connect with your friends, colleagues and AIRS exhibitors at the opening event of the AIRS conference. Enjoy appetizers and a cash bar (average alcoholic drink cost is $9.75), while you network and tour the exhibit hall in a relaxed atmosphere.
Do you work for an Area Agency on Aging or Title VI Native American aging program?

Then we are your national association!

Visit our booth in the tradeshow or www.n4a.org to learn what n4a can offer you and your agency.

Aren’t sure if your agency is a member? Swing by our booth to find out. Staff of n4a member agencies can access membership benefits, so sign up to receive our weekly newsletter, website access and much more!
WELCOME
Monday, May 23
8:00am – 9:45am
Midway, 1st Floor

Eddie Roth, Director of Human Services, City of St. Louis

Eddie Roth is Director of Human Services for the City of St. Louis, the agency of city government that includes the Homeless Services Division, St. Louis Area Agency on Aging, Youth and Family Services, Office on the Disabled and Veterans Services. He has served in the administration of St. Louis Mayor Francis G. Slay since 2011. Prior to working for the city, he was an editorial writer for the St. Louis Post-Dispatch and the Dayton Daily News. Previously, he practiced law for nearly 20 years.

OPENING BREAKFAST SPEAKER
Monday, May 23
8:00am - 9:45am
Midway, 1st Floor

Matthew W. Kreuter, PhD, MPH, Washington University

Dr. Kreuter is the Kahn Family Professor of Public Health and Associate Dean for Public Health at The Brown School at Washington University in St. Louis. He is founder of the Brown School’s Health Communication Research Laboratory (HCRL), a widely known and highly acclaimed Center now in its 18th year of continuous funding. Under Dr. Kreuter’s leadership, the HCRL was selected as one of 5 National Cancer Institute Centers of Excellence in Cancer Communication Research. His research seeks to identify and apply communication-based strategies to eliminate health disparities. Dr. Kreuter and HCRL colleagues study ways to increase the reach and effectiveness of health information to low income and minority populations, and use information and technology to connect members of these groups to needed health services. Dr. Kreuter served for 6 years on the Institute of Medicine’s Board on Population Health and Public Health Practice, and in 2014, was named by Thompson Reuters as one of the most influential scientists in the world, ranking in the top 1% in his field based on the number of highly cited papers from 2002-2012. He received his PhD and MPH in Health Behavior and Health Education from the School of Public Health at the University of North Carolina, Chapel Hill.
AGING AND DISABILITY LUNCHEON KEYNOTE SPEAKER
Tuesday, May 24
12:15pm – 2:00pm
Midway, 1st Floor

Beth Kallmyer, MSW, is the Vice President of Constituent Services for the national Alzheimer’s Association based in Chicago.

As Vice President of Constituent Services, Ms. Kallmyer oversees Association programs and services nationwide for individuals with Alzheimer’s and their families, outreach to healthcare professionals and diversity and inclusiveness initiatives. These services include information and referral through the Association’s 24/7 Helpline, consumer education workshops, support groups for caregivers and programming for persons with early stage Alzheimer’s.

Ms. Kallmyer has more than 20 years of experience working for not-for-profit organizations in both direct service and leadership roles. She has been with the Alzheimer’s Association since 2001.

Prior to working for the Alzheimer’s Association, she worked in healthcare, emergency services, community mental health and hospice. Ms. Kallmyer has a bachelor’s degree from St. Mary’s College of Notre Dame and an MSW from the Jane Addams College of Social Work at the University of Illinois in Chicago.

Sponsored by: The National Aging and Disability I&R/A Support Center and the National Association of States United for Aging and Disabilities (NASUAD), National Association of Area Agencies on Aging (n4a), U.S. Administration on Aging.

ANNUAL MEETING AND MEMBERSHIP LUNCHEON KEYNOTE SPEAKER
Wednesday, May 25
12:30pm - 2:00pm
Midway, 1st Floor

Mark Diedrich, Director of Emergency Management for St. Louis County, Missouri

Mr. Diedrich has been with the St. Louis County Police Department since 1992. After 6 years in communications as a 911 dispatcher, he was promoted to the position of Emergency Management Specialist and began with the Office of Emergency Management (OEM) in 1998. In 2004, he was promoted to Emergency Management Specialist II. Since 1998 he has been involved in several planned events such as the 1999 Papal visit, presidential and vice-presidential debates in 2000, 2004 and 2008, as well as many disaster response and recovery operations, including floods, tornados, power outages and snow/ice storms.

In September of 2014, he was promoted to Director of the St. Louis County Office of Emergency Management. Under his direction, the OEM assisted in the response planning to the civil unrest following the officer involved shooting in Ferguson, Missouri in 2014, as well as the creation of the Incident Action Plans following the release of the Grand Jury’s findings in that same case. In addition, Mark is the Chairman of the St. Louis County Local Emergency Preparedness Committee, a member of the Missouri Incident Support Team, Vice-chair of the St. Louis City/County COAD, a Peace Officer Standards and Training certified instructor and a member of the International Association of Emergency Managers.
GENERAL INFORMATION

Conference and Workshop Evaluation Forms
Your feedback is important and needed to help us plan future conferences. Please take a few extra minutes to complete evaluation forms for each workshop you attend and the overall conference evaluation form.

Continuing Education Units (CEUs)
Continuing Education Units (CEUs) are awarded to each participant who successfully completes conference workshops approved for CEU credits. The CEU is an internationally recognized unit, designed to provide a record of an individual’s continuing education accomplishments. One CEU is defined as ten contact hours of participation in an organized continuing education experience under reasonable sponsorship, capable direction, and qualified instruction. Workshops that have been approved for CEU credit are listed on the CEU Form. The CEU Form is included in your conference packet if you paid the CEU fee.

To be awarded CEUs, you will need to do the following:
• Pay a fee of $35 for AIRS members and $45 for non-members.
• At each workshop you attend, print your name legibly on the sign-in sheet and sign your name in the CEU column. At the end of the conference, return your completed CEU form to the registration desk.

Name Badges
Your name badge is your admission to workshops, meals and special events, so please be sure to wear it at all times. If you purchased meal and special event tickets for guests, they should have been included in your registration packet. We apologize in advance, but you cannot be admitted to conference functions without your badge. Thank you for your cooperation and understanding.

Photo Release
Attendees, exhibitors and speakers grant permission to AIRS and their agents to use their image, likeness, voice recordings and videos to promote AIRS events. Attendees, exhibitors and speakers waive any right to inspect or approve the finished product(s). Any photos, likeness, voice recordings or videos taken of attendees, exhibitors and speakers at the conference, becomes the sole and exclusive property of AIRS.

Sessions Full
Due to the nature of our sessions and to minimize disruptions, when there is a “session full” notice on the door, you will not be allowed to enter the session. Please check another session to attend that still has space available.

United Way Flexible Credits
United Ways will be able to use flexible credits to offset registration and some travel costs for the 2016 AIRS Conference. United Way Worldwide (UWW) Flexible Credits may be used for the conference registration fee and some travel expenses and per diems. To check your flexible credit balance, visit: http://online.unitedway.org/flex-credits (only for United Way members).

The UWW Learning Opportunities policy requires all conference costs and expenses be paid in advance. After completion of the program, submit the following items with a cover letter to obtain reimbursement through flexible credits to: Registrar, Learning Opportunities, United Way Worldwide, 701 North Fairfax Street, Alexandria, VA 22314. In addition to the cover letter, the required items for reimbursement are:
• A copy of the completed registration form and/or invoice
• Proof of payment (cancelled check or a copy of your credit card statement showing the charge and payment)
• Receipts for meals, hotel and travel
• A one page summary listing the total dollar amount of each of the following items: travel, hotel, meals
• A $35 fee for processing your flexible credit reimbursement request will be charged for this special approved provider offering. Registration for the conference will be reimbursed at the Early Bird registration rate only. For additional details on United Way Worldwide’s travel reimbursement policies, visit https://online.unitedway.org/flexcredits or contact Marcia Struniak, 703.836.7112 x 237 or marcia.struniak@uww.unitedway.org.
## Sunday, May 22

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<thead>
<tr>
<th>Event</th>
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<tr>
<td>Registration - Regency Ballroom Foyer, 1st Floor</td>
<td>7:00am</td>
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<tr>
<td>National I&amp;R/A Pre-Conference Summit - Regency Ballroom A, 1st Floor</td>
<td>8:00am</td>
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<td>iCarol User Group - Regency Ballroom C, 1st Floor</td>
<td>9:00am</td>
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<td>2-1-1 Counts User Group - Frisco, 2nd Floor</td>
<td>9:00am</td>
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<td>New Paths to Holistic I&amp;R Intensive - Grand Ballroom E, 1st Floor</td>
<td>8:30am</td>
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<td>Military Ethos, Culture and Deployment Intensive - Grand Ballroom C, 1st Floor</td>
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<td>211 US Network Meeting - Grand Ballroom A, 1st Floor</td>
<td>1:00pm</td>
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<tr>
<td>AIRS Certification Exams - New York Central, 2nd Floor</td>
<td>1:30pm</td>
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<td>Newcomers Welcome and Military Orientation - Regency Ballroom B, 1st Floor</td>
<td>4:30pm</td>
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<tr>
<td>Opening Reception in Exhibit Hall - Midway, 1st Floor</td>
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## Monday, May 23

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<td>Registration - Regency Ballroom Foyer, 1st Floor</td>
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<tr>
<td>Opening Breakfast - Midway, 1st Floor</td>
<td>8:00am</td>
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<tr>
<td>Exhibits Open - Midway, 1st Floor</td>
<td>9:30am</td>
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<tr>
<td>Workshops</td>
<td>10:00am</td>
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<tr>
<td>Lunch on your own</td>
<td>11:30am</td>
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<tr>
<td>Workshops</td>
<td>1:00pm</td>
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<tr>
<td>Refreshment Break in Exhibit Hall - Midway, 1st Floor</td>
<td>2:30pm</td>
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<tr>
<td>Workshops</td>
<td>3:00pm</td>
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<tr>
<td>Evening and Dinner at the Anheuser-Busch Brewery</td>
<td>6:00pm</td>
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## Tuesday, May 24

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<th>Event</th>
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<tr>
<td>Registration - Regency Ballroom Foyer, 1st Floor</td>
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<td>Breakfast on your own</td>
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<tr>
<td>Exhibits Open - Midway, 1st Floor</td>
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<td>Workshops</td>
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<tr>
<td>Aging Luncheon (open to everyone) - Midway, 1st Floor</td>
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<td>Workshops</td>
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<tr>
<td>AIRS Certification Exams - New York Central, 2nd Floor</td>
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<tr>
<td>Dessert Reception and Friends of AIRS Auction - Pegram, 1st Floor</td>
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## Wednesday, May 25

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Registration - Regency Ballroom Foyer, 1st Floor</td>
<td>8:00am</td>
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<tr>
<td>Workshops</td>
<td>9:00am</td>
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<td>Workshops</td>
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<tr>
<td>Annual Meeting and Membership Luncheon (open to everyone) - Midway, 1st Floor</td>
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<td>Workshops</td>
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<td>Conference Adjourns</td>
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Monday, May 23
10:00am - 11:30am
A-1: “Tools for Serving LGBT Older Adults: What Service Providers Need (and Don’t Need) to Know” Grand Ballroom E, 1st Floor
A-2: “Transition from High School to the Good Life for People with Disabilities: Using the New Perspective of Life Course Framework, Trajectory and Integrative Supports Star” Grand Ballroom D, 1st Floor
B-1: “211 Call Center Support Services for Continuum of Care Organizations” Grand Ballroom C, 1st Floor
C-1: “Hire a Veteran!” Grand Ballroom F, 1st Floor
D-1: “211 Call Center Support Services for Continuum of Care Organizations” Grand Ballroom A, 1st Floor
E-1: “A Hitchhiker’s Guide through the Galaxy of I&R and Quality Assurance”, Regency Ballroom C, 1st Floor
F-1: “The Advantage: Why Organizational Health Trumps Everything Else” Grand Ballroom B, 1st Floor
G-1: “Business Intelligence is for Everyone: Up and Running with Self-Service Business Intelligence Tools in Less than One Hour” Regency Ballroom A, 1st Floor
H-1: “Style Guide: Your Gateway to a Better Database” Midway 1, 1st Floor
J-1: “Grant Writing Strategies & Tactics” Regency Ballroom B, 1st Floor

Monday, May 23
1:00pm – 2:15pm
A-4: “Assistance and Options Counseling: Maryland’s No-Wrong-Door Data Collection Efforts” Grand Ballroom F, 1st Floor
B-2: “Advancing Connections: Next Generation 211” (A 211 Interactive, Part 1) Regency Ballroom C, 1st Floor
C-2: “Military/Civilian Partnerships: Opportunities and Lessons Learned to Enhance Support for Veterans and Military Families” Grand Ballroom C, 1st Floor
E-2: “Interpreting the St. Louis Blues: Empathy” Grand Ballroom D, 1st Floor
F-2: “Crunching the Numbers” Midway 1, 1st Floor
J-2: “Leadership Opportunities in I&R” Regency Ballroom B, 1st Floor
J-3: “Wellness Beyond the Workplace: Self-Care for Those Who Care” Grand Ballroom A, 1st Floor
J-4: “A Walk through AIRS Accreditation” Grand Ballroom B, 1st Floor

Monday, May 23
3:00pm – 4:15pm
A-5: “National Policy Updates: Aging and Disability I&R/A” Grand Ballroom A, 1st Floor
A-6: “Shouting Doesn’t Help: Real Ways to Serve People with Sensory Disabilities” Grand Ballroom B, 1st Floor
B-3: “Advancing Connections: Next Generation 211” (A 211 Interactive, Part 2) Regency Ballroom C, 1st Floor
C-3: “Heroes on the Homefront: Meeting the Needs of America’s Military and Veteran Caregivers” Grand Ballroom C, 1st Floor,
E-3: “I&R Service Delivery: Interactive Issues and Solutions” Grand Ballroom F, 1st Floor
F-3: “2016 Call Center Forecast Challenge” Grand Ballroom E, 1st Floor
G-3: “Big Data: The Challenge and Opportunity for 211s” Regency Ballroom B, 1st Floor
H-2: “Resource Database: Interactive Issues and Solutions” Midway 1, 1st Floor
J-6: “The New AIRS Standards and Quality Indicators for Professional Information and Referral” Midway 3, 1st Floor

Tuesday, May 24
8:30am – 10:00am
A-7: “Community Outreach Collaboratives: Using Local Disability Organizations for Outreach during Open Enrollment” Grand Ballroom D, 1st Floor
B-4: “211 Innovation Lab” (Part One) Regency Ballroom C, 1st Floor
C-4: “Assisting Service Members and their Families Meet Short Term Needs and Achieve Long Term Goals” Grand Ballroom B, 1st Floor
E-4: “The New ConText for I&R: Texting/Chat I&R” Midway 1, 1st Floor
E-5: “We All Smile in the Same Language: Worldwide Attitudes and Considerations for Addressing the Limited English Proficient (LEP)” Grand Ballroom C, 1st Floor
F-4: “Leveraging Quality Coverage for a Small I&R” Grand Ballroom E, 1st Floor
F-5: “The Dreaded Elephant in the Room: Debriefing Crisis Calls” Regency Ballroom A, 1st Floor
G-4: “Open Referral Presents: Story Time, Real World Science Fiction about Sustainable Open Data Business Models” Grand Ballroom F, 1st Floor
H-3: “Taxonomy 101: From Initial Intimidation to Complete Control” (Part One) Regency B, 1st Floor
### Workshops by Date & Time continued

#### Tuesday, May 24

**10:30am - 12:00pm**

- **A-9:** “Customer Experience Drives Program Performance in Public Sector: A Case Study” Grand Ballroom D, 1st Floor
- **A-10:** “What You Need to Know About Social Security Disability Insurance” Grand Ballroom E, 1st Floor
- **B-5:** “211 Innovation Lab” (Part Two) Regency Ballroom C, 1st Floor
- **C-5:** “Veterans Justice Outreach and Re-entry Programs: How the VA Helps Justice Involved Veterans” Grand Ballroom A, 1st Floor
- **D-2:** “Flint Water Crisis: Responding to Man-Made Disasters” Grand Ballroom F, 1st Floor
- **E-6:** “Problem Solving to Fill the Gaps” Grand Ballroom B, 1st Floor
- **F-6:** “Preparing your I&R Staff to take AIRS Certification Exams” Grand Ballroom C, 1st Floor
- **G-5:** “211 2.0: Beyond the Phone Call, Adapting in the Current Technological Landscape” Regency Ballroom A, 1st Floor
- **H-4:** “Taxonomy 101: From Initial Intimidation to Complete Control” (Part Two) Regency Ballroom B, 1st Floor
- **J-7:** “From the Rolodex to the Cloud: A 40 Year Journey in I&R” Midway 1, 1st Floor

#### Tuesday, May 24

**2:15pm - 3:30pm**

- **A-11:** “Future Planning for Individuals and Families with Intellectual and Developmental Disabilities” Grand Ballroom D, 1st Floor
- **A-12:** “Merging Military Service Member and Paralysis I&R” Grand Ballroom E, 1st Floor
- **B-6:** “Implementing the Smoke-Free Homes Program through 211s: Five Grant Awardees Share Their Experiences” Grand Ballroom F, 1st Floor
- **C-6:** “Improving Access to Services and Support for Veterans, Military and their Families” Regency Ballroom C, 1st Floor
- **D-3:** “OMGI!: Business Continuity Planning” Regency Ballroom A, 1st Floor
- **E-7:** “Serving Immigrant Communities with Diverse Needs” Regency Ballroom B, 1st Floor
- **F-7:** “Train to Retain: A Long Term Approach to Learning” Grand Ballroom A, 1st Floor
- **G-6:** “Numbers are Up, 400%-700% Annual Increases in Text Messages” Grand Ballroom B, 1st Floor
- **H-5:** “Data Driven Taxonomy Management” Grand Ballroom C, 1st Floor
- **J-7:** “Hospital Screening for Pediatric Food Insecurity: Program Opportunity for 1&R” Midway 1, 1st Floor

#### Wednesday, May 25

**10:30am - 12:00pm**

- **A-14:** “Improving Medicare Access and Affordability for Low-Income Beneficiaries” Grand Ballroom E, 1st Floor
- **B-7:** “211: An Early Warning System for Social Needs and Non-Natural Disasters” Grand Ballroom C, 1st Floor
- **C-7:** “The Whole Community Approach to Serving our Military and Veterans” Regency Ballroom C, 1st Floor
- **D-4:** “211 Missouri/AmeriCorps St. Louis: A Perfect Match for Disaster Response and Recovery” Regency Ballroom A, 1st Floor
- **E-8:** “Integrated Crisis Response, Partnership Providing 24-hour Mobile Assistance for At-Risk Individuals” Regency Ballroom B, 1st Floor
- **F-8:** “Gateway Games: Helping Groups Understand the Work of I&R through Interactive Games” Grand Ballroom D, 1st Floor
- **G-7:** “That’s What That Means? A Review of Commonly Misunderstood Call Center Metrics” Grand Ballroom A, 1st Floor
- **H-6:** “Database Attrition: Defining and Tracking Service Availability” Grand Ballroom B, 1st Floor
- **J-9:** “The Benefits of Laughter Yoga to I&R Service Providers” Midway 1, 1st Floor

#### Wednesday, May 25

**10:45am - 12:15pm**

- **A-15:** “Innovative Routes in Transportation Services” Grand Ballroom D, 1st Floor
- **A-16:** “Right Resources, Right Now, Disability and Rehabilitation Resources Your Clients Can Use Today” Grand Ballroom E, 1st Floor
- **B-8:** “211 and Veteran Serving Organizations: True Collaboration to Address Unmet Need” Grand Ballroom F, 1st Floor
- **C-8:** “What Veterans and Active Duty Service Members Need to Know about VA Disability Appeals, Social Security Disability Benefits, and How to Build Alliances to Make Sure They Do” Regency C, 1st Floor
- **D-5:** “Building Human Service/Faith Community Collaborations to Meet Crisis Needs and Coordinate the Human Service Response Following a Disaster” Regency Ballroom A, 1st Floor
- **E-9:** “The Latest Text Tools and Programs for Specialized I&R” Regency Ballroom B, 1st Floor
- **F-9:** “Raising the Bar: Creating a Culture of Excellence” Grand Ballroom B, 1st Floor
- **G-8:** “Integrated Voice Response (IVR) and Geocoding Resources” Grand Ballroom A, 1st Floor
- **J-10:** “Success Across State Lines: Benefits and Challenges of Providing Geographically Distant I&R” Grand Ballroom C, 1st Floor

#### Wednesday, May 25

**2:15pm - 3:30pm**

- **A-17:** “Service Delivery Open House” Midway 1, 1st Floor
- **F-10:** “I&R Management Open House” Midway 3, 1st Floor
- **H-7:** “Resource Database Open House” Station Master, 1st Floor
The sessions on this track are geared towards issues distinct to Aging and Disabilities. However, there may be sessions of interest to people working in other areas of I&R/A. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

**Monday, May 23**

**10:00am - 11:30am**

**Grand Ballroom E, 1st Floor**

**A-1: “Tools for Serving LGBT Older Adults: What Service Providers Need (and Don’t Need) to Know”**

The goal of this workshop is to support participants in improving and expanding the continuum of care and services offered to older adults who are LGBT (lesbian, gay, bisexual, and/or transgender), as well as LGBT caregivers and volunteers. Participants will obtain information on LGBT friendly referrals and resources, as well as LGBT outreach. The second half of the presentation will focus on the specific needs and concerns as related to serving Transgender older adults. This workshop is appropriate for all audiences, as it provides a general orientation moving to more advanced knowledge of understanding different generations of LGBT populations as well as concrete information about transgender affirming care.

Sherrill Wayland, SAGE (Services & Advocacy for GLBT Elders), National Resource Center on LGBT Aging, St. Louis, Missouri; Eugene Potchen-Webb, SAGE (Services & Advocacy for GLBT Elders), PROMO Fund, St. Louis, Missouri

**Monday, May 23**

**10:00am - 11:30am**

**Grand Ballroom D, 1st Floor**

**A-2: “Transition from High School to the Good Life for People with Disabilities: Using the New Perspective of Life Course Framework, Trajectory and Integrative Supports Star”**

Experience transition-specific problem solving from a new paradigm by using the Life Course Tools including the Trajectory and the Integrative Supports Star. The intended audience ranges from initial front line responders up to and including all staff that influence service culture.

Sherri Clark, Administration for Community Living, HHS; Nanette Rebave, NASUAD; Sandy Markwood, n4a; Lindsay Baran, National Council on Independent Living; Ben Belton, Social Security Administration

**Monday, May 23**

**1:00pm - 2:15pm**

**Grand Ballroom F, 1st Floor**

**A-4: “Assistance and Options Counseling: Maryland’s No-Wrong-Door Data Collection Efforts”**

Share our journey from I&A to Options Counseling (OC) through case examples, best practices and participation. This workshop is for all ADRC, NWD, I&R/A professionals but will have a specific focus on managers, state level administrators, and those who submit data reports. Participants will hear the strategies used to consolidate I&A and OC requirements for reporting purposes. OC is a key service of ADRCs for supporting informed decision-making by assisting individuals and families to evaluate strengths, needs, preferences, and unique situations. I&R/A staff who directly receive and respond to inquiries about long-term support options will benefit from attending this workshop. Participants will practice using tools that help facilitate the process.

Emily Miller, Maryland Department of Aging; Eram Abbasi, Maryland Department of Aging

**Monday, May 23**

**3:00pm - 4:30pm**

**Grand Ballroom A, 1st Floor**

**A-5: “National Policy Updates: Aging and Disability I&R/A”**

Learn the latest updates from the U.S. Department of Health and Human Services, Administration for Community Living (ACL); the National Association of States United for Aging and Disabilities (NASUAD); the National Association of Area Agencies on Aging (n4a); and the National Council on Independent Living (NCIL). These updates will give managers and front-line staff of state and local I&R/A agencies an overview of current trends and developments in aging and disability policy, financing, and service delivery.

Sherri Clark, Administration for Community Living, HHS; Nanette Rebave, NASUAD; Sandy Markwood, n4a; Lindsay Baran, National Council on Independent Living; Ben Belton, Social Security Administration

**Monday, May 23**

**3:00pm - 4:15pm**

**Grand Ballroom B, 1st Floor**

**A-6: “Shouting Doesn’t Help: Real Ways to Serve People with Sensory Disabilities”**

It can be a challenge for people to reach out for help in times of need, even more so if someone has a speech, hearing or visual disability. Learn more about disability awareness and etiquette, particularly in regards to helpful techniques for delivering I&R services to people who need best practice methods for receiving information.

Sarah Coyle, Paraquad; Diane Wieland, Paraquad; Colleen Burdiss, Paraquad
Tuesday, May 24
8:30am - 10:00am
Grand Ballroom A, 1st Floor
Wisconsin has conducted numerous customer satisfaction surveys and developed a nuanced understanding of how customer satisfaction develops through the process of providing I&A and options counseling. This workshop will discuss the “hows” of customer satisfaction, including the challenges, triumphs and achievements of helping customers understand and explore the options available to them. This material will be especially relevant to those who work directly with customers or manage staff who work with customers.
Amy Flowers, Analytic Insight; Maurine Strickland, Department of Health Services, Bureau of Aging & Disability Resources

Tuesday, May 24
10:30am - 12:00pm
Grand Ballroom B, 1st Floor
A-10: “What You Need to Know About Social Security Disability Insurance”
Social Security Disability Insurance (SSDI) is part of the largest government benefit program in the United States. It is essential for agencies serving individuals facing chronic illness and disability to fully understand SSDI and its impact on health, insurance, future employment, finances, and retirement income. This session covers eligibility criteria (including special populations, such as veterans, adult disabled children, widow(er)s and divorced spouses), explanation of SSDI benefits, the application process, the difference between Supplemental Security Income (SSI) and SSDI, and assistance resources. The presentation will also describe the benefit protections and employment assistance available to individuals who currently receive Social Security disability benefits and want to return to work.
Tai Venuti, Allsup

Tuesday, May 24
2:15pm - 3:30pm
Grand Ballroom E, 1st Floor
A-11: “Future Planning for Individuals and Families with Intellectual and Developmental Disabilities”
For two-thirds of adults with intellectual and developmental disabilities (I/DD) living with aging caregivers, there is no plan in place for what will happen when the caregivers are no longer able to provide support. Through this interactive session, intermediate and advanced practitioners will learn the essential principles of future planning, the barriers to planning, how The Arc’s Center for Future Planning supports adults with I/DD and their families, and what additional resources are available in the community to support planning.
Jenny Sladen, The Arc of the United States; Max Daniel, The Arc of the United States

Tuesday, May 24
10:30am - 12:00pm
Grand Ballroom E, 1st Floor
A-12: “Merging Military Service Member and Paralysis I&R”
The session is relevant for frontline I&R staff across all skill levels that may assist individuals who have a paralysis specific disability and have military service. It is beneficial to both civilian and military I&R services of all sizes. Participants will learn how to create an intake process that readily identifies military and veteran status while highlighting the importance of disability (paralysis) criteria in obtaining services. The presentation will also identify current resources available to this specific population.
Bernadette F. Mauro, Christopher & Dana Reeve Foundation Paralysis Resource Center
Wednesday, May 25
9:00am - 10:30am
Grand Ballroom D, 1st Floor
A-13: “Alzheimer’s Resources at Your Fingertips”
With over 5 million Americans living with Alzheimer’s disease and more than 15.5 million providing their care, the need for educational, financial, and emotional support has never been greater. Learn how the Alzheimer’s Association provides 24/7 support and education, how the local chapters and national office work together, and discover resources and tools that can help your staff and the clients you serve.
Mariam Schrage, Alzheimer’s Association; Cheryl Kinney, Alzheimer’s Association, St. Louis Chapter

Wednesday, May 25
9:00am - 10:30am
Grand Ballroom E, 1st Floor
A-14: “Improving Medicare Access and Affordability for Low-Income Beneficiaries”
Since 2008, the Medicare Improvements for Patients and Providers Act (MIPPA) allows grant money to states and territories (AAAs, ADRCs, and SHIPs) to promote Medicare Preventive Services and enroll low-income beneficiaries in subsidy programs. I&R specialists play a key role in screening callers for program eligibility and referring them for help. This session will review eligibility rules and benefits, promising practices for screening and referral, and offer resources about tracking savings for beneficiaries and targeting individuals with disabilities and individuals living in rural areas.
Melissa Simpson, National Council on Aging; Linda Nakagawa, National Association of States United for Aging and Disabilities

Wednesday, May 25
10:45am - 12:15pm
Grand Ballroom D, 1st Floor
A-15: “Innovative Routes in Transportation Services”
This session will highlight innovative programs and initiatives that address transportation needs. AAAs, ADRCs, and local, state and national service providers are addressing transportation needs with innovative programs, education and technology. Examples include the newly formed National Aging and Disability Transportation Center (NADTC) which promotes the availability and accessibility of transportation options for older adults, people with disabilities, caregivers and communities. The NADTC offers a wealth of educational materials and resources for I&R Specialists.
Patrice Earnest, National Association of Area Agencies on Aging; Virginia Dize, National Association of Area Agencies on Aging

Wednesday, May 25
10:45am - 12:15pm
Grand Ballroom E, 1st Floor
A-16: “Right Resources, Right Now, Disability and Rehabilitation Resources Your Clients Can Use Today”
Are your community partners looking for good, evidence-based programs, tools, and materials they can use to help their clients with disabilities? The grantees of the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR) generate a wealth of ready-to-use guides, tools, webinars, and more for everything from creating welcoming congregations to testing the accessibility of the local health club. We’ll sample the diverse library of NIDILRR-funded resources your center can use RIGHT NOW to help people with disabilities live independently! And we’ll show you where to find more!
Jessica Chaiken, National Rehabilitation Information Center

211 TRACK
Brought to you by 211 US Steering Committee

The sessions on this track are geared towards issues distinct to 211. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.
activities. These activities are intended to ensure that the most vulnerable homeless and at-risk of homelessness families and individuals are assisted as quickly as possible. This workshop aims to provide a sense of the activities involved in the Coordinated Assessment and Intake process, and the ways in which 211 Call Centers are working with their local Continuum of Care (CoC) organizations to assist in getting housing services to people fairly, quickly, and efficiently.

Deb Petty, Bowman Systems; Polly Lloyd-Ruddick, United Way of the Bluegrass; Charlie Lanter, Lexington-Fayette County

**Monday, May 23**

1:00pm - 2:15pm  
Regency Ballroom C, 1st Floor  
**B-2: “Advancing Connections: Next Generation 211” (A 211 Interactive, Part 1)**

This year’s AIRS Conference introduces an unscripted (but facilitat-ed) interactive session that allows attendees to work with their peers on sharing experiences on approaches to key 211 issues. Attendees will receive an online survey two weeks before the conference, asking whether they are going to attend this session and the issues they would like to have discussed.

John Ohanian, 211 San Diego

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**Tuesday, May 24**

8:30am - 10:00am  
Regency Ballroom C, 1st Floor  
**B-4: “211 Innovation Lab” (Part One)**

The Innovations Lab is a facilitated double session for all AIRS attendees that is collaborative, engaging, entrepreneurial, fast paced, intense and interactive to inspire implementable ideas! The Lab is a 3.5 hour session that is designed to use a series of exercises that harness the brainpower of participants to solve pressing I&R/211 problems or address exciting new opportunities. You will work in teams to generate ideas, converge to select an actionable innovation, develop a blueprint implementation plan and pitch your innovation to a panel of judges who will identify the most transformational to showcase.

Jim Yu, United Way Worldwide, Alexandria, Virginia
SERVING THE MILITARY TRACK

The sessions on this track are geared towards issues distinct to providing I&R services to the broad military community (including families, veterans and reservists). However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

**Monday, May 23**

10:00am - 11:30am
Grand Ballroom F, 1st Floor

**C-1: “Hire a Veteran!”**

Have you ever wondered why so many organizations want to hire veterans? This workshop will provide resources to enable you to know how to reach veterans with employment opportunities. You will learn what national and federal programs work with companies and organizations to provide employment opportunities for veterans. The workshop will highlight what it is about veterans that make them such valuable people in the workplace, and also what challenges they face as they acclimatize to civilian life. Hear first-hand from two veterans how they transitioned after 25 and 30 years of Active Duty, how the high operational tempo affected them, and how they dealt with the challenges of becoming a civilian. This workshop will provide time for questions and you will have the opportunity to interact with the veterans. Any I&R specialist in the military or civilian community who works with veterans will find this workshop beneficial.

*Mark Munger, Marine Corps Community Services/I&R; Todd James, Marine for Life, Personal and Professional Development, Marine and Family Programs; Lucinda Lorei, Information and Referral Program, Personal and Professional Development, Marine and Family Programs*

**Monday, May 23**

1:00pm - 2:15pm
Grand Ballroom C, 1st Floor

**C-2: “Military/Civilian Partnerships: Opportunities and Lessons Learned to Enhance Support for Veterans and Military Families”**

“I know it’s the right thing, but I don’t know what to do or who to talk to.” “Military what?” “Don’t even bother, you’ll never understand.” These are some of the attitudes and prejudices you can come across when trying to bridge the gap between civilian and military cultures. This workshop is based on the practical experiences of service organizations, Army OneSource, and I&Rs figuring out how to work together to better meet the needs of service members, veterans, and their families. Breaking out of our silos to take a coordinated approach among military and civilian partners can meet the needs of this audience more effectively, efficiently, and accountably than going it alone. Join us for a lively and provocative exploration of how to work together to serve those who serve.

*Tom Page, Michigan 211; Brad Schleppi, Army OneSource*

**Monday, May 23**

3:00pm - 4:15pm
Grand Ballroom C, 1st Floor

**C-3: “Heroes on the Homefront: Meeting the Needs of America’s Military and Veteran Caregivers”**

Many wounded, injured, or disabled veterans rely heavily on informal caregivers. The assistance provided by these caregivers saves billions in healthcare and associated costs while also providing many veterans the opportunity to remain at home. This session will highlight findings from a number of recent research studies that describes these caregivers and the duties they perform. VA values caregiver commitment as a partner in their agency’s pledge to care for those who have “borne the battle,” and has developed a growing array of innovative support and service options designed with veteran caregivers in mind. The session will also provide an overview of the VA Caregiver Support initiative in addition to a growing number of resources and service delivery options developed by community partners at both the national and local level.

*Kenneth Thompson, Easter Seals*

**Tuesday, May 24**

8:30am - 10:00am
Grand Ballroom B, 1st Floor

**C-4: “Assisting Service Members and their Families Meet Short Term Needs and Achieve Long Term Goals”**

Join us for an interview with a military spouse to identify the unique financial and lifestyle challenges of military family members. Learn about the latest Department of Defense initiatives to increase financial literacy and expand service member financial protections. We’ll share resources available to assist military members and their families with financial planning in addition to resources to provide support for short term temporary financial needs.

*Jessica Perdew, United States Marine Corps; Perlita Rodriguez, United States Marine Corps*

**Tuesday, May 24**

10:30am - 2:00pm
Grand Ballroom A, 1st Floor

**C-5: “Veterans Justice Outreach and Re-entry Programs: How the VA Helps Justice Involved Veterans”**

Veterans with police involvement, criminal charges, or incarceration often have difficulty navigating traditional justice systems and obtaining positive outcomes. A significant portion of veterans have such justice involvement, and the VA has two programs that partner with justice systems to improve outcomes for those veterans and their communities. This workshop will describe the missions, methods, and partnerships of those programs. People who provide I&R to veterans will learn how and when these programs can help, and how to refer veterans to them in their localities.

*Matt Miller, Veterans Health Administration*

**Tuesday, May 24**

2:15pm - 3:30pm
Regency C, 1st Floor

**C-6: “Improving Access to Services and Support for Veterans, Military and their Families”**

Only 30% of veterans receive care at the VA. Others rely on community partners and state agencies. Navigating and accessing support and services can be challenging. This session will empower providers across multiple sectors to better serve veterans by asking the question, “Have you or a family member ever served in the military?” Participants will learn why it is important to include Veteran and Military service partners in a ‘No Wrong Door System’, as well as specific strategies for engaging community-based social service agencies. Attendees will learn tips on military culture competencies, partnerships, and outreach and education activities to improve access for Veterans,
Military, and their families seeking services.
Wendi Aultman, New Hampshire Department of Health and Human Services; Mary Morin, New Hampshire Office of Veteran Services

Wednesday, May 25
9:00am - 10:30am
Regency Ballroom C, 1st Floor
C-7: “The Whole Community Approach to Serving our Military and Veterans”
What is “community”? What does the word really mean and how does it apply to serving specific populations, including our Military and Veterans and their families? This session is for all levels of staff and is designed to challenge our thinking about what community is, and take us outside of our box of what was laid before us in how systems were built to meet the needs of our Military, Veterans and their families. Attendees will be asked to think beyond just partnerships and services and will be challenged to evaluate what they think they know about community. The goal of the workshop is to identify ways of how we should leverage “community” to meet the needs of our Military, Veterans and their families; enhance, expand and build better systems collectively; and ultimately create opportunity to help build and sustain healthy lives for the 1% of our population that has served; and for the rest of us the opportunity to give back. By understanding the whole community, pillars and corners, your I&R will be better equipped to communicate and assess Military and Veterans callers, and build rapport in order to meet their needs.
Bill York, 211 San Diego

Wednesday, May 25
10:45am - 12:15pm
Regency C, 1st Floor
C-8: “What Veterans and Active Duty Service Members Need to Know about VA Disability Appeals, Social Security Disability Benefits, and How to Build Alliances to Make Sure They Do”
Historically, veterans have underutilized their disability benefits. Many are not aware they are eligible for programs, or are discouraged by the application process and how long it takes. This workshop will provide an overview of the two main federal disability benefit programs, including special considerations given to veterans, and discuss ways to help veterans access the benefits they deserve. In addition, suggestions for identifying and building strategic alliances with veteran-serving organizations will be discussed.
Tai Venuti, Allsup; Brett Buchanan, Allsup

DISASTER TRACK
The sessions on this track are geared towards issues distinct to the role of I&R in disasters. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Monday, May 23
10:00am - 11:30am
Grand Ballroom A, 1st Floor

QPC FOCUSED ON I&R PREPAREDNESS
QPC Disaster Planning
QPC is a consulting firm specializing in emergency management planning for I&R organizations. From a local, volunteer-run nonprofit to a nationwide I&R organization, QPC is ready to assist you in reaching your individual emergency preparedness goals. QPC’s services cover critical areas of emergency planning including: Continuity and Emergency Plan development and review; AIRS Accreditation Compliance; Disaster exercise designing and conducting; Staff training; Disaster Volunteer program; Disaster Agencies Partnership development. QPC’s extensive experience with disasters and I&Rs allow us to identify areas of vulnerability in your business operations and infrastructure, and work with your staff to reduce your operational risk.

www.QPlanning.org (909) 263-7372 QPCPrepare@gmail.com
Public health emergencies include natural disasters such as fires, floods, tornados, and hurricanes as well as outbreaks of diseases such as pandemic flu. 211 centers are often asked by public health officials to respond to emergencies by providing information to the public. However, 211 centers have multiple and important roles in preparing for and responding to a public health emergency. Issues that need to be addressed by 211 centers before an emergency happens include: establishing linkages with local and state public health, resource management, crisis communications, business continuity, information technology, employee assistance, training, incident management, and other key planning components. This session will outline an approach for 211 centers to consider to improve their preparedness and response capabilities and will include a discussion of real-world examples by a 211 center and public health agency.

**Lisa Austin, United Way Worldwide; Dr. Lisa Koonin, Centers for Disease Control and Prevention**

**Tuesday, May 24**
10:30am - 12:00pm
Grand Ballroom F, 1st Floor

**D-2: “Flint Water Crisis: Responding to Man-Made Disasters”**
Michigan 211 statewide system will share the lessons learned from the most recent “Flint Water Crisis”. After Flint changed its supply source, its drinking water had problems that culminated with lead contamination, creating a serious public health danger. The Michigan 211 responded to the man-made disaster taking over 10,000 calls in a month, connecting callers to resources and managing rumor control. 211 did this with no financial support within the political conflicts inherent in a man-made disaster.

**Tom Page, Michigan AIRS; Maricela Alcala, Gryphon Place; Jennie Pollok, LifeWays Community Mental Health; Sherri Vainavicz, Heart of West Michigan United Way; Sarah M. Kile, 211 Northeast Michigan; Carla Boone, United Way for Southeastern Michigan; Bob Tonander, Gryphon Place**

**Tuesday, May 24**
2:15pm - 3:30pm
Regency Ballroom A, 1st Floor

**D-3: “OMG!: Business Continuity Planning”**
Business Continuity Planning is crucial regardless of whether you have a small staff or a large organization, as you still need to continue your service in the event of a disaster. This session will focus on keeping your plan consistently updated, that technology is vital in every business plan but has security risks, and that communication with staff, contractors and vendors is what makes every plan work.

**Melinda Belcher M.Ed., Community Service Council; Corey Roberts, Community Service Council**

**Wednesday, May 25**
9:00am - 10:30am
Regency Ballroom A, 1st Floor

**D-4: “211 Missouri/AmeriCorps St. Louis: A Perfect Match for Disaster Response and Recovery”**
The state of Missouri has been cited by FEMA and other stakeholders for having a well-coordinated and partner-focused system of service delivery during times of emergency. This is not by happenstance, but is partly the result of committed and creative partnerships who cover various levels of disaster and who decided to team up for end-to-end service provision during the immediate, intermediate and long term phases of disaster. Join 211 Missouri and AmeriCorps St. Louis as they explore their wildly successful partnership and sequence of deliver to connect disaster survivors and restore them to safe, sanitary and secure. Learn lessons that can be applied within your own community.

**Regina L. Greer, United Way of Greater St. Louis; Bruce Bailey, AmeriCorps St. Louis**

**Wednesday, May 25**
10:45am - 12:15pm
Regency Ballroom A, 1st Floor

**D-5: “Building Human Service/Faith Community Collaborations to Meet Crisis Needs and Coordinate the Human Service Response Following a Disaster”**
The Quincy Area Partnership for Unmet Needs provides crisis assistance to individuals and families who have exhausted all other means of social service help. The collaboration of social services and the faith community allows Unmet Needs to respond to these situations with accountability, empathy and compassion. Unmet Needs strengthens information and referral efforts across the human service sector. The network is especially effective in times of disaster when Unmet Needs aligns with the Adams County VOAD team to respond to long term disaster recovery. This session will provide special insight into how small communities can increase their abilities to respond.

**Tim Miller, United Way of Adams County; Rev. Tim White, Trinity United Church of Christ**

**I&R SERVICE DELIVERY TRACK**
The sessions on this track are geared towards issues distinct to I&R Service Delivery. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

**Monday, May 23**
10:00am - 11:30am
Regency Ballroom C, 1st Floor

**E-1: “A Hitchhikers Guide through the Galaxy of I&R and Quality Assurance”**
You’ll need a boarding pass to embark on this learning adventure so get ready to take a guided tour into the galaxy of I&R and QA! Experience something like never before as your adventure begins with time travel to a place when QA was almost non-existent. Then blast off into space with a step-by-step look into the galaxy of QA and I&R service delivery. This session will be fun, educational, and innovative. Front-line staff and leadership participants will discover how QA works and embrace some of the best practices for quality I&R service delivery. This session will include sound and visual effects of space travel, so come prepared to experience this once in a lifetime trip!

**Rudy Bernal, 211 LA County; Erica Parham, 211 LA County**

**Monday, May 23**
1:00pm - 2:15pm
Grand Ballroom D, 1st Floor

**E-2: “Interpreting the St. Louis Blues: Empathy”**
The I&R Process dictates that I&R Specialists connect with clients using active listening skills to determine the resource that will meet their needs. The cornerstone of those skills is the trait of empathy.
While we may assume that "being empathic" consists of "It sounds like you feel...", the reality is that true empathy requires us to interpret those feelings, the music behind the words. This workshop will look at what empathy is, its various levels and how to use it to connect with clients, and ways for us to identify our own ability to be empathic and to recognize that trait in others.

John Plonski, IMAlive Virtual Crisis Center

Monday, May 23
3:00pm - 4:15pm
Grand Ballroom F, 1st Floor
E-3: "I&R Service Delivery: Interactive Issues and Solutions"
This year’s AIRS Conference introduces a facilitated interactive session that allows attendees to work with their peers on sharing experiences for approaches to key I&R service delivery issues. Attendees will receive an online survey two weeks before the conference, asking whether they are going to attend this session and what issues they would like to discuss.

Amy Latzer, 211 LA County

Tuesday, May 24
8:30am - 10:00am
Midway 1, 1st Floor
E-4: "The New ConText for I&R: Texting/Chat I&R"
Learn the basics of designing and deploying a text/chat program at your agency. The workshop will include learning points of texting/chat assessment, developing a protocol, training I&R staff, making a referral, best practices for I&R Specialists to understand the art of building a chat conversation (chat etiquette), keeping sentences simple and free of spelling errors, and the effective uses of canned and original responses. Participants will have an opportunity to re-think how assessment is done during a client text-to-chat interaction.

Elizabeth Ruiz, 211 LA County; Laura Mejia, 211 LA County

Tuesday, May 24
8:30am - 10:00am
Grand Ballroom C, 1st Floor
E-5: "We All Smile in the Same Language: Worldwide Attitudes and Considerations for Addressing the Limited English Proficient (LEP)"
This workshop provides cultural sensitivity training and communication strategies for optimizing communication with the Limited English Proficient (LEP) population. You will gain insight into how people from other cultures assimilate into American life in four major life skill areas: work, social, survival, and money. In helping people to help themselves, you will learn strategies to employ where cultural sensitivity, the four life skill areas, the United Way mission, and the AIRS Standards intersect in order to reach people on their own level. The aim is to stress cultural competency during the I&R process.


Tuesday, May 24
10:30am - 12:00pm
Grand Ballroom B, 1st Floor
E-6: "Problem Solving to Fill the Gaps"
This workshop will be most beneficial to I&R providers in rural or other communities that have few or no resources for basic needs, identifying alternative solutions, creating a problem-solving model tailored to a small I&R and demonstrating how a community resource program can fill in the gaps will be presented. Participants will have the opportunity to share their own experiences and participate in a group activity.

Kelly Stephens, United Way of Amarillo & Canyon

Tuesday, May 24
2:15pm - 3:30pm
Regency Ballroom B, 1st Floor
E-7: "Serving Immigrant Communities with Diverse Needs"
New York State has the nation’s only specialized immigration information and referral hotline, the New York State New Americans Hotline, which is now supplemented by the Legal Orientation Program for Unaccompanied Minors. Participants will learn more about hot topics in immigration law and current trends in the needs of immigrant populations in the U.S., including how to give detailed legal information without giving legal advice, immigration services fraud, and responding to fears in the community generated by Immigration and Customs Enforcement raids. This presentation is open to everyone and will help you better understand the needs of the immigrant communities you serve.

Johana Vega, Catholic Charities Community Services; Raluca Oncioiu, Catholic Charities Community Services

Wednesday, May 25
9:00am - 10:30am
Regency Ballroom B, 1st Floor
E-8: "Integrated Crisis Response, Partnership Providing 24-hour Mobile Assistance for At-Risk Individuals"
This session explores a 24/7 service delivery model for high needs individuals that reduced inappropriate referrals to emergency and police services through partnerships that provided comprehensive, coordinated response to at-risk populations. Participants will learn the main practice areas in the partnership: Crisis Response, Transportation, Warm Hand-off.

Mina Ghoreishi, Canadian Mental Health Association-Edmonton Region
Wednesday, May 25
10:45am - 12:15pm
Regency Ballroom B, 1st Floor
E-9: “The Latest Text Tools and Programs for Specialized I&R”
Americans aged 55 and younger text more than email and voice combined. Learn the latest in texting tools (showing push style texting coupled with anytime live two-way texting) from 211 Tulsa, Heart of Florida United Way and 211 SW Pennsylvania. Participants will be shown outcomes, methods and how to easily implement and brand carrier grade short code texting. Specialized program examples include tax services, veteran’s services, tobacco-free homes, and food services. Bring your cell phone to this panel discussion and experience, firsthand, the power of strategic, automated I&R texting models. Priscila Kalagian, Heart of Florida United Way 211; Anne Fogoros, Pennsylvania 211 SW United Way of Allegheny County; Donnie House, Community Service Council/211 Helpline

Wednesday, May 25
2:15pm - 3:30pm
Midway 1, 1st Floor
E-10: “Service Delivery Open House”
This final session offers an issue-oriented session to provide time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space set-up during the conference for people to post “let’s talk about” ideas for people who are planning to attend (although anyone can just drop-in). We will also be using it as an opportunity to follow up with issues emerging from the other sessions on the Service Delivery Track or any unanswered questions.
John Plonski, IMAlive.org

I&R MANAGEMENT TRACK
The sessions on this track are geared towards issues distinct to I&R Management. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Monday, May 23
10:00am - 11:30am
Grand Ballroom B, 1st Floor
F-1: “The Advantage: Why Organizational Health Trumps Everything Else”
A healthy organization is one that has all but eliminated politics and confusion from its environment. As a result, productivity and morale soar, and good people almost never leave. Based on the book by Patrick Leoncini, this workshop outlines the key concepts of organizational health, maximizing human potential and aligning the organization around a common set of principles. Perfect for new or long time managers who would like to expand their knowledge of the foundational components of team or organizational culture.
Chiara Cameron, United Way of Salt Lake

Monday, May 23
1:00pm - 2:15pm
Midway 1, 1st Floor
F-2: “Crunching the Numbers”
Having troubles getting at the information that your funders need? This workshop will start with defining relevant data elements, and how they relate to one another for typical statistical reporting for helplines. We will demonstrate through the use of sample data how to filter, freeze and sort your call data using Microsoft Excel and more advance functions such as calculations and creating pivot tables. By the end of this session, you should be able to create your “AIRS Big Count” report with ease.
Polly McDaniel, iCarol; Crystal McEachern, iCarol

Monday, May 23
3:00pm - 4:15pm
Grand Ballroom E, 1st Floor
F-3: “2016 Call Center Forecast Challenge”
The 2016 Call Center Forecast challenge is an international challenge to help promote call center management skills in the I&R field. Learn about metrics for forecast accuracy, why forecast matters, and industry standards and benchmarks.
David Smith, United Way of Greater Houston

Tuesday, May 24
8:30am - 10:00am
Grand Ballroom E, 1st Floor
F-4: “Leveraging Quality Coverage for a Small I&R”
This workshop will detail how to establish relationships within your organization and community in order to expand your current staff for free or low cost. If your I&R is short staffed and looking for creative ways to have more skilled call specialists on the phones and you’re at a loss of how to do that, this is for you! Content to be covered includes identifying needs of your program, developing community relationships, and brainstorming ideal supplemental staff.
Shayne Rittmann, United Way of Central Alabama

Tuesday, May 24
8:30am - 10:00am
Regency Ballroom A, 1st Floor
F-5: “The Dreaded Elephant in the Room: Debriefing Crisis Calls”
There is a big bad elephant in the room. We try to ignore it, but there it is, after every life or death call. We want to address the elephant. That elephant is emotion, adrenaline, confusion and unfinished business. With each call we “ignore”, with each call taker we “avoid” the elephant gets bigger and stronger, and we just don’t know how to shrink that elephant down to real time size. Is that what’s happening with your agency? Join me in an interactive training session that will take you through the steps of debriefing crisis calls, give you a checklist for debriefing and offer you the opportunity to test out your debriefing skills.
Terri Baker, 211 LA County

Tuesday, May 24
10:30am - 12:00pm
Grand Ballroom C, 1st Floor
F-6: “Preparing your I&R Staff to take AIRS Certification Exams”
Ever had a specialist ask you how to prepare for the CIRS, CRS or CIRS A/D Exam? What was your answer? The classic answer that most people give/get is “Read the AIRS I&R Training Manual.” While the AIRS I&R Training Manual is an excellent product, it is only one tool to use to help specialists prepare for the exam. After this workshop, participants will understand the purpose of the AIRS exams, how to help specialists
workshops by track & description continued

study material to be better prepared for an exam, and should be able to increase the pass rate of this center. The presenter of this session has more than 98% of persons pass the exam on the first try!

Sandra Ray, United Way of Greater Houston

Tuesday, May 24
2:15pm - 3:30pm
Grand Ballroom A, 1st Floor
F-7: “Train to Retain: A Long Term Approach to Learning”
Wondering how to make training your staff fun? This seminar is geared towards finding ways to make this happen while targeting long term maintenance of knowledge. I&R staff are often required to learn multiple skills and processes that may be overwhelming. You may recall a time being thoroughly trained but finding yourself with loss of knowledge and confusion. This seminar will provide tips and ideas to improve training that can be adapted to many roles required by an I&R specialist.

Richard Shutes, Switchboard of Miami

Wednesday, May 25
9:00am - 10:30am
Grand Ballroom C, 1st Floor
F-8: “Gateway Games: Helping Groups Understand the Work of I&R through Interactive Games”
Have you ever presented to a community group only to see heads bobbing resisting slumber or hear the disruptive noise of snoring? Discover how games are a gateway to success as a presenter. Learn Game-Based Learning theory and potential benefits of using games during I&R trainings. Enjoy interactive games like 211 Basketball, Website Word Search, 211 App Scavenger Hunt, 211 Family Feud and Telephone Trivia. Review materials needed and lessons that can be learned through these interactive games.

Elizabeth Kargbo, Info Line

Wednesday, May 25
10:45am - 12:15pm
Grand Ballroom A, 1st Floor
F-9: “Raising the Bar: Creating a Culture of Excellence”
How do you manage for excellence? This session is intended for managers and directors looking for effective strategies to achieve success and keep front-line staff motivated and engaged. Discussions will center on the difference between planning and execution, best practices, deciding what individual metrics are important to track, creating employee and team progress reports, and the use of basic tools to chart employee progress.

Laura Prevatt, Council of Community Services/211 Virginia

Wednesday, May 25
2:15pm - 3:30pm
Midway 3, 1st Floor
F-10: “I&R Management Open House”
This final session provides time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space set-up during the conference for people to post “let’s talk about” ideas for people who are planning to attend (although anyone can just drop in). We will follow up with issues emerging from the other sessions or any unanswered questions.

Clive Jones, AIRS

I&R TECHNOLOGY TRACK

The sessions on this track are geared towards issues distinct to technology relevant to I&R. However there may be sessions here of interest to people working in other areas of I&R. Remember, anybody can attend anything and that everything in I&R is connected!

Monday, May 23
10:00am - 11:30am
Regency Ballroom A, 1st Floor
G-1: “Business Intelligence is for Everyone: Up and Running with Self-Service Business Intelligence Tools in Less than One Hour”
PowerBI is an affordable and easy-to-use desktop tool and web-based service that can be used by anyone in the organization to combine data from business systems (e.g. iCarol, inContact), and create rich dashboards and reports that can be shared within and outside the organization. Business intelligence is no longer limited to those with deep technical expertise or business analysts. Self-service BI is the new normal. In this workshop, business- and technical-oriented staff will learn how they can be up and running in hours with the new PowerBI tools and service, producing rich information that informs decision-making, impresses funders, and supports community identify gaps and set priorities using I&R and 211 data.

Andrew Benson, Ontario 211 Services

Monday, May 23
1:00pm - 2:15pm
Regency Ballroom A, 1st Floor
Throughout the years, technology has advanced access to an abundance of information, helped facilitate social connections, and has fostered limitless possibilities of one’s own imagination. With these technological advancements, Switchboard of Miami has implemented text and chat platforms to enhance accessibility of its services to the community. This presentation will showcase achievements, challenges, and lessons learned throughout the process of implementing and integrating text and chat platforms. The target audience for this workshop would be anyone interested in learning more about the incorporation of text, chat, and call platforms into a contact center.

Tiffany Hernandez, Switchboard of Miami

Monday, May 23
3:00pm - 4:15pm
Regency Ballroom B, 1st Floor
G-3: “Big Data: The Challenge and Opportunity for 211s”
Presenting a more detailed version of his very well received presentation at the UW 211 CEO Summit, Dr. Zimmerman will make the case that Big Data is both a threat and an opportunity to the future of 211. Using specific case studies, participants will learn how to value their own data, how to become aware of the risks and benefits, how others view 211 data, and what it takes to function successfully in this new world of Big Data. If you are interested in understanding the consequences of Big Data for 211, this is for you.

Dr. W. Douglas Zimmerman, VisionLink, Inc.
Tuesday, May 24
8:30am - 10:00am
Grand Ballroom F, 1st Floor
G-4: “Open Referral Presents: Story Time, Real World Science Fiction about Sustainable Open Data Business Models”
Greg Bloom introduced the Open Referral Initiative at the 2014 AIRS Conference, in 2015; Open Referral developed a data language that enables web pages, applications, and databases to ‘talk’ to each other. This 2016 session will briefly reintroduce the AIRS community to Open Referral, and then initiate a creative, participatory activity. In small groups, we will craft, refine, and share stories in which the publication of open resource directory data can actually strengthen the business models of referral providers, while improving the health and resilience of their communities at large. All experience levels are welcome.
Greg Bloom, Open Referral

Tuesday, May 24
10:30am - 12:00pm
Regency Ballroom A, 1st Floor
G-5: “211 2.0: Beyond the Phone Call, Adapting in the Current Technological Landscape”
211 is a unique, telephone-based connection tool with potential that extends beyond a phone call. With the rise of text messaging, interactive websites and mobile apps, 211 has a unique opportunity to evolve the ways we connect. This workshop continues the conversation about texting, websites, and mobile apps as they relate to how a community interacts with your information. This workshop is for 211s seeking to engage new areas of the community through different delivery systems.
Fedeison Landicho, Kings United Way; Victoria Lewis, 211 Yolo County/ Yolo County Health and Human Service Agency

Tuesday, May 24
2:15pm - 3:30pm
Grand Ballroom B, 1st Floor
G-6: “Numbers are Up, 400%-700% Annual Increases in Text Messages”
I&R agencies using text for live I&R are experiencing continuous increases in traffic. Learn about methods and procedures that have helped facilitate steady growth (in some cases as high as 3,000 encounters per month). Speakers will discuss the impact of text through reports on methods and outcomes. Participants will get a hands-on demonstration and feel confident knowing how texting works in the I&R model. They will also gain insight into how they might learn from other agencies regarding best methods and strategies for incorporating text message I&R into their daily operations.
Larry Olness, Heart of Florida United Way 211; Donna Burnham, United Way of Greater Atlanta 211

Wednesday, May 25
9:00am - 10:30am
Grand Ballroom A, 1st Floor
G-7: “That’s What That Means? A Review of Commonly Misunderstood Call Center Metrics”
What’s on your metric scorecard? Call center managers far and wide struggle with metrics and how to choose and use them correctly and fairly. In this session, some popular yet frequently misapplied metrics will be reviewed and examined. This session is for call center executives, managers and supervisors currently using metrics to evaluate center and staff performance. Attendees should have a working knowledge of Service Level, ASA, Occupancy, Handle Time, Quality and Customer Satisfaction.
Nina Kawałek, RCCSP Professional Education Alliance

Wednesday, May 25
10:45am - 12:15pm
Grand Ballroom F, 1st Floor
G-8: “Integrated Voice Response (IVR) and Geocoding Resources”
This presentation will benefit I&R managers looking for new tools to impress funders and also to reduce costs. IVRs help tech savvy inquirers whose needs do not require an assessment. Geocoding refers to the assignment of latitude and longitude numbers to a location. It is useful in mapping information where a visual presentation carries a higher impact than a spreadsheet: caller ZIP codes, needs and program locations.
Mark Lewis, Community Information and Referral/211 Arizona

RESOURCE DATABASE TRACK

The sessions on this track are geared towards issues distinct to I&R Resource Databases. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Monday, May 23
10:00am - 11:30am
Midway 1, 1st Floor
H-1: “Style Guide: Your Gateway to a Better Database”
Curate your resource database in style. Creating and using a style guide consistently is the best way to make your database stand out from the rest. Learn about the new AIRS Style Guide and get tips for crafting your own based on your community’s needs. This session is geared toward resource staff of all levels and may also be of interest to call center managers.
Steve Eastwood, 211 Arizona; Dave Erlandson, Greater Twin Cities United Way/Ceridian

Monday, May 23
3:00pm - 4:15pm
Midway 1, 1st Floor
H-2: “Resource Database: Interactive Issues and Solutions”
This year’s AIRS Conference introduces a facilitated and unscripted interactive session that allows attendees to work with their peers on sharing experiences on approaches to key resource database issues. Attendees will receive an online survey two weeks before the conference, asking whether they are going to attend this session and what sorts of issues they would like to have discussed.
Dave Erlandson, Greater Twin Cities United Way/Ceridian

Tuesday, May 24
8:30am - 10:00am
Regency B, 1st Floor
H-3: “Taxonomy 101: From Initial Intimidation to Complete Control” (Part One)
This session will help new users of the Taxonomy understand how to
use terms to index services; to dispel apprehensions about Taxonomy use; to discuss roadblocks and possible solutions to coding issues; and to highlight and resolve popular stumbling blocks (e.g. double-indexing, target terms).

Ryan Ward, Texas Health and Human Services Commission, Texas Information & Referral Network; John Allec, Findhelp Information Services

Tuesday, May 24
10:30am - 12:00pm
Regency B, 1st Floor
H-4: "Taxonomy 101: From Initial Intimidation to Complete Control” (Part Two)
This session will help new users of the Taxonomy understand how to use terms to index services; to dispel apprehensions about Taxonomy use; to discuss roadblocks and possible solutions to coding issues; and to highlight and resolve popular stumbling blocks (e.g. double-indexing, target terms).

Ryan Ward, Texas Health and Human Services Commission, Texas Information & Referral Network; John Allec, Findhelp Information Services

Tuesday, May 24
2:15pm - 3:30pm
Grand Ballroom C, 1st Floor
H-5: “Data Driven Taxonomy Management”
For resource specialists, taxonomy customization decisions can be difficult without the proper data. Learn how to gather the right reports to see referral data across your active taxonomy terms. Discuss how to balance taxonomy decisions on community need and term use. We will also cover how this information can go beyond taxonomy customization into areas such as Inclusion/Exclusion, simplifying existing records, expanding them into more detail, or even inactivating records altogether.

Dave Erlandson, Greater Twin Cities United Way/Ceridian

Wednesday, May 25
9:00am - 10:30am
Grand Ballroom B, 1st Floor
H-6: "Database Attrition: Defining and Tracking Service Availability”
Keeping resource data current and accurate is a constant challenge for Resource Specialists. This open discussion will explore how to track and combat database attrition, and how to report unmet needs (or lack of services) to community partners and funders. The workshop starts with a brief presentation to outline the issues, and to present some case studies and ideas to address them. The process will gather additional thoughts, ideas and best practices. The discussion will be geared at resource managers, as well as those charged with community or agency outreach.

Paul White, United Way of Amarillo & Canyon/211 Texas; Steve Eastwood, Arizona 211; Karen Milligan, Ontario 211 Services

Wednesday, May 25
2:15pm - 3:30pm
Station Master, 1st Floor
H-7: "Resource Database Open House”
This final session offers an issue-oriented session to provide time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space set-up during the conference for people to post “let’s talk about” ideas for people who are planning to attend (although anyone can just drop-in). We will also be using it as an opportunity to follow up with issues emerging from the other sessions on the Resource Database Track or any unanswered questions.

Dave Erlandson, 211 Twin Cities, Ceridian

FOR EVERYONE TRACK
The sessions on this track are geared towards issues that are relevant to all I&R providers. There are sessions here of interest to people working in all areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Monday, May 23
10:00am - 11:30am
Regency Ballroom B, 1st Floor
J-1: "Grant Writing Strategies & Tactics”
This workshop will focus on the keys to successful grant writing. Specifically, how to: find potential funders, engage their interest; learn what they want to fund; craft the most important parts of the written proposal; develop a successful budget presentation; and what to do when they say “No” the first time. The presenter was a Program Officer of the Boston Community Foundation, and has worked for a public foundation, a private foundation, and a trust. He was the instructor for the semester course Education and Philanthropy at the Harvard Graduate School of Education, and is the new chair of Avancera Partners, in addition to his role as CEO of VisionLink. Based on many years of grant review and grant writing experience, participants will leave with useful tools to take home, key strategies and tactics to apply, and a better understanding of how to win.

Dr. W. Douglas Zimmerman, VisionLink

Monday, May 23
1:00pm - 2:15pm
Regency Ballroom B, 1st Floor
J-2: "Leadership Opportunities in I&R”
Learn more about AIRS leadership structure and its network of State and/or Regional Affiliates and committees. In this no obligation presentation, you will learn how AIRS depends upon diverse member leadership from around the U.S. and Canada to achieve its mission of leading the I&R sector’s advancement. Learn about member leadership closer to your home in each state or province and about opportunities to get involved, or just to better understand how things work. Prepare for an informative and engaging session.

Edward D’Angelo, The Information Center; Pheobie Hanover, Family Service of Northwest Ohio

Monday, May 23
1:00pm - 2:15pm
Grand Ballroom A, 1st Floor
J-3: "Wellness Beyond the Workplace: Self-Care for Those Who Care”
This workshop will explore strategies for implementing a workplace wellness program and include self-care strategies as a way to start. Learn how fostering personal growth through self-care exercises is an important part of a wellness program, is important beyond the workplace, and how it impacts people helping people. Incorporating self-care as part of any helping professional’s essential wellness positively
impacts performance and resiliency because employees who feel their best, do their best.
Victor Rivas, 211 LA County; Rhoda Alajaji, 211 LA County; Nicole Sinclair, 211 Texas/United Way of Tarrant County

Monday, May 23
1:00pm - 2:15pm
Grand Ballroom B, 1st Floor
J-4: “A Walk through AIRS Accreditation”
This workshop is for I&R programs applying or thinking of applying for AIRS Accreditation for the first time. Attendees will be guided through the estimated 10-month process, from the initial application to their award of AIRS Accreditation. Stops along the way will highlight tips, tricks and tools to ensure a positive experience.
Pamela Hillier, Community Connection/211 Ontario; Vicki Mize, United Way of Tarrant County; Charlene Hipes, AIRS COO

Monday, May 23
3:00pm - 4:15pm
Regency Ballroom A, 1st Floor
This 2016 Washington Update will discuss the current politics of 2016 and the upcoming policies of 2017, focusing on Congress, the presidential race, and more. It will discuss legislation relevant to I&R during the remainder of the 114th Congress and upcoming legislation, including funding bills, the Older Americans Act, the Victims of Crime Act, and more. This session will also provide up-to-date advocacy strategies for AIRS members. This workshop is relevant for anyone interested in federal policy and advocacy at any level.
Bob Blancato, Matz, Blancato and Associates; Meredith Ponder, Matz, Blancato and Associates

Tuesday, May 24
10:30am - 12:00pm
Midway 1, 1st Floor
J-7: “From the Rolodex to the Cloud: A 40 Year Journey in I&R”
Time travel with us to 1976 when Connecticut Infoline began, through to the 211 CT today. Using a timeline, this workshop will explore changes in technology, marketing, information collecting, referrals, special projects and training that reflects the evolution of I&R. Along the way, we will discuss the ups and downs 211 CT has experienced over the years, how we have adapted to change, and what we have learned in the process. This fun and educational workshop is for people working in all areas of I&R.
Jeanette Baker, United Way of Connecticut; Phil Talbot, United Way of Connecticut

Tuesday, May 24
2:15pm - 3:30pm
Midway 1, 1st Floor
J-8: “Hospital Screening for Pediatric Food Insecurity: Program Opportunity for I&Rs”
Health Care Provider (HCPs) are screening. Now, more than ever, HCPs don’t wait for patients to reach out, but ask patients what they need to ensure no one falls through the cracks. Management and forward thinkers will learn about opportunity resulting from the 2015 American Academy of Pediatrics policy recommending screening for pediatric food insecurity. The panel will include a Hospital Administrator outlining barriers to implementation, a strategist to describe an implementation approach, and a 211 director to identify the benefits.
Lisa Glass Kornstein, Shwa; Kelly Batson, United Way of the Bay Area; Alissa Sandler, Hackensack University Medical Center

Wednesday, May 25
9:00am - 10:30am
Midway 1, 1st Floor
J-9: “The Benefits of Laughter Yoga to I&R Service Providers”
This session explores the physiological, medical and spiritual benefits of Laughter Yoga. In order to get the scientifically proven health benefits of laughter, we need to laugh continuously for at least 10 to 15 minutes. In Laughter Yoga, we do laughter as an exercise, we can prolong our laughter as long as we want; it brings measurable physiological changes like higher oxygen levels in the blood, muscle relaxation, blood circulation and release of certain beneficial hormones in the body. To reap the health benefits of laughter, the laughter has to be loud and deep, coming from the diaphragm. It might not be socially acceptable to laugh loudly, but Laughter Yoga sessions provide a safe environment where one can laugh loudly and heartily without any social implications.
Shirley L. “Lilli” Land, LIFE Senior Services; Mickey Hinds, LIFE Senior Services

Wednesday, May 25
10:45am - 12:15pm
Midway 1, 1st Floor
Are you an I&R provider who has thought about providing services outside of your “geographic home”? Are you looking for a collaborative partner to provide higher quality or more efficient I&R services but feel like you had to “keep it local”? This session is for you and will help guide you through both sides of the process. Using interactive activities and group discussion, you will learn how to articulate the benefits of collaborating to your board and stakeholders, and how to overcome the perceived challenges of providing I&R from a geographically distant location. You will leave with the tools to write a request for proposal or apply successfully for I&R services outside your geographic home.
Caree Jewell, Heart of Florida United Way; Sarah Fleming, United Way of Metropolitan Nashville
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al@agisnetwork.com
AGIS Network is a leading provider of AIRS format provider database extenders. We provide interoperability between databases; search/indexing/uploads service and professional quality directory print (pdf) modules as well as consumer facing tools all of which take on the look and feel of their parent websites.

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For over 16 years, Bowman Systems has provided industry-leading software systems to the human services industry. Our systems are used in over 3,000 agencies in 48 states and Canada including 211 Call Centers, Crisis Hotlines, AAA/ADRCs, and many other specialized agencies. ServicePoint is a completely flexible online and mobile software system with components created specifically for I&R/A data collection and reporting. When you’re ready to expand your operations to include program management, short-term special projects, or communitywide case management, ServicePoint is designed to grow with you, without the need for custom programming. Visit us at our booth or www.bowmansystems.com to see what our systems will do for your organization!

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www.CrissCross.org
John Fisher, COO
John.fisher@moneymanagement.org
For the past 30 years, CrissCross’ safe and secure representative payee services have helped thousands of beneficiaries manage benefits. At CrissCross, we pride ourselves on trust and credibility with clients and referral agencies.

The compassionate and accountable caseworkers at CrissCross understand that caregiver’s first priority is to provide love and support for family members. At CrissCross, we are passionate about the smallest details of our client’s situations. We offer individualized spending plans, interest earning accounts, professional record-keeping, bill paying and other administrative services. Our services extend throughout 28 states and we are available from 8am to 4 pm, Monday through Friday.

iCarol
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888.4.iCarol
www.iCarol.com
Neil McKechnie, Director of Services
info@iCarol.com
iCarol is web-based I&R software designed especially for non-profit helplines. Create and cultivate resource records while helping your community via phone, web, live chat, and 2-way texting. With iCarol you can build regional collaboratives, integrate with your telephony system, and improve response during disaster or community events. You’ll also enjoy other features essential to helplines, such as shift scheduling, contact documentation, statistics and reporting tools, and volunteer and staff management. Our system fully supports the AIRS standards and taxonomy, and has been adopted by over 50,000 users worldwide, including 12 state/provincial 211 networks and hundreds of I&R centers.

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Julie Wynhof, Sr. Customer Success Manager
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inContact is the cloud contact center software leader, making it easier and affordable for organizations around the globe to create stand-out customer experiences while at the same time meeting their key business metrics. inContact continuously innovates in the cloud and is the only provider to offer a complete cloud customer interaction platform that is purpose built for enterprise and government organizations who operate in multiple divisions, locations and global regions. Named as Market Leader in the 2015 Ovum Decision Matrix and winner of the 2014 CRM Magazine Rising Star Award, inContact has deployed over 2,200 cloud contact center instances.

LanguageLine Solutions
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Scott Sonnenberg, Strategic Account Executive
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We help organizations improve their language access programs to better serve limited English proficient, deaf and hard of hearing communities. Quality language services increase organizational efficiency, improve compliance and simplify the jobs of busy staff. Our suite of solutions includes interpreting (phone, video remote and onsite), translation and localization, plus language proficiency testing and training for bilingual staff. With 34 years’ experience and over 25,000 clients, LanguageLine Solutions is the trusted partner for affordable, clear, confidential communication in more than 240 languages.

National Association of Area Agencies on Aging (n4a)
Booth #117
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Washington, DC 20036
202.872.0888
www.n4a.org
Melisa Lopes, Coordinator, Information and Referral
mlopes@n4a.org
The National Association of Area Agencies on Aging (n4a) is a 501c(3) membership association representing America’s national network of 622 Area Agencies on Aging (AAAs) and providing a voice in the nation’s capital for the 256 Title VI Native American aging programs. The primary mission of n4a is to build the capacity of our members so they can help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.

National Suicide Prevention Lifeline
Booth #111
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212.254.0333
www.suicidepreventionlifeline.org
Lyda Carrillo, Administrative Coordinator
lcarrillo@mhaofnyc.org
Since 2005, the National Suicide Prevention Lifeline has provided free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. Federally funded by a grant from the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) since its inception, the Lifeline has engaged in a variety of initiatives to improve crisis services and advance suicide prevention via phone, online chat, social media and our website, www.suicidepreventionlifeline.org.

Since 2007, the Lifeline has been providing additional special suicide prevention service for U.S. military veterans through an agreement with the Department of Veteran’s Affairs (VA) and SAMHSA. The Lifeline is independently evaluated by a federally-funded investigation team from Columbia University’s Research Foundation for Mental Hygiene. It receives ongoing consultation and guidance from national suicide prevention experts, consumer advocates, and other stakeholders through its Steering Committee, Consumer/Survivor Subcommittee, and Standards, Training and Practices Subcommittee.

North Light Software
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www.northlightsoft.com
Maren Lodge, Marketing Manager
mlodge@revation.com
North Light Software is a leading provider of cloud-delivered Information, Referral and Case Management solutions for governments, medical providers and care transition teams. North Light makes human services delivery more efficient and effective. North Light’s Resource House software is implemented in numerous state, local and county governments, as well as utilized by many medical providers and consumers throughout the U.S.
RiverStar
**Booth #204**
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800.945.6399
www.riverstar.com
Bob Fike, CEO
rfike@riverstar.com

RiverStar provides solutions that allow associates to schedule appointments with tax counselors, screen residents for healthcare/Medicare services, check eligibility for food stamp support and provide other referral services.

The 211 solutions, built using RiverStar Studio, use the RiverStar Unified Agent Desktop that is tightly integrated with contact center telephony platforms. Using process-based workflows within the desktop, rapid integration with enterprise systems, e.g., ReferNET, and web self-service workflow access, RiverStar supports key business activities such as:
- Appointment setting with text/email notification/reminders
- Resource request processing, delivery scheduling/confirmation
- Healthcare screening/referral
- Food stamp authorization/referral
- Food pantry resource referrals

RTM Designs
**Booth # 113, 115, 214**
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864.224.2117
www.rtmdesigns.com
Linda N. Ross, CEO
linda@rtmdesigns.com

RTM Designs creates and hosts application solutions for human services organizations. Our products support information and referral, client tracking, case management and resource maintenance for local, regional, and state-wide networks. We offer mobile apps and web sites delivering valuable community service information to the public. Our dashboard reports give you instant, real-time data on service needs, what is trending now, and how the data compare over time. We invite you to visit us during the conference at our exhibit corner in booths 113, 115, and 214. Come sit and talk while we show you our stuff!

Rx Outreach
**Booth #225**
3171 Riverport Tech Center Drive
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888.796.1234
www.RxOutreach.org
Pete Wyatt, Marketing
314.627.6130

Rx Outreach is the nation’s largest, non-profit, licensed, mail order pharmacy and Patient Assistance Program (PAP). Committed to serving low-income populations that are insured, uninsured or underinsured. Including those on Medicare, Medicaid and without adequate documentation. Offering more than 295 branded and generic medications at affordable prices Rx Outreach charges no additional or hidden fees. Patients pay only the published price of the medication they need. Rx Outreach has served over 230,000 low income patients, saving them in excess of $385 million since its incorporation in 2010.

2-1-1 Counts
**Booth #208**
5899 Nina Place
St. Louis, MO 63112
314.550.2849
www.211counts.org
Charlene Caburnay, President
211counts@hcimpact.com or ccaburnay@hcimpact.com

2-1-1 Counts, created by Washington University in St. Louis, is the first web-based tool to provide real-time, searchable, and visual displays of data from 211 call centers across the nation. 2-1-1 Counts shows the most pressing needs, day-by-day, in neighborhoods, counties, and legislative districts served by 211s. 2-1-1 Counts helps users check trends, make comparisons, and share information to better set priorities, allocate resources, and deliver services more efficiently.

VisionLink, Inc.
**Booth #215, 217**
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303.402.0170
www.visionlink.org
Lisa Hrivnak, Director, Administration
hrivnak@visionlink.org

Are you ready to be the hub of your community? More than just I&R, VisionLink’s New Platform is completely responsive, for any phone, tablet or browser. Completely configurable, any field, tab, form, page, role, permission, trigger, and more can be deployed instantly. Completely adaptable, to the web of partnerships and programs that your organization needs to weave across your community. Completely agnostic, exchange data with anyone. From the same company that deploys My Free Taxes and CDC’s Flu On Call; that supports disaster response across the nation. Be sure you are ready to lead the change.
A big AIRS thank you to all of our volunteers from St. Louis and beyond who helped make this conference a success!

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The Alliance of Information & Referral Systems (AIRS) is the professional association of information & referral providers throughout the United States, Canada and around the world. Incorporated in 1973, the mission of AIRS is to provide leadership and support to its members and affiliates to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together.

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inContact and 2-1-1: Partnering to Handle Any Crisis for 10 Years.

When a crisis hits, 2-1-1 centers need to be available 24/7 to provide guidance and support to the people in need. inContact’s cloud contact center solutions enable 2-1-1 centers to improve the customer experience during a disaster.

- Scalability to adapt to the increase in call volume
- Flexibility to answer calls anywhere, at any time
- Improved response times by delivering real-time metrics

To learn how 2-1-1 centers nationwide manage crises with inContact, stop by **Booth #109**.