Registration

AIRS 2014

Branching Out In I&R

Brochure

36th I&R Annual Training and Education Conference

June 1-4, 2014

Sheraton Atlanta Hotel, Atlanta, Georgia

Co-Sponsored By:
The National Aging Information and Referral Support Center
The Alliance of Information and Referral Systems (AIRS) in collaboration with the National Association of States United for Aging and Disabilities (NASUAD), the National Aging and Disability I&R Support Center, and military conference planners, invite you to join hundreds of your fellow I&R colleagues at the 36th Annual I&R Training and Education Conference, “BRANCHING OUT IN I&R,” June 1-4, 2014, in exciting, Atlanta, Georgia.

**Top reasons why YOU must attend the AIRS Training and Education Conference:**

- Connect with the right people at the right time
- Learn from top thought leaders in more than 80 educational sessions and workshops
- Take home solutions to your tough challenges from our exhibit hall
- Learn new techniques and skills that you can use immediately in your organizations
- Earn CEUs for your professional development and advancement
- Network with your peers at our 5+ networking events
- It is economical and affordable, with over 30 sessions a day and many meals provided. We haven’t raised our prices in years!

**Our goals are to provide attendees with the skills necessary to:**

- Work collaboratively with other community organizations to build coordinated systems of service delivery that encourage cooperation, collaboration and responsible use of limited resources
- Maximize the strengths of each of our organizations
- Advance the effectiveness of I&R professionals

**Who should attend the AIRS I&R Training and Education Conference?**

Professionals who include:
- I&R and I&R/A staff in every sector
- Health & Human Service Providers
- Disaster Preparation & Recovery Planners
- Social Workers
- Case Managers
- Counselors
- Educators
- Military Personnel

**CONFERENCE HIGHLIGHTS**

AIRS conferences are known for the breadth of our educational offerings, with nine tracks and more than eighty sessions. The nine tracks include Aging & Disability, I&R Service Delivery, Disaster, Management, Serving the Military, Resource Management, Technology and a 211 track.

**Pre-Conference Intensive Training:**

This year, AIRS is offering three conference training opportunities to explore important topics in greater detail. These popular, all-day sessions (traditionally known as “the Intensives”) run concurrently from 9:00 am to 4:15 pm on Sunday, June 1st. The fee is $150. To keep the intensive fees affordable, we will not be providing refreshments. Due to the nature of these sessions, space is limited and pre-registration is required. Please indicate on the registration form which training you wish to attend and include the additional payment with your registration fee.

**The ABC’s of I&R**

**Instructors:** Faed Hendry, Manager of Training and Outreach with Findhelp Information Services, Shye Louis, Manager 211 LIFE LINE.

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 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.

**Faed Hendry** is the Manager of Training and Outreach with Findhelp Information Services in Toronto, Ontario. He has delivered hundreds of training workshops related to I&R. He is an AIRS Past President and has served as the Chair of the AIRS Standards Committee and is also an AIRS Accreditation Site Reviewer. **Shye Louis** is the Manager of the 211/LIFE LINE, a blended crisis center and I&R program at Goodwill of the Finger Lakes in Rochester, NY. She has worked in the field of I&R since 1989 and regularly trains both internally with her agency and for outside agencies on issues relating to I&R. Shye is a NYS AIRS Board member.
Crisis Intervention: A Branch Of The I&R Tree
Instructor: John Plonski, Training Consultant, Prevention Suicide Coalition
I&R and Crisis Intervention are not mutually exclusive. This workshop will allow I&R supervisors, trainers and frontline workers to examine the roots of crisis and understand how the five step I&R process and active listening skills described in the ABC’s of I&R provide us with the tools to provide crisis intervention. Using these basics and familiar skills attendees will be able to de-escalate consumers in crisis and identify their core issues allowing for appropriate referral and empowerment.

John Plonski has over 28 years of experience in the fields of Crisis/Suicide Intervention and Information and Referral on local, state, and national levels using a person-centered approach to assist individuals with varied needs, diverse backgrounds and inexperience with navigating the social service system. John has created comprehensive training curricula, seminars and workshops for developing and established organizations that address agency and staff development as well as emerging needs, technologies and issues. He has presented at the national, state, and international levels. John is currently working with New York State Office of Mental Health and the Suicide Prevention Coalition of Long Island, NY as a training consultant.

Employee Motivation: A Supervisor’s Toolkit
Instructor: Erin Goff, CIRS, United Way of Greater Toledo
Whether you are a new supervisor or have a few years of management under your belt, it seems to be true that 10% of employees take up 90% of your time. Gain a better understanding of employee motivation, and be able to use that understanding to increase employee performance, and decrease the amount of time you spend managing your “difficult” staff. Participants should come prepared with questions and examples for discussion.

Erin Goff has worked in I&R for over 8 years, with experience in the worlds of community mental health and multiple sclerosis. In her current work, she manages the 211 call center and supervises 18 Information and Referral Specialists, in addition to coaching interns, volunteers, and work study students. Erin is a Certified Information and Referral Specialist, and serves on several AIRS committees.

Serving the Military Workshops
The sessions in the Serving the Military track have been selected for their value to you, personally and professionally, in helping you meet the needs of military personnel and their families, both Active Duty and Veterans.

AIRS Certification
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 (CIRS-A) will be given on Sunday, June 1st at 1:30 pm and Tuesday, June 3rd at 2:30 pm. Applications can be downloaded from the AIRS website at www.airs.org/certification. Exam fees vary according to your membership level. All applications and payments must be received together at the AIRS National Office by May 1, 2014, and be approved before applicants will be eligible to take the exam. The exams will be held at the Atlanta Regional Commission which is a 10 minute walk from the hotel. Due to seating and computer availability, only 12 test takers are permitted at each session. Selected candidates will be provided with more details on the location closer to the event.
<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Saturday, May 31</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6:00pm – 8:00pm</td>
<td>Registration Open</td>
<td></td>
</tr>
<tr>
<td>12:00pm – 5:00pm</td>
<td>Affiliate Council Meeting</td>
<td></td>
</tr>
<tr>
<td><strong>Sunday, June 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:00am – 6:00pm</td>
<td>Registration Open</td>
<td></td>
</tr>
<tr>
<td>8:30am – 4:00 pm</td>
<td>National Aging and Disability Information &amp; Referral/Assistance Pre-Conference Summit</td>
<td></td>
</tr>
<tr>
<td>9:00am – 4:15pm</td>
<td>Intensives</td>
<td></td>
</tr>
<tr>
<td>1:00pm – 5:00pm</td>
<td>211 State Directors Session (By Invitation Only)</td>
<td></td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td>Certification Exams</td>
<td></td>
</tr>
<tr>
<td>4:30pm – 5:30pm</td>
<td>Military Orientation &amp; Welcome</td>
<td></td>
</tr>
<tr>
<td>4:30pm – 5:30pm</td>
<td>Newcomers Orientation &amp; Welcome</td>
<td></td>
</tr>
<tr>
<td>5:30pm – 6:30pm</td>
<td>Opening Reception in Exhibit Hall</td>
<td></td>
</tr>
<tr>
<td><strong>Monday, June 2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:00am – 6:00pm</td>
<td>Registration Open</td>
<td></td>
</tr>
<tr>
<td>8:00am – 9:45am</td>
<td>Opening Breakfast</td>
<td></td>
</tr>
<tr>
<td>9:30am – 5:00pm</td>
<td>Exhibits Open</td>
<td></td>
</tr>
<tr>
<td>10:00am – 11:30am</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>1:00pm – 2:15pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>3:00pm – 4:30pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>6:30pm – 9:00pm</td>
<td>Dinner at the Georgia Aquarium</td>
<td></td>
</tr>
<tr>
<td><strong>Tuesday, June 3</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8:00am – 6:00pm</td>
<td>Registration Open</td>
<td></td>
</tr>
<tr>
<td>8:30am – 9:00am</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>9:30am – 4:00pm</td>
<td>Exhibits Open</td>
<td></td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>12:15pm – 2:00pm</td>
<td>Aging &amp; Disability Luncheon with speaker</td>
<td></td>
</tr>
<tr>
<td>2:15pm – 3:30pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>2:30pm – 4:30pm</td>
<td>Certification Exams</td>
<td></td>
</tr>
<tr>
<td>7:30pm – 9:00pm</td>
<td>Dinner reception and Friends of AIRS Auction</td>
<td></td>
</tr>
<tr>
<td><strong>Wednesday, June 4</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8:00am – 2:00pm</td>
<td>Registration Open</td>
<td></td>
</tr>
<tr>
<td>9:00am – 10:30am</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>10:45am – 12:15pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>Annual Meeting and Membership Luncheon</td>
<td></td>
</tr>
<tr>
<td>2:15pm – 3:30pm</td>
<td>Concurrent Workshops</td>
<td></td>
</tr>
<tr>
<td>3:45pm</td>
<td>Conference Adjourns</td>
<td></td>
</tr>
</tbody>
</table>

Schedule at a Glance *tentative*
Networking Events:

Newcomers Orientation
Sunday, June 1
All new members and first time attendees are invited to join the AIRS Board of Directors, staff and local hosts to ask questions about AIRS, network, learn about the conference and the beautiful city of Atlanta.

Welcome Reception
Sunday, June 1
Join your friends, colleagues and AIRS exhibitors at the opening event of the AIRS conference. Enjoy light appetizers and a cash bar (average alcoholic drink cost is $6.50) while you get acquainted and re-acquainted with colleagues from around the country, tour the exhibit hall and meet our exhibitors in a fun-filled atmosphere.

Dinner at the Georgia Aquarium
Monday, June 2
Join us for a delicious dinner amid the beauty of the Georgia Aquarium. Enjoy a spectacular view and dinner inside a huge aquarium. A delicious buffet dinner will be served and transportation will be provided. There will be a cash bar available, the average alcoholic drink cost is $7.00. Take a virtual tour at www.georgiaaquarium.org. Dinner is included in your full registration fee. Admission to tour the aquarium is not included and is additional.

Dessert Reception and Friends of AIRS Auction
Tuesday, June 3
Join us for a casual networking dessert reception while you bid on wonderful, unique auction items. Help raise money for AIRS conference scholarships and enjoy a sweet treat. This event is included in your full registration fee.

AIRS Annual Meeting and Membership Luncheon
Wednesday, June 4
Everyone is encouraged to join us at the annual membership meeting including the presentation of the awards of accreditation and the opportunity to meet newly elected as well as returning board members.

Exhibits
Get up close and personal with over thirty exhibitors and organizations dedicated to the I&R industry. Visit allied industry associations, software and hardware providers, response and call center providers, equipment and supplies providers and more, all together under one roof to offer you the latest in information, product and services.

Conference Proceedings
The conference presentations will be available for free to conference attendees via a password accessed web page that will be ready about one week after the conference. This will contain handouts from most of the presentations.

Continuing Education Credits
The Alliance of Information and Referral Systems will award Continuing Education Units (CEUs) to each participant who successfully completes conference workshops designated 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.

Conference participants wishing to receive Continuing Education Units (CEUs) need to register on the conference registration form by marking the appropriate box. There is a processing and record maintenance fee of $35 for AIRS members and $45 for non-members.
The City of Atlanta Welcomes You...

Atlanta gleams amid glass and steel towers, but the heart of the South's largest city is its people. Visitors are likely to be greeted with a big helping of "How y'all doing" hospitality. Atlanta may have birthed "Gone with the Wind," yet today's big, bustling city is more New South than old. This diverse population of 4 million residents is decidedly youthful, younger than the U.S. population and more racially diverse. You’re more than likely to meet folks who came for a weekend and decided to stay a lifetime.

Atlanta began as a transportation mecca. It still is, but with a 21st-century global approach. Hartsfield-Jackson Atlanta International Airport is the busiest airport in the world. Atlanta is America's most accessible city with direct, nonstop service to more than 155 U.S. destinations – 80 percent of those within a two-hour flight. It’s also the second busiest for international flights, and with the MARTA stations located inside the airport, visitors can roll into town without a car.

Centennial Olympic Park, the heart of Downtown's tourist hub, is marked by playful fountains that draw visitors to its core. World-class attractions such as the popular Georgia Aquarium, home to whale sharks and wave pools, Zoo Atlanta and World of Coca-Cola, a dedication to a century of top-notch advertising, are only a short walk away. Sports fans congregate here too, to cheer the NFL Falcons in the Georgia Dome, NBA Hawks and WNBA Atlanta Dream in Philips Arena and the MLB Braves at Turner Field.

The city's rich cultural history comes to life in Sweet Auburn, once the richest black street in America. It's a mecca for civil rights travelers at the Martin Luther King Jr. National Historic Site and Ebenezer Baptist Church. Dining out is essential to Atlanta's social scene, where chef-run indie restaurants dish up modern American cuisine in strikingly beautiful dining rooms. Among the chic, up-to-the-minute places are plenty of cozy diners, cafés and bistro. The international "mom and pop" diners of Buford Highway dish up menus with little English and lots of flavor.

Look beyond the city's core, because Atlanta's neighborhoods are packed with personality too. Midtown melds in town glitz with culture of the Woodruff Arts Center, High Museum of Art, famed Piedmont Park and the Atlanta Botanical Garden. The Westside has become a magnet for foodies, architecture and design enthusiasts and shoppers. Buckhead blends boutiques and galleries with fabulous dining, while Little Five Points lives on the edge between bohemian grunge and a solid theatre scene.

Culture oozes in Atlanta like heat off the sidewalks in July. Emerging designers pepper the city's boutiques. Indulge in hightbrow, Grammy winning symphony, opera and ballet. The Fox Theatre hosts the best touring shows in the nation. Catch homegrown plays on stage at both Alliance Theatre and Horizon Theatre, improv at Dad's Garage or inspire your imagination at the Center for Puppetry Arts. Atlanta is known as the birth place of the civil rights movement. Dr. Martin Luther King started the worldwide "Civil Rights" movement here in Atlanta. He had the support of many black and white leaders in this gigantic undertaking. The Margaret Mitchell House is a museum to a book about the Antebellum South, "Gone With The Wind".

It's easy to fall in love with this beautiful city's cultivated charm. Visit www.atlanta.net for more info on your favorite pastimes.
Hotel Information:
The Sheraton Atlanta Hotel is conveniently located in the heart of the city. Attendees are responsible for making their room reservations directly with the Sheraton Atlanta Hotel. Early reservations are encouraged to ensure rooms at special discounted rates, $129 single occupancy plus tax. This rate is for non-government and government employees. Reservations must be made before May 2, 2014 to receive this special pricing. Call 800.833.8624, https://www.starwoodmeeting.com/Book/AIRSAnnual; be sure to reference AIRS to receive these special low rates. In order to be able to bring you a conference of this magnitude, it is important that you stay at the headquarter hotel, so we can continue to ensure the quality of our future programs and low hotel room rates.

Roommate matching is available. Contact Amanda Leibert 703.218.AIRS (2477) x 211 or online: amandaleibert@airs.org

Attendees are responsible for making their own travel arrangements. Registration fees do not include hotel or travel. With a passenger terminal complex equivalent to more than 45 football fields, Hartsfield-Jackson Atlanta International Airport is the world’s busiest passenger airport. Atlanta is popular with most carriers including like hometown Delta Air Lines, as the city is an affordable 2-hour flight away from 83 percent of U.S. cities.

Transportation:
Taxicabs: The average taxi fare to and from the airport is approximately $32 plus gratuity. The one-way trip takes 20-30 minutes.

Shuttles: The Atlanta Airport Shuttle Service (TASS) offers transportation to and from the airport. From the airport, pick-up is located at Ground Transportation. The shuttle runs from 6:00 am to midnight daily. The cost is $16.50 one way per person or $29 round trip per person. For reservation or questions, please call 404.941.3440 or visit www.taass.net

Travel: Valet parking is available for $29 per night. Self-parking is available for $22 per night.

Discounted Auto Rental Rates:
AIRS has negotiated discounted auto rental rates with Avis Auto Rental for our attendees. Rates are available from May 25-June 11. To make your auto rental arrangements, please call Avis at 800.331.1600 or online at www.avis.com and refer to AWD number "J906508" to receive the special AIRS discounted rates.

Weather & Attire:
Temperatures range from the mid to high 80’s during the days and 70s in the evenings. Suggested dress for the conference and social events is casual/business casual.
Conference Registration:

All credit card transactions are processed in U.S. dollars and are subject to the current exchange rates. Only U.S. dollars are accepted.

IMPORTANT: So that all requests and orders can be processed in a timely manner, it is very important that you pay the correct amount. Submitting the wrong amount could cause a delay in processing your registration and/or incur higher registration fees. You must be absolutely sure of your correct membership level. Your membership level can be found on your “Certificate of Membership” which is sent to either the individual member (if an individual membership) or your organization’s designated contact.

<table>
<thead>
<tr>
<th>Register by April 18 and SAVE!</th>
<th>Full Conference Registration Fee Includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AIRS Members:</strong></td>
<td><strong>Aging &amp; Disability Summit</strong></td>
</tr>
<tr>
<td>Basic Level</td>
<td>Sunday, June 1</td>
</tr>
<tr>
<td>Standard Level</td>
<td>Workshops</td>
</tr>
<tr>
<td>Premium Level</td>
<td>Monday, Tuesday, Wednesday, June 2,3,4</td>
</tr>
<tr>
<td>Aging Network Member</td>
<td>Welcome Reception</td>
</tr>
<tr>
<td>GA AIRS Member</td>
<td>Sunday, June 1</td>
</tr>
<tr>
<td>Non-Member</td>
<td>Breakfast</td>
</tr>
<tr>
<td>Single Day Basic Member</td>
<td>Monday, June 2</td>
</tr>
<tr>
<td>Single Day Standard Member</td>
<td>Dinner at the Aquarium</td>
</tr>
<tr>
<td>GA AIRS and Premium Member Single Day:</td>
<td>Monday, June 2</td>
</tr>
<tr>
<td>Aging Network Member Single Day</td>
<td>Lunches</td>
</tr>
<tr>
<td>Non-Member Single Day</td>
<td>Tuesday, June 3, Wednesday, June 4</td>
</tr>
<tr>
<td></td>
<td>Dessert reception &amp; AIRS Silent Auction</td>
</tr>
<tr>
<td></td>
<td>Tuesday, June 3</td>
</tr>
<tr>
<td></td>
<td>Admission to the Exhibit Hall, Breaks, Cyber Cafe</td>
</tr>
<tr>
<td></td>
<td>One-day registrants may attend Monday, Tuesday or Wednesday only. If you wish to participate in the Dinner at the Aquarium, Dessert Reception/Friends of AIRS Silent Auction, you must purchase a separate ticket in addition to your one-day registration fee.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Register between April 19 - May 26</th>
<th>One-day only registration fee includes:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AIRS Members:</strong></td>
<td><strong>Monday only includes:</strong></td>
</tr>
<tr>
<td>Basic Level</td>
<td>Opening Breakfast</td>
</tr>
<tr>
<td>Standard Level</td>
<td>Monday’s Workshops</td>
</tr>
<tr>
<td>Premium Level</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>Aging Network Member</td>
<td>Admission to the Exhibit Hall</td>
</tr>
<tr>
<td>GA AIRS Member</td>
<td></td>
</tr>
<tr>
<td>Non-Member</td>
<td><strong>Tuesday only includes:</strong></td>
</tr>
<tr>
<td>Single Day Basic Member</td>
<td>Tuesday’s Workshops</td>
</tr>
<tr>
<td>Single Day Standard Member</td>
<td>Refreshment Break</td>
</tr>
<tr>
<td>GA AIRS and Premium Member Single Day:</td>
<td>Aging Luncheon with Speaker</td>
</tr>
<tr>
<td>Aging Network Member Single Day</td>
<td>Admission to the Exhibit Hall</td>
</tr>
<tr>
<td>Non-Member Single Day</td>
<td><strong>Wednesday only includes:</strong></td>
</tr>
<tr>
<td></td>
<td>Wednesday’s Workshops</td>
</tr>
<tr>
<td></td>
<td>Annual Meeting and Membership Luncheon</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Register between May 27 - onsite:</th>
<th>Special Event Tickets:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AIRS Members:</strong></td>
<td>Tickets for your guests who wish to attend the Welcome Reception, Lunches, Breakfasts, Dinner at the Aquarium and Dessert Reception/ Friends of AIRS Silent Auction need to be purchased in advance using the conference registration form. Pre-registration is required as capacities are limited.</td>
</tr>
<tr>
<td>Basic Level</td>
<td></td>
</tr>
<tr>
<td>Standard Level</td>
<td></td>
</tr>
<tr>
<td>Premium Level</td>
<td></td>
</tr>
<tr>
<td>Aging Network Member</td>
<td></td>
</tr>
<tr>
<td>GA AIRS Member</td>
<td></td>
</tr>
<tr>
<td>Non-Member</td>
<td></td>
</tr>
<tr>
<td>Single Day Basic Member</td>
<td></td>
</tr>
<tr>
<td>Single Day Standard Member</td>
<td></td>
</tr>
<tr>
<td>GA AIRS and Premium Member Single Day:</td>
<td></td>
</tr>
<tr>
<td>Aging Network Member Single Day</td>
<td></td>
</tr>
<tr>
<td>Non-Member Single Day</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conference Cancellation/Refund Policy:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No cancellations will be accepted after April 30, 2014. Cancellations prior to this date will be subject to a $100 processing fee. All cancellations must be in writing. Refunds will not be given for no-shows at the conference. If you are unable to attend the conference and have already registered, you may substitute someone in your place for a fee of $75. Please submit substitution changes in writing with your payment to: CONDOR Registration Services, P.O. Box 3348, Huntsville, AL 35810, <a href="mailto:airs@condorregistration.net">airs@condorregistration.net</a></td>
</tr>
</tbody>
</table>
# 2014 I&R Training and Education Conference

**June 1-4, 2014**  
Sheraton Atlanta Hotel, Atlanta, Georgia  
“Branching Out in I&R” Registration Form

**First Name:** ______________________________________________  **Last Name:** ______________________________________________  **Member #:** ____________________

**Title:** _____________________________________________________________________________________________________  **DSN # (Military Only):** ______________

**Organization:** _______________________________________________________________________________________________________________________________

**Address:** ___________________________________________________________________________________________________________________________________

**City:** _____________________________________________________________________________  **State/Province:** _____________  **ZIP/Postal Code:** ________________

**Phone:** _______________________________________________  **Fax:** _______________________________________________  **Country:** __________________________

**Email:** _____________________________________________________________________________________________________________________________________

**Emergency Contact Name:** ______________________________________________________  **Contact Phone #:** _______________________________________________

## Conference Registration (Select one):

**By April 18**  
**April 19 - May 26**  
**May 27 - Onsite**  
**Charge**

- **Basic Level.** $455  
  $525  
  $595  
  $_________

- **Standard Level.** $432  
  $498  
  $565  
  $_________

- **Premium Level.** $364  
  $420  
  $476  
  $_________

- **GA AIRS Member.** $364  
  $420  
  $476  
  $_________

- **Aging Network Member (unless also an AIRS Premium Member).** $455  
  $525  
  $595  
  $_________

- **Non-Member.** $600  
  $675  
  $745  
  $_________

- **Single Day Basic Member.** $240  
  $280  
  $320  
  $_________

- **Single Day Standard Member.** $228  
  $268  
  $304  
  $_________

- **Single Day NW AIRS and Premium Member.** $192  
  $224  
  $256  
  $_________

- **Single Day Aging Network Member.** $240  
  $280  
  $320  
  $_________

- **Non-Member Single Day Registration.** $340  
  $380  
  $420  
  $_________

**Select Day:**  
- Monday, June 2  
- Tuesday, June 3  
- Wednesday, June 4

Join today and take the member rate! Contact Membership Director: Moayad Zahralddin 703.218.AIRS x202 or moayad@airs.org

*Important: Select the correct membership level. Selecting the incorrect membership level could delay the processing of your registration and/or increase your registration fees. Your membership level can be found on your “Certificate of Membership” which is sent to either the individual member or your organization’s designated contact.

## Additional Tickets Requested:  
(Please indicate number of guest tickets desired.)

<table>
<thead>
<tr>
<th>Event</th>
<th>Tickets</th>
<th>Fee</th>
</tr>
</thead>
</table>
| Welcome Reception (Sunday, June 1) | Guests @ $25 | $_________
| Opening Breakfast (Monday, June 2) | Guests @ $40 | $_________
| Dinner at the Aquarium (Monday, June 2) | Guests @ $65 | $_________
| Luncheon | Guests @ $60 | $_________
| Dessert reception & AIRS Silent Auction (Tuesday, June 3) | Guests @ $65 | $_________

## CIRS/CRS/CIRS-A Exam:  
(Submit application separately to AIRS)

All applications must be received by May 1, 2014 and approved before applicants will be eligible to take the exam. Exam Dates: Sunday, June 1 & Tuesday, June 3

## Continuing Education Units:  
Fee

<table>
<thead>
<tr>
<th>Category</th>
<th>AIRS members</th>
<th>Non-members</th>
</tr>
</thead>
</table>
| AIRS members | $35 | $_________
| Non-members | $45 | $_________

## AIRS Intensives - Sunday, June 1  
(Select one, pre-registration required)

<table>
<thead>
<tr>
<th>Intensive</th>
<th>AIRS members</th>
<th>Non-members</th>
</tr>
</thead>
</table>
| The ABC’s of I&R | $150 | $225 | $_________
| Crisis Intervention: | | |
| A Branch of the I&R Tree | $150 | $225 | $_________
| Employee Motivation: | | |
| A Supervisor’s Toolkit | $150 | $225 | $_________

CONTINUED ON NEXT PAGE
### Registration Form

#### 2014 I&R Training and Education Conference

### Aging Summit - Sunday, June 1

(Pre-registration required - indicate if attending)

The National Aging and Disability Information and Referral/Assistance Pre-Conference Summit (No charge, pre-registration is required.)

[ ] Please indicate if attending

---

#### Payment Information:

- **Method of Payment:**
  - [ ] MasterCard
  - [ ] VISA
  - [ ] Discover
  - [ ] Amer Exp
  - [ ] Check (Payable to AIRS)

Total Charge $___________

- **Purchase Order #** _______________

(POs must be paid by April 5 to receive early rate. All POs must be paid by April 29, 2014)

- **Card/Check #** ____________________

*Verification Code: ________

(See below)

- **ZIP code for billing address:** ______________________

*Credit Card Verification Code is 3 digits on back of MC & VISA, 4 digits on front of AmEx

- **Cardholder’s Name on Card:** ____________________________________________

*Signature: ______________________

All transactions are in U.S. dollars and are subject to current exchange rates. Please make checks payable to AIRS and drawn on a U.S. bank. AIRS Tax 10# 23-7235032

---

#### Cancellation/Refund Policy:

- No cancellations will be accepted after April 30, 2014. Cancellations prior to this date will be subject to a $100 processing fee. All cancellations must be in writing. Refunds will not be given for no-shows at the conference. If you are unable to attend the conference and have already registered, you may substitute someone in your place for a fee of $75. Please submit substitution changes in writing with your payment to: CONDOR Registration Services, P.O. Box 3348, Huntsville, AL 35810, airs@condorregistration.net

---

#### 3 Easy ways to register for the conference:

1. **Online**

   - We encourage you to register online:
   - [www.air.org](http://www.air.org)

   Have your credit card or online check information ready, including the billing address. If using an online check, have a blank check handy for the ABA (routing) number, account number, and check number.

   All registrations must be paid by April 18, 2014 to receive early bird rate.

2. **Via United States Mail**

   - Via United States mail
   - Mail all completed registration forms and payment to:
   - AIRS Conference
   - c/o CONDOR Registration Services
   - P.O. Box 3348
   - Huntsville, AL 35810
   - Phone: 256.852.4490
   - Fax: 877.314.6077
   - Email: airs@condorregistration.net

3. **Via Fax**

   - Fax all completed registration forms and credit card payment to:
   - AIRS Conference
   - c/o CONDOR Registration Services
   - P.O. Box 3348
   - Huntsville, AL 35810
   - Phone: 256.852.4490
   - Fax: 877.314.6077
   - Email: airs@condorregistration.net

Confirmations will be emailed/mailed/faxed if your registrations are received and paid in full on or before May 2, 2014.
United Way Flexible Credits

United Ways will be able to use flexible credits to offset registration and some travel costs for the 2014 AIRS Conference. United Way Worldwide (UWW) Flexible Credits may be used for the conference registration fee and some travel expenses and per diem. To check your flexible credit balance visit: http://online.unitedway.org/flexcredits (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 three items to obtain reimbursement through flexible credits to:

Registrar, Learning Opportunities, United Way Worldwide, 701 North Fairfax Street, Alexandria, VA 22314. Please contact the Registrar at 703-836-7112 x 237 with questions. The three items are:
• Your CEO’s written permission
• A copy of your completed registration form
• Proof of payment (either a cancelled check or a credit card receipt showing the charge)

A $35.00 fee for processing your flexible credit reimbursement request will be charged for this special approved provider offering.

Please register before April 18, 2014, which is the cut off day for the “early registration” rate. Registration for the conference will be reimbursed at the early bird registration rate only ($455 for members and $600 for nonmembers). 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

The National Aging and Disability I&R/A Symposium

Need to brush up your skills and knowledge of aging and/or disability services? Want to share innovative business practices and service improvement ideas with your national colleagues? Find all this and more at the 2014 National Aging and Disability I&R/A Symposium!

With a pre-conference I&R/A Summit for Aging and Disability professionals, and a full complement of workshops, panel discussions 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 to experience an exciting blend of workshops facilitated by I&R/A, ADRC, CIL, and Federal and National Association professionals from across the country discussing cutting edge initiatives in aging and disability information and referral programs. This is your opportunity to gain insight that will help you to revitalize your I&R/A programs and services as you continue to work with older adults, people with disabilities and their caregivers.

The National Aging and Disability I&R/A Symposium is convened by the National Aging and Disability I&R/A Support Center at the National Association of States United for Aging and Disabilities (NASUAD), in collaboration with the National Association of Area Agencies on Aging (n4a), and with support from the U.S. Administration for Community Living (ACL). The National I&R/A Support Center aims to provide support and assistance to State and Area Agencies on Aging, Aging and Disability Resource Centers (ADRCs), Centers for Independent Living (CILs), and other non-profit I&R organizations to enhance the quality of I&R/A systems, service delivery and professionalism of personnel. Contact Sara Tribe at NASUAD, 202.898.2578 x 305 or stribe@nasuad.org with questions.
The Alliance of Information and Referral Systems

The Alliance of Information & Referral Systems (AIRS) is the international 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. For more information about AIRS contact 703.218.AIRS (2477) or www.airs.org.

Important Contact Information

Charlene Hipes, Chief Operating Officer
703.218.AIRS (2477) x 212
charlenehipes@airs.org

Sharon Galler, Conference Director
703.218.AIRS (2477) x 204
sharong@airs.org

Danielle Burns, Conference Manager
703.218.AIRS (2477) x 209
danielleburns@airs.org

Speaker & Program Information:
Clive Jones, Program Coordinator
250.642.0145
clivemjones@gmail.com

Membership:
Moayad Zahralddin, Membership Director
703.218.AIRS (2477) x 202
moayad@airs.org

Certification:
Maria LeDoux CAE, Certification Director
703.218.AIRS (2477) x 201
maria@airs.org

Military Liaison
Lucinda S. Lorei
Information and Referral Program
Manager Personal & Professional Development (MFR) Marine and Family Programs Division Headquarters US Marine Corps
703.784.9523
Lucinda.lorei@usmc.mil

National Aging and Disability Information & Referral / Assistance Symposium
Sara Tribe, NASUAD
stribe@nasuad.org

Roommate Sharing
Amanda Leibert, Administrative Manager
703.218.AIRS (2477) x 211
amanda@airs.org

Scholarships
Francine Kranzberg, Jconnect/JIRS
Francie.Kranzberg@shalomDC.org

For information about AIRS’ exhibit and sponsorship opportunities contact:
Sharon Galler, Conference Director
Phone: 703.218.AIRS (2477) x 204
Email: sharong@airs.org

AIRS NATIONAL OFFICE:
11240 WAPLES MILL ROAD
SUITE 200
FAIRFAX VA 22030
703/218-AIRS (2477) PHONE
703/359-7562 FAX
WWW.AIRS.ORG
INFO@AIRS.ORG

The Alliance of Information and Referral Systems

The Alliance of Information & Referral Systems (AIRS) is the international 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. For more information about AIRS contact 703.218.AIRS (2477) or www.airs.org.