

# **ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS (AIRS) ANNUAL REPORT 2020**



Information & Referral  
*connecting people to  
community services*

## AIRS Sets Standards ...



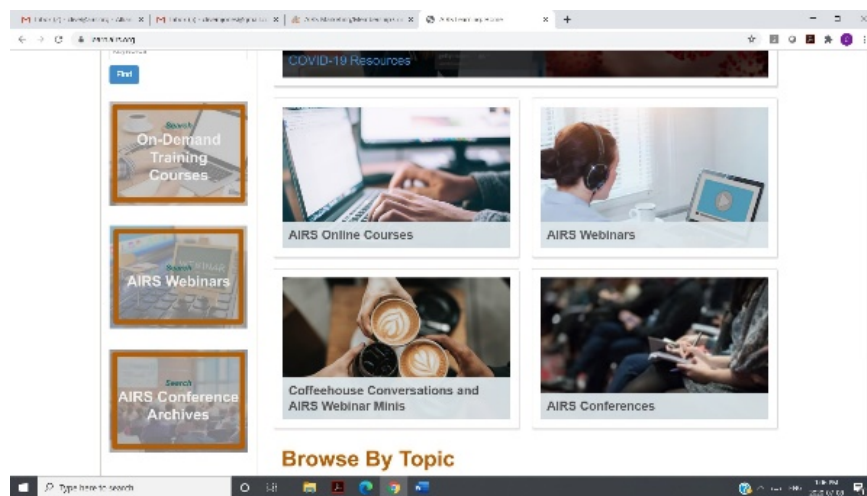
## AIRS Accredits Organizations ...



## AIRS Certifies Practitioners ...



## AIRS Trains ...



## AIRS AUDITED FINANCIAL STATEMENTS

### Alliance of Information and Referral Systems Inc

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

	<u>Without Donor Restrictions</u>	<u>With Donor Restrictions</u>	<u>Total</u>
Revenue, support and other changes:			
Membership dues	\$ 346,126	\$ -	\$ 346,126
Training	208,810	-	208,810
Accreditation	198,900	-	198,900
Certification	109,256	-	109,256
Conferences	6,876		6,876
Miscellaneous	25,398		25,398
Interest income	2,546	-	2,546
Net Assets released from restriction	2,360	(2,360)	-
	<u>899,672</u>	<u>(2,360)</u>	<u>897,312</u>
Expenses:			
Program services	449,360	-	449,360
Management and general	229,660	-	229,660
	<u>679,020</u>	<u>-</u>	<u>679,020</u>
Change in net assets	220,652	(2,360)	218,292
Net assets, beginning of year	466,468	2,360	468,828
	<u>466,468</u>	<u>2,360</u>	<u>468,828</u>
Net assets, end of year	<u>\$ 687,120</u>	<u></u>	<u>\$ 687,120</u>

## AIRS BOARD OF DIRECTORS (on October 2020)

### PRESIDENT

#### **CATHERINE REA**

Heart of Florida United Way  
Orlando, Florida

### PRESIDENT-ELECT

#### **DAVID JOBE**

United Way of Greater Houston  
Houston, Texas

### TREASURER:

#### **PATRICK ROGERS**

Deltona, Florida

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2-1-1 Maryland United Way Helpline  
Baltimore, Maryland

#### **TOM BUCKLEY**

Epilepsy Foundation of America  
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United Way of Greater Atlanta  
Atlanta, Georgia

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Distress Centre Calgary  
Calgary, Alberta, Canada

#### **PAMELA HILLIER**

Community Connection/211 Central East Ontario  
Collingwood, Ontario

#### **SHYE LOUIS**

National Suicide Prevention Lifeline  
New York, New York

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US Marine Corps Headquarters  
Quantico, Virginia

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Michigan 2-1-1  
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Advancing States  
Washington, DC

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St. Louis Area on Aging  
St. Louis, Missouri

#### **COURTNEY SMITH**

United Way of Rhode Island  
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#### **SARAH TRIBE CLARK**

National Association of Area Agencies on Aging  
Washington, DC

#### **SHERRI VAINAVICZ**

Heart of West Michigan United Way  
Grand Rapids, Michigan

AIRS ([www.airs.org](http://www.airs.org)) is a non-profit organization that operates as a membership-run professional association of Information and Referral (I&R) organizations.

I&R is the art, science and practice of bringing people and services together.

Here are the Committees that help the AIRS Board drive us all forward:

AIRS Executive Committee	AIRS Governance Committee
AIRS Audit and Finance Committee	AIRS Standards Committee
AIRS Certification Commission	AIRS Accreditation Commission
AIRS Conference Committee	AIRS Public Policy Committee
AIRS Taxonomy Committee	AIRS Affiliates Council
AIRS Training Committee	AIRS Membership/Marketing Committee

More than 900 nonprofit and government organizations of all types and sizes rely on AIRS for performance and quality standards, individual professional certification, and educational, networking and training opportunities.

## **AIRS in 2020**

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

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

## Other 2020 AIRS achievements include:

### STANDARDS

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

### ACCREDITATION

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

### CERTIFICATION

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

### TRAINING

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

### PUBLIC POLICY

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

### NETWORKER

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