

Northwest Alliance of Information and Referral Systems (NWAIRS)

NWAIRS Regional Conference - www.nwairs.org

"Building Our Skills for the New Frontier"



October 16th - 17th, 2014

The Coeur D'Alene Resort

115 S 2nd Street (208) 765-4000

FEATURING PATRICK H. MCGAUGHEY, CPF, an international business speaker, consultant and certified professional facilitator. His professional leadership and management background in broadcasting, business association management, medical administration and consulting qualify Patrick to address current topics in leadership, management, marketing, sales and employee performance.

CONFERENCE HIGHLIGHTS

- EXCITING WORKSHOPS ON A WIDE RANGE OF TOPICS INCLUDING: EMERGENCY MANAGEMENT, SERVING OUR VETERANS, KINSHIP CARE, PROVIDING MORE ROBUST SERVICE, AND MANY MORE!
- MANY OPPORTUNITIES TO NETWORK WITH COLLEAGUES FROM AROUND THE NORTHWEST
- CONTINUING EDUCATION FOR CIRS, CIRS-A AND CRS
- TWO CERTIFICATION EXAMINATIONS DURING THE CONFERENCE
- SCHOLARSHIPS AVAILABLE FOR THE CONFERENCE FEE AND CERTIFICATION COSTS
- APPROPRIATE FOR NEW AND EXPERIENCED PROFESSIONALS

Scholarships

NW-AIRS offers scholarships for the conference registration fee and to cover the costs of certification. Scholarships are available to staff of any current member organization. The deadline for scholarship applications is August 15th, 2014. [Conference Scholarship Applications Form](#)

AIRS Certification Examination

Certification Examinations for Information and Referral Specialists (CIRS), Resource Specialists (CRS) and Specialists in Aging (CIRS-A) will be offered twice during the conference, on Wednesday October 15th at 5:30 p.m. and Friday October 17th at 1:00 p.m.

Who Should Attend

- 2-1-1 Call Center Specialists, Resource Specialist and Data Managers
- Senior I&A and Aging and Disability Services Providers
- City and County I&R and Customer Service Staff
- Case Managers and Social Workers
- Nonprofit and Human Services Providers

SPONSORS: ■ AVISTA CORP ■ CHINESE INFORMATION AND SERVICE CENTER ■ ASIAN COUNSELING AND REFERRAL SERVICE ■ OREGON DHS – SENIORS AND PEOPLE WITH DISABILITIES ■ SOUTHEAST WASHINGTON AGING AND LONG TERM CARE ■ MULTNOMAH COUNTY AGING & DISABILITY SERVICES ■ INCONTACT ■ WASHINGTON ASSOCIATION OF AREA AGENCIES ON AGING ■ SOUTHWEST WASHINGTON AGENCY ON AGING AND DISABILITIES ■ AREA AGENCY ON AGING OF NORTH IDAHO

◆————— **Wednesday, October 15th** —————◆

- 12:00 pm ◆ Annual Membership Meeting and Luncheon
- 3:00 pm - 6:00 pm ◆ Registration
- 5:30 pm ◆ AIRS Certification Examination at North Idaho Community College

◆————— **Schedule at a Glance** —————◆

| Thursday, October 16th | | | |
|-----------------------------------|--|---|--|
| 7:30 - 8:30 | Registration & Breakfast | | |
| Presentation | | | |
| 8:30 - 10:00 | Keynote Presentation: Practicing Customer Service Patrick H McGaughey , CPF ActivatingPeople.com, our Keynote speaker is sponsored by North Idaho Area Agency on Aging | | |
| 10:00 - 10:30 | Break | | |
| 10:30 - 12:00 | The Simple Physics of Performance | Making Sense of Veterans’ Resources & Benefits | Personal Preparedness is Your Business |
| 12:00 - 1:30 | Lunch | | |
| 12:45 - 1:15 lunch talk | “Improving Customer Experience by Engaging Employees to Be Remarkable.” Presenters: Kelly Magalsky and Crissa Francz, Avista | | |
| 1:30 - 3:00 | How to Recognize Legal Issues in the Course of ADRC Consumer Dialogue | Veterans’ Service-Related Concerns | 20 days to a Better Customer Experience: Utilizing Touchpoint Teams to Improve Service |
| 3:00 - 3:30 | Break | | |
| 3:30 - 5:00 | A Person Centered Approach to Assisting Kinship Care Families | Veterans’ Program Development | Disaster Resilience: Leveraging Emergency Management Partnerships to Save Lives and Minimize Suffering |
| 5:00 – 6:30 | Sponsors Reception | | |
| Friday, October 17th | | | |
| 7:00-8:15 | Breakfast | | |
| 8:30 - 10:00 | From Barriers to Bridges, Part A | Conducting Independent Living Assessments | Follow-ups: Completing the Circle of I&R |
| 10:00 - 10:30 | Break | | |
| 10:30 - 12:00 | From Barriers to Bridges, Part B. | How to Build & Maintain Professional Boundaries | Strategies for Reaching Employment Goals Across the Adult LifespanDSHS/ALTSA/HCS |
| 1:00 | AIRS Certification Exam at North Idaho Community College | | |

CONTACTS: CORRIE BLYTHE (509) 965-0105, PAUL IARROBINO (503) 988-6941 OR OUR WEBSITE AT www.nwairs.org