

	Plenary Room	Room 1	Room 2	Room 3	Room 4
Monday October 17th, 2022					
9 am -11:30 am Workshops		Bridges Out of Poverty	Aging and Disabilities Symposium	Housing, Homelessness and Diversion: Supporting a Problem -Solving Culture in Your Community	When the Music Changes, So Must the Dance; Finding Common Ground, the DEIBA (Diversity, Equity, Inclusion, Belonging, Access) Experience
		Sarah Kile 211 Northeast Michigan	Nanette Relave - ADvancing States Sara Tribe Clark - USAging	Kristi Schulenberg Center for Capacity Building at the National Alliance to End Homelessness	J Lamont Harris and Camica Credle
11:30am - 1:15 pm Welcome Luncheon and Keynote	Keynote/Luncheon "Mindset Matters: Moving From Frustration To Possibility" Nathalie Thompson				
1:30- 2:30 Concurrent Sessions		Database Style Guide Training and Quality Assurance Review of Resources: Tools, Techniques, and Tricks to Truncate the Tedium of Tiresome Tasks	Managing Difficult Calls: Looking In The Mirror	Sliming: Combating Compassion Fatigue and Burnout with Low Impact Debriefing	Confessions of a Recovering Piano Teacher: How Five Pedagogy Principles Can Make You a Training Maestro

		Jennifer Palmer United Way of Southwestern Pennsylvania, Pittsburgh, PA	John Plonski IMAlive.org, Hicksville, NY	Latisha Carr and Kim Barnhouse Mental Health Association of Frederick County, Frederick, MD., USA	AIRS Training Committee
3:45 - 4:30 Snack break in Exhibit Area					
4:30 - 5:30 pm Concurrent Sessions		Introduction to Accessible Content	Veterans Justice Programs Services	Outreach & Engagement: Post Pandemic Tips and Tricks	DEIBA Jeopardy - Test Your Knowledge of What's In, What's Out, and What's Best
		Mike Lightbody and Ann Busta Iowa Compass	James Haskell VA Medical Center, Baltimore MD	Altise Street DentaQuest, Richmond, VA	AIRS Council For Equity and Access
Tuesday October 18th, 2022					
9:30-10:30 - Concurrent Sessions		Language Access and Cultural Competency in Database Curation	Policy and Advocacy: What's New and What to Do!	The Purpose of Person Centered Practices	Charting the LifeCourse for a Good Life Plan: a framework for supporting individuals with substance abuse and their families
		Jordan Marsh, 211/LIFE LINE, Rochester, NY Angee Brown, TogetherNow, Rochester NY	Meredith Whitmire and Bob Blancato Matz, Blancato and Associates, Washington, DC	Lexie Bartunek Aging and Long-Term Support Administration, Lacey, Washington	Mary C. Turner Missouri Family to Family, Kansas City, MO
10:30-11:15 - Morning Snack Break in Exhibits					

11:15-12:15 Concurrent Sessions		10 Tips and Tricks to Up Your Excel Game Today	Powerful Advances for Contact Centers	Use Your Janet Jackson Voice - Managing Difficult Callers	Loving Your Community: How to Make Statewide Information and Referral Systems Person-Centered While Building On Existing Partnerships
		Richard Smith, Alliance of Information and Referral Systems Adria Smith, PACE of the Triad Greensboro, NC	Quinton Askew, 211 Maryland, Baltimore MD Julie Ogunleye, 211 Greater Twin Cities United Way Tiffany Olson, King County 211 Manager Marioly Botero, United Way 211 Greater Atlanta	Jamie R. Saunders St. Louis Area Agency on Aging, St. Louis, Missouri	Sara Link, Sara Stowe, and Erika Okonsky Department of Aging and Rehabilitative Services, Richmond, VA
12:15-1:30 - Lunch					
1:30- 2:30 Concurrent Session		Creating an I&R Equity Data Toolkit	Connecting You to Your Best "MilLife"	Connecting Consumers to Community Transportation Information and Resources	What We Learned By Transforming Information and Referral in Canada
		Caleb Goodrum South Carolina 211, Columbia, South Carolina	Michelle Aldana Military Community and Family Policy, Alexandria, VA	Melissa Gray USAging Washington DC	Kristen Buckley, Findhelp Information Systems, Toronto, Ontario Canadian Leadership Team members; specific members still to be identified
2:45 - 3:45 Concurrent Sessions		A Gathering of Minds: Taxonomy and Database Curator	Providing Crisis Support Through Text and Chat	Survive So That You May Provide: Business Continuity For the I&R Agency	Stress Management for Leaders

		Committee Panel Discussion			
		Lindsay Paulsen, United Way of Midlands, Omaha, NE Kathy Sheridan, Michigan 2-1-1, Lansing, MI Other presenters may join but have not yet been approved to attend	Taylor Funke, Clinical Technologies, Sioux Falls, SD Ting Ting Lee, Manager, Clinical Technologies, Davis, CA	Sean Blair 2-1-1 Broward, Fort Lauderdale, FL	Kristen Routh Behavioral Health- American Red Cross-Service to the Armed Forces; Washington, DC
4-5 pm Concurrent Sessions		Small but Mighty - ADRCs and Data Management In a Big World!	ServingTogether - Connecting Veterans, Service Members and Their Families to Resources	“Buckle Up! Some Common Bumps Along the Journey of Accreditation”.	Post Pandemic Workforce Issues - From Hiring to Retention
		Siena Lindemann Aging Services, Capital Area Council of Governments, Austin TX	Dr. Xavier Bruce "Dr. X" EveryMind, Rockville, MD	Jennifer Abels, AIRS, Sioux City, SD Vicki Mize (AIRS Reviewer) Jennie Pollak (Accreditation Commission Chairperson) Toni Perales Roberts (Commission Member and Director of an AIRS Accredited organization)	Chiara Cameron-Wood Sara Tribe Clark Zach Trammel Nanette Relave
6-9 pm AIRS Honors Banquet and Ball					
Wednesday October 19th					
8:30AM - 10:30 AM Breakfast, AGM and Focus groups					