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Welcome to the AIRS 33rd Annual I&R Training and Education Conference and to Dearborn, Michigan. AIRS appreciates your participation in the conference and knows that you bring as much as you will take away, and I hope you will take every opportunity to share your experience and expertise as you learn from your colleagues. We are confident that you will build connections that span great distances, while supporting meaningful personal and professional development as we all work towards an I&R industry infrastructure.

Our dedicated conference committee, conference program committee, and staff have worked diligently to bring you the best possible AIRS I&R conference, with more than 90 informative sessions and workshops. Our vendor and sponsor partners are committed to providing our industry with the latest products to help us do our jobs better and many are here to support the conference and meet you. Please be sure to stop by their booths to learn about their products and services and to thank them for their generous support.

“I&R: Building Bridges” offers you an opportunity to build and increase your skill sets with knowledge you’ll put to use your first minutes back home in your agency. In every community, effective and efficient professional I&R services are needed, and communities struggle to find emerging ideas and concepts. You will be bringing these and more back with you to help you bridge service gaps and build the next level of service in your community.

Much more than invaluable content in the workshops, the AIRS conference is a very special place where relatively few of the industry’s practitioners can take the time to network at events offering you the opportunity to meet and mingle with your colleagues from around the world to develop ideas, share your wealth of knowledge, and validate what your services mean to your community. The opening reception in the exhibit hall, the luncheons, networking breaks in the exhibit hall, Friends of AIRS (Motown!) party and silent auction, and the dinner gala and cruise aboard the Detroit Princess Riverboat all mean that you can relax as well, and take the time to seek out old friends, professionals you have never met, and learn about the vast and rich diversity represented in our industry and membership while building personal as well as professional contacts.

Take a minute to assess where you need to shore up existing structure or build new spans to meet the ever changing needs of your agency and community, and look for AIRS Board Members, your Affiliate Delegates and our local hosts from Michigan AIRS to help you be sure you do just that. Find us early on and let us know what you want to get out of the conference and we’ll do our best to be sure we build that in for you.

Have a great time here, we’re glad you came!

Timothy (Tim) Sylvia
AIRS President
Welcome to the 33rd National Aging and Disability Information and Referral Symposium. We invite you to join us during this year’s National Aging and Disability I&R Symposium. The aging and disability track is not just for professionals in aging and disabilities, but for anyone seeking to learn more about current aging and disability issues, trends, and priorities.

Once again this year, states and area agencies on aging professionals are invited to attend the traditional pre-conference retreat on Sunday for more opportunities to learn about current events and public policy from the Administration on Aging, National Association of Area Agencies on Aging, National Association of States United for Aging and Disabilities, and The Lewin Group. On Tuesday, you will not want to miss the luncheon featuring Dan Schoeps, Chief, Geriatrics and Extended Care and Community Care Programs, Veterans Health Administration. He will highlight the exciting partnership between the aging and disability networks in providing veterans’ consumer directed home and community services. Special thanks to our federal and national partners, the U.S. Administration on Aging, National Association of Area Agencies on Aging, and the Alliance of Information and Referral Systems for their incredible support to NASUAD each year to bring into being the National Aging and Disability I&R Symposium.

Martha A. Roherty
Executive Director
National Association of States United for Aging and Disabilities
It is a pleasure to welcome you to the 2011 National Aging and Disability Information and Referral (I&R) Symposium. For over twenty years the U.S. Administration on Aging (AoA) has partnered with AIRS, the National Association of States United for Aging and Disabilities and the National Association of Area Agencies on Aging to convene this Symposium as part of the AIRS conference. This venue provides an incredible opportunity to support professional development and highlight excellence and innovation.

The Aging Network is one of the oldest and most comprehensive networks of I&R in the nation. Each year the network helps to empower millions of older adults, persons with disabilities and caregivers to take charge, plan for the future, and access needed services and benefits. We are continuing to see aging I&R programs expanding their ability to better provide person-centered access to information.

We continue to witness the evolution of the Aging and Disability Resource Center (ADRC) initiative with all 50 states and 4 territories operating or are in the process of implementing ADRCs. The ADRC initiative is helping older adults, people with disabilities, caregivers and families seeking long term support to minimize confusion, enhance individual choice, and support informed decision-making.

We are in the midst of implementing the historic Affordable Care Act (ACA) which is already making a huge difference in the lives of many Americans of all ages. The ACA offers many opportunities for the Aging Network to be full partners in health system reform such as the expansion of ADRCs and the Community-based Care Transitions Program.

We hope that the learning and networking opportunities available through the Conference will prove worthwhile. I thank you for the important work you do providing vital connections and needed access to critical services and supports. Please enjoy the Aging and Disability I&R Symposium.

Kathy Greenlee
Assistant Secretary for Aging
You are invited to participate in the 2011 National Aging and Disability I&R/A Symposium. The Symposium is convened by the National Aging I&R Support Center at the National Association of States United for Aging and Disabilities (NASUAD) in collaboration with the U.S. Administration on Aging and the National Association of Area Agencies on Aging (n4a). The role of the Center is to provide support and assistance to State and Area Agencies on Aging, Aging and Disability Resource Centers, and local information and referral/assistance service providers to enhance the quality of aging I&R/A statewide systems, local service delivery, and professional staff development.

This symposium offers participants an opportunity to learn about federal policy updates, innovative models of I&R/A programs and ADRCs, Options Counseling, Veterans Directed Home and Community Base Services, Transportation, and many other exciting workshops relevant to your daily work. This symposium will benefit aging network professionals and anyone working with aging and disability populations, families, and caregivers. For more information about the National Aging I&R Support Center, visit www.nasuad.org or contact the National Association of States United for Aging and Disability at 202-898-2584.

**Conference Highlights**

**Pre-Conference Intensives:**

*Sunday, June 5
9:00 am – 4:15 pm*

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

**The ABC's of I&R**

*Regency C,D*

**Instructors:** Faed Hendry, Findhelp Information Services, Toronto, Ontario
Shye Louis, 2-1-1/LIFELINE, Rochester, New York

This workshop is designed to assist new I&R Specialists more fully understand the theory and practice that leads to I&R excellence. This intensive is also an invaluable refresher for more experienced I&R staff, especially those who may be taking a CIRS or CIRS-A exam. This workshop will present an overview of I&R, its philosophy and components, techniques for problem assessment and communication, giving information and making referrals, dealing with difficult callers, and the role of advocacy and empowerment. This interactive intensive includes an exploration into personal and professional growth, strategies for taking a certification exam, role playing, problem solving and group activities.

Faed Hendry and Shye Louis are both experienced practitioners in the multiple facets of I&R and regularly provide training to external agencies in addition to their internal staff. And they still answer calls! Faed is Manager of Training and Outreach with Findhelp Information Services/2-1-1 Toronto. He is also the President Elect of AIRS and a member of the AIRS Training Committee. Shye is Operations Manager with 2-1-1/LIFE LINE in Rochester New York in addition to being a NYS AIRS Board member and a member of the AIRS Training Committee.

**The I&R Supervisor’s Toolkit**

*Regency G,H*

**Instructor:** Sandra Ray, United Way of Greater Houston, Texas

Are you an I&R supervisor? Or are you ready to prepare for that eventual promotion? This intensive will outline the knowledge and techniques that will help make you a better supervisor. Quality assurance, team building, skills coaching and the basics of human resource management are among some topics to be covered. Participants will be able to identify some of the challenges and requirements of the transition from being a good I&R practitioner to being a good I&R supervisor.

Sandra Ray is I&R Manager for 2-1-1 Texas/United Way Helpline, a program of the United Way of Greater Houston. Sandra has more than 12 years experience in I&R, grant writing, nonprofit administration, and program development. Her duties at United Way include training and day-to-day oversight of more than 45 I&R Specialists. She holds a Bachelor of Arts in English and a Master of Science in Psychology, both from Angelo State University in San Angelo. Sandra is a Certified Information and Referral Specialist and a freelance writer.

**Datapalooza: For the Advanced CRS**

*Regency J,K*

**Instructor:** Cathleen Kelly, CRS, CDN Consulting, New York, New York

This Intensive is intended for advanced resource specialists who want to work with their peers to explore the higher levels of CRS excellence. Attendees need a formidable understanding of resource database issues. This session will be organized into a series of ‘hot topics’ covering the key challenges of the position...
with an emphasis on drawing on the collective experience and problem-solving skills of peer professionals. Registrants will be contacted by Cathleen before the session for “challenges and examples”. Note that this is an open and interactive session, rather than “here are the solutions”.

Cathleen Kelly, CRS, has over 15 years of I&R experience. She is a member of the AIRS Board, Chair of the AIRS Certification Commission and a member of the AIRS Taxonomy and Standards Committees. She is an experienced trainer and presenter at national and affiliate conferences. She operates her own consulting business, CDK Consulting.

**Aging Symposium Retreat**  
**Sunday, June 5**

The National Aging and Disability I&R/A Symposium will include a special retreat for State Unit on Aging and Area Agency on Aging staff. This full day, pre-conference event is designed to provide updates and usable information on the latest information relevant to your work and to offer an opportunity to network with peers.

The retreat opens with the traditional continental breakfast meeting for professionals in aging during which participants receive public policy, budget, and national association updates. Following breakfast, SUA and AAA staff share a full day of discussions, customized sessions and networking. This retreat offers participants an opportunity to learn about innovative models of I&R/A programs and ADRCs; Eldercare Locator enhancement; Care Transitions; and the latest discussions surrounding the Affordable Care Act (ACA).

**Department of Defense Workshops**

The Department of Defense training track consists of eight military workshops. The sessions in the military training track have been selected for their value, personally and professionally in helping meet the needs of military personnel and their families. The track will also include an opportunity for military personnel to meet with their respective Service Department representatives.

**AIRS Certification Exams**  
**Sunday, June 5, 1:30 pm, Desoto**  
**Tuesday, June 7, 2:30 pm, Pierce Arrow Suite**

AIRS offers the only performance-based 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 5th at 1:30 pm and Tuesday, June 7th at 2:30 pm. You must be pre-registered and approved through the AIRS National Office to be eligible to take the exams.

**Newcomers’ Orientation**  
**Sunday, June 5**  
4:30 pm– 5:30 pm  
**Stanley Steamer Suite**

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, and learn about the conference and city of Dearborn and Detroit.

**Military Orientation**  
**Sunday, June 5**  
4:30 pm– 5:30 pm  
**Regency E,F**

All military personnel are invited to join the AIRS military representatives to ask questions about AIRS, network, and learn about the conference and city of Dearborn and Detroit.

**Welcome Reception in the Exhibit Hall**  
**Sunday, June 5**  
5:30 pm - 6:30 pm  
**The Great Lakes Center A,B**

Join your friends, colleagues and AIRS exhibitors at the opening event of the AIRS conference. Enjoy delicious appetizers and a cash bar while you can network and tour the exhibit hall in a fun-filled, relaxed atmosphere.

**“The Detroit Princess River Cruise and Dinner Gala”**  
**Monday, June 6**  
6:00 pm - 9:30 pm  
**Meet in the lobby at 5:45**

Join us for a dinner cruise down the Detroit River. Enjoy a spectacular view of the sights and skylines of Detroit, Ontario, Bell and Peach Isles and the Ambassador Bridge to the live tunes of one of Motown’s hottest bands. A delicious buffet dinner will be served, a cash bar and transportation will be provided. This special evening event is included in your full registration fee.

**Friends of AIRS Party & Auction**  
**Tuesday, June 7**  
7:00 pm – 10:00 pm  
**Great Lakes Center C,D,F**

“Get Moving with Motown” Silent Auction and Dance Party. Join us for “Get Moving with Motown”, Friends of AIRS Silent Auction and Dance party, an AIRS conference tradition. Have a rockin’ good time and raise money for AIRS conference scholarships at the same time. Enjoy treats, cash bar and music while you bid on wonderful, unique auction items.

**AIRS Annual Membership Meeting & Luncheon**  
**Wednesday, June 8**  
12:30 pm – 2:00 pm  
**Great Lakes Center C,D,F**

Everyone is encouraged to join us at the annual membership meeting and delicious luncheon including the presentation of the AIRS awards of accreditation, and the opportunity to meet newly elected as well as returning board members.

**Cyber Café**

Open daily in the exhibit hall during exhibit hall hours. Keep in touch with your office, family, and co-workers online in the AIRS Cyber Café. Computers provided for your convenience.
Max Valiquette is an innovation and trends expert who helps companies, organizations and brands figure out solutions to their problems, usually by better understanding their consumers, employees or citizens.

Valiquette focuses on what’s new and modern, what’s young and now. As one of North America’s foremost experts on media and modern consumers, his knowledge of the ever-changing world of marketing, branding, youth culture, social media and communication has established him as one of Canada’s most sought-after speakers and consultants.

Valiquette helped to found Youthography, North America’s leading full-service youth market research firm, and for over ten years he worked with some of the country’s biggest brands, organizations, and companies, creating innovative solutions for organizations trying to connect with the ever-changing youth market. Marketing Magazine declared Max Valiquette as one of Canada’s most influential marketers. He makes frequent media appearances, contributing to CBC’s Day 6, the Business News Network’s, SqueezePlay, and Canadian Business magazine, among many others. He has made hundreds of presentations to tens of thousands of audience members in virtually every industry and sector, as well as all levels of government. He has also spoken extensively to school boards, educators and administrators about the future of education, and is a regular speaker at conferences and participates in marketing and media roundtables, as well. Mr. Valiquette is a former Central Canadian Debating Champion, and has performed as a sketch comedian, at Second City. He is a member of the Board of Directors of the Canadian Media Fund, and contributes to various charitable endeavors.

Sponsored by: InformCanada

Dan J. Schoeps is the Director, Purchased Long-Term Care Group in the Office of Geriatrics & Extended Care, U.S.

Dr. Kotrla is the Vice Dean of the Texas A & M Health Science Center College of Medicine (TAMHSCCOM)-Round Rock. Dr. Kotrla received her B.A. from Rice University, her M.S. from Stanford University, and her M.D. from Texas A&M College of
Medicine. Following a Residency in Psychiatry at Baylor College of Medicine, she completed an intramural research fellowship at the National Institute of Mental Health, focusing on functional Magnetic Resonance Imaging to explore the neuroanatomic basis of neuropsychiatric disorders.

After NIMH, Dr. Kotrla joined the faculty at the University of Texas Health Science Center-Houston in 1994, and in 1996 moved to become the Chief of Psychiatry at Ben Taub General Hospital for Baylor College of Medicine. During her six years at Baylor, Dr. Kotrla remained Chief at Ben Taub, and concurrently became the Associate Director for Improving Clinical Care for Veterans Integrated Service Network (VISN) 16 Mental Illness Research, Education, and Clinical Center (MIRECC) grant.

In 2002, Dr. Kotrla became the Chair of Psychiatry at Texas A&M Health Science Center College of Medicine and the Medical Director of Mental Health at the Central Texas Veterans Health Care System, and served as Chair until 2010. VISN 17 created a Community, Research, and Clinical Liaison Officer appointed Dr. Kotrla to this role, starting in 2006, while remaining as Department Chair. The Texas legislature established the Texas A&M Health Science Center College Of Medicine Round Rock in 2007, and Dr. Kotrla was selected as the first Associate Dean in September, 2007; she left the VA to assume this role, but continues to work actively with the VA and State of Texas agencies to address the needs of military service members, veterans of Iraq and Afghanistan and their families.

**Conference and Presenter Evaluation Forms**

Your feedback is important and needed in helping 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**

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 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!

**Photo Release**

Attendees, exhibitors and speakers grant permission to AIRS and their agents to utilize their image or likeness in an effort to promote AIRS events. Attendees, exhibitors and speakers waive any right to inspect or approve the finished product(s). Any photos or likeness taken of attendees, exhibitors and speakers at the conference, becomes the sole and exclusive property of AIRS.

**United Way Flexible Credits**

United Ways will be able to use flexible credits to offset registration and some travel costs for the 2011 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 Innovations 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 Innovations, United Way Worldwide, 701 North Fairfax Street, Alexandria, VA 22314. Please contact the Registrar at 703-836-7112 x 237 with questions.
- 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.

Registration for the conference will be reimbursed at the early bird registration rate only ($425 for members and $550 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

**PLEASE NOTE:**

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. We appreciate your cooperation and understanding.
# Schedule at a Glance

## Sunday, June 5

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Registration – Main Lobby</td>
<td>7:00 am</td>
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<tr>
<td>Area Agency on Aging (AAA) &amp; State Units on Aging Retreat (SUA) – Regency A,B</td>
<td>8:00 am</td>
</tr>
<tr>
<td>The ABC's of I&amp;R Intensive – Regency C,D</td>
<td>9:00 am</td>
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<tr>
<td>The I&amp;R Supervisor's Toolkit Intensive – Regency G,H</td>
<td>9:00 am</td>
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<tr>
<td>Datapalooza Intensive – Regency J,K</td>
<td>9:00 am</td>
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<tr>
<td>Certification Exams – Desoto</td>
<td>1:30 pm</td>
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<tr>
<td>Newcomer Orientation &amp; Welcome – Stanley Steamer</td>
<td>4:30 pm</td>
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<tr>
<td>Military Orientation &amp; Welcome – Regency E,F</td>
<td>4:30 pm</td>
</tr>
<tr>
<td>Opening Reception in Exhibit Hall – Great Lakes A,B</td>
<td>5:30 pm</td>
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## Monday, June 6

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Registration – Main Lobby</td>
<td>7:00 am</td>
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<tr>
<td>Cyber Café Open in Exhibit Hall</td>
<td>8:00 am</td>
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<tr>
<td>Opening Breakfast – Great Lakes C,D,F</td>
<td>8:00 am</td>
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<tr>
<td>Exhibits Open</td>
<td>8:00 am</td>
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<tr>
<td>Workshops</td>
<td>10:00 am</td>
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<tr>
<td>Lunch on your own</td>
<td>11:30 am</td>
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<tr>
<td>Workshops</td>
<td>1:00 pm</td>
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<tr>
<td>Workshops</td>
<td>3:15 pm</td>
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<tr>
<td>Off-Site Event, “The Detroit Princess Riverboat Cruise &amp; Dinner Gala” meet in lobby at 5:45 pm</td>
<td>6:00 pm</td>
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## Tuesday, June 7

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Registration – Main Lobby</td>
<td>8:00 am</td>
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<tr>
<td>Cyber Cafe Open in Exhibit Hall</td>
<td>8:00 am</td>
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<tr>
<td>Breakfast on your own</td>
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<tr>
<td>Workshops</td>
<td>8:30 am</td>
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<tr>
<td>Exhibits Open</td>
<td>8:00 am</td>
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<tr>
<td>Refreshment Break in Exhibit Hall</td>
<td>10:00 am</td>
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<tr>
<td>Workshops</td>
<td>10:30 am</td>
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<tr>
<td>NASUAD Sponsored Luncheon (Open to all) Great Lakes Center C,D,F</td>
<td>12:15 pm</td>
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<tr>
<td>Workshops</td>
<td>2:15 pm</td>
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<tr>
<td>Certification Exams - Pierce Arrow Suite</td>
<td>2:30 pm</td>
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<tr>
<td>Dinner on your own</td>
<td></td>
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<tr>
<td>Friends of AIRS Auction &amp; Dance Party – Great Lakes C,D,F</td>
<td>7:30 pm</td>
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## Wednesday, June 8

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Registration - Main Lobby</td>
<td>8:00 am</td>
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<tr>
<td>Cyber Cafe Open in Exhibit Hall</td>
<td>8:00 am</td>
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<tr>
<td>Workshops</td>
<td>9:00 am</td>
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<tr>
<td>Exhibits</td>
<td>8:00 am</td>
</tr>
<tr>
<td>Workshops</td>
<td>10:45 am</td>
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<tr>
<td>Annual Meeting &amp; Membership Luncheon (Open to All) Great Lakes Center C,D,F</td>
<td>12:30 pm</td>
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<tr>
<td>Workshops</td>
<td>2:15 pm</td>
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<tr>
<td>Conference Adjourns</td>
<td>3:45 pm</td>
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Bowman Systems is the national leader in information management - our software and services support 35,000 users in 48 states in the U.S. and 2 provinces in Canada! Bowman Systems credits its success to client collaborative product development and outstanding customer support.

Tampa Bay 2-1-1 is using the iPhone® with CommunityPoint to reach their clients. Help your clients with the CommunityPoint I&R iPhone® mobile app, compatible with ANY resource database! Stop by Booth 305/306 to learn more!

Get FREE stuff - even in this economy! Find the name badge ribbon located inside your tote bag, stick it on your name badge, and stop by Booth 305/306 for your prize. While you’re there, fill out a form for your chance to win a “Breakfast by Bowman Systems” gift certificate for your office! Plus, we’ve donated an Apple® iPad® to the Friends of AIRS, so remember to buy your raffle tickets for your chance to win!
<table>
<thead>
<tr>
<th>Session 1 - Monday, June 6</th>
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<tbody>
<tr>
<td>10:00am - 11:30am</td>
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<tr>
<td>A-1</td>
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<tr>
<td>“Updates on the Latest News in Aging, AoA, n4a, and NASUAD”</td>
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<tr>
<td>B-1</td>
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<tr>
<td>“Building a Diverse Funding Model”</td>
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<tr>
<td>C-1</td>
</tr>
<tr>
<td>“2-1-1 in a Digital World, What Business Are We in Anyway, and Where Do We Think We Are Going?”</td>
</tr>
<tr>
<td>D-1</td>
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<tr>
<td>“Continuing to Answer the Call: Continuity of Operations Planning (COOP)”</td>
</tr>
<tr>
<td>E-1</td>
</tr>
<tr>
<td>“Personal Finance Referral Strategies for I&amp;R Professionals”</td>
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<td>“Demystifying the Taxonomy: A Practical Training for Information and Referral Professionals”</td>
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<td>“Google Apps for Domain, Save money &amp; improve collaboration!”</td>
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<td>“Washington Update: Issues in I&amp;R”</td>
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<td>“CARE-HELP-HOPE: An overview on implementing United Way for Southeastern Michigan 2-1-1’s best-in-class approach in serving the community”</td>
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<td>“Connecting Your Community with Emerging Technologies”</td>
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<td>“IS-700 Introduction National Incident Management System (NIMS)” (Part Two)</td>
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<td>“I&amp;R in 140 Characters or Less: Redefining how we do business to provide great customer service using targeted messaging, IVR, social media and other web-based solutions”</td>
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<td>“Writing Narrative Descriptions using Plain Language (or, why Sheldon Cooper should never work in Community Information and Referral)”</td>
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<td>“Social Media Strategies for a Web 2.0 World”</td>
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<td>“High call volumes and dwindling resources; partnering faith organizations and I&amp;R to better serve families in poverty”</td>
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<td>“To See or Not To See – Sharing Your Client Data”</td>
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<td>“Bridging the Complexities of I&amp;R with Your AIRS Research Atlas”</td>
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**Session 6 – Tuesday, June 7**

2:15pm – 3:45pm

A-8  “From Building a New Model to Driving a Classic: 15 years of Resource Development” Regency A

A-9  “Understanding Geriatric Care Management and the Role I & R Professionals Serve in the Process” Regency B

B-6  “How to Develop Protocols that Support Quality Service Delivery and Leads to Accreditation” Regency C,D

C-6  “Keeping clients healthy: Integrating proactive health screening and referral into 2-1-1” Regency J,K

C-7  “211 as a Community Solution, Leveraging the Assets of 211 for Funding” Desoto A

D-6  “ICS-100 Introduction to the Incident Command System” (Part Two) Regency G,H

E-7  “Eviction Diversion Pilot Project, The Kalamazoo Model” Stearns Knight Suite

E-8  “Follow-up, Advocacy, and Quality Assurance: Completing the Span of an I&R Service” Regency E,F

H-6  “Vendor thoughts on Data Integration” Desoto B

J-7  “Gentle Yoga: Relax, Renew and Stretch Yourself” Rolls Royce Suite

**Session 7 – Wednesday, June 8**

9:00am – 10:30am

A-10  “The New Eldercare Locator: Enhancing the Connection to Local Resources” Regency A,B

B-7  “Developing Specialty Programs, Benefits & Enrollment, Veterans & Military Support, and Health Navigation” (Part One) Regency C,D

C-8  “211 2.0: Unleash the potential of 211 in the digital age” Regency J,K

D-7  “Homeland Security Project to Develop 2-1-1 Disaster Data Management System” Regency G,H

E-9  “Rising to Meet the Road: Strategies for helping those who do not qualify for assistance” Regency E,F


G-2  “Home from the War: Where can I get the help I need?” Marquis

H-7  “E-learning: What it is, how it works and how you can use it!” Pierce Arrow Suite

J-8  “What is AIRS Accreditation? Why is it important to your organization and are you ready to apply for it?” Desoto B

**Session 8 – Wednesday, June 8**

10:45am – 12:15pm

A-11  “Disability Etiquette & Accessibility: Providing I&R Services for People with Disabilities” Regency A,B

B-8  “Developing Specialty Programs – Benefits & Enrollment, Veterans & Military Support, and Health Navigation” (Part Two) Regency C,D

B-9  “The Little I&R Center That Could” Regency E,F

C-9  “Bridges to Benefits: How 2-1-1s can work in community collaboratives to connect callers to needed benefits” Regency J,K

E-10  “Bridging A River of Stigma: Assisting Those With Mental Disorders” Regency G,H

H-8  “Cloud ACD/IVR (Call Routing) and the Advantages it Offers” Pierce Arrow Suite

J-9  “Developmental Screening and Care Coordination - Improving Outcomes for the Most Vulnerable at Risk Young Children” Rolls Royce Suite

J-10  “Life Beyond Simply Connecting People to Services Online” Desoto B

**Session 9 – Wednesday, June 8  FINAL SESSION**

2:15pm – 3:45pm

C-10  “2-1-1 Open House” Regency A,B

D-8  “Disaster Open House” Regency C,D

E-11  “Service Delivery Open House” Regency G,H

F-7  “Resource Database Open House” Regency J,K
Need information about services for older adults?

Contact the Eldercare Locator – your one step connection to trusted resources in any U.S. community.

1.800.677.1116
www.eldercare.gov

This is a free, national service of the U.S. Administration on Aging administered by the National Association of Area Agencies on Aging (n4a).
Workshops by Track with Description

(A) Aging/Disability Track

Monday, June 6
10:00am – 11:30am
Regency A,B
A-1 “Updates on the Latest News in Aging, AoA, n4a, and NASUAD”
Join us in reviewing and discussing the latest updates from the Administration on Aging, the National Association of Area Agencies on Aging, and the National Association of States United for Aging and Disabilities. A broad range of topics will be discussed including Care Transitions, Eldercare Locator, Innovate models for the delivery of Information, Referral, and Assistance, and the latest updates on the Affordable Care Act (ACA).

Monday, June 6
1:00pm – 2:30pm
Regency A
A-2 “The Options Counseling Standards Project and Other Aging and Disability Resource Center Updates from AoA”
Presenter: Eric Weakly, Administration on Aging, Washington, D.C.
The Administration on Aging along with twenty state grantees is in the process of developing a set of national standards for Options Counseling that will serve as a starting point for state and local standards. The vision for Options Counseling is to provide an individual a seamless and timely mechanism to explore their long term services and support choices from first contact to service start-up and follow-up within an Aging and Disability Resource Center. Session presenters will discuss the process of Options Counseling standards development, preview the current draft standards, and discuss the pilot implementation process.

Monday, June 6
1:00pm – 2:30pm
Regency B
A-3 “One Program’s Journey to Building Partnerships”
Presenter: Stormy Davis Costanza, University of New Mexico, Center for Development and Disability Information Network, Albuquerque, New Mexico
This presentation will discuss ways in which a small disability resource service partnered with a specialized library to become a successful Statewide Disability Information Network. The processes and challenges involved will be discussed. Information presented will be of interest to participants involved in small and/or specialized Information and Referral centers.

Monday, June 6
3:15pm – 4:45pm
Regency A,B
A-4 “What I&R Specialists Need to Know about Veterans Directed Home and Community Based Services”
Presenter: Joseph Lugo, Administration on Aging, Washington, D.C.
Veterans Directed Home and Community Based Services (VDHCBS) utilizes lessons learned from person directed programs such as Cash and Counseling to bring a new option to veterans served through the Veterans Health Administration. Veterans referred to the program from their local Veterans Administration Medical Centers develop their own service plans with assistance from options counselors and may purchase services form personal care attendants, respite care, equipment, minor home modifications, assistive technology devices, and a variety of other services and items. VDHCBS is rolling out across the country and if it is not yet in your area it is likely to be available soon.

Tuesday, June 7
8:30am – 10:00am
Regency A,B
A-5 “Building Economic Security Through Benefits Outreach and Enrollment”
Presenter: Lura Barber, National Council on Aging, Washington, D.C.
This session will place the core benefits in the context of economic security for older adults and younger adults with disabilities, and provide information about the the resources and partnership opportunities offered through the National Council on Aging: 20 Benefits Enrollment Centers nationwide, the BenefitsCheckUp® online screening tool, and several new tools to help you target your outreach and connect clients to benefits.

Tuesday, June 7
8:30am – 10:00am
Regency C,D
A-6 “Are You Ready? Get the Latest Developments regarding Emergency Warning Broadcasts”
Presenter: Maria Greene, NASUAD, Washington, D.C.
If you are interested in learning about the latest developments regarding emergency warning broadcasts and emergency preparedness for older adults, people with disabilities, people with limited English proficiency (LEP), and the general public, you will not want to miss this workshop. In addition to learning about upcoming developments, you will be able to give your input and experiences regarding the work of helping people with functional and access needs understand and respond to emergency broadcast alerts. Your input and the session summary will be provided to FEMA via a contractor working on the Integrated Public Alert Warning System (IPAWS) project.
Tuesday, June 7
10:30am – 12:00pm
Regency A,B
A-7 “The Importance of Transportation in Aging Services”
Presenters: Lynn Winchell-Mendy, National Association of Area Agencies on Aging (n4a), National Center on Senior Transportation, Washington, D.C.; Tina Abbate Marzolf, Area Agency on Aging 1-B, Southfield, Michigan
This workshop will provide an update on current initiatives of the National Center on Senior Transportation, including its new collaboration with the Eldercare Locator and work around “mobility management.” A featured AAA will provide a real-life example of the connection between meeting the transportation needs of older adults and I&R/A services. Participants will be encouraged to share how they are addressing the mobility needs of seniors in their communities through I&R/A.

Tuesday, June 7
2:15pm – 3:45pm
Regency A
A-8 “From Building a New Model to Driving a Classic: 15 years of Resource Development”
Presenter: Patrice Earnest, Atlanta Regional Commission, Atlanta, Georgia
For 15 years, Georgia has implemented a statewide Aging and Long Term Care database. This workshop will take participants down the assembly line by identifying essential components used to develop a system still used today. Participants will learn about the process used in designing and implementing an ADRC model.

Wednesday, June 8
9:00am – 10:30am
Regency A,B
A-10 “Disability Etiquette & Accessibility: Providing I&R Services for People with Disabilities”
Presenter: Megan Hart, Tennessee Disability Pathfinder/ Vanderbilt Kennedy Center for Excellence in Developmental Disabilities, Nashville, Tennessee
Tennessee Disability Pathfinder is a specialty I&R that provides statewide, bilingual services to individuals with disabilities of all ages. Information provided will include practical tips and considerations for making I&R services accessible for people with disabilities, including: using appropriate terminology, alternative communication services, alternative print formats, and website access.

(B) Management Track

Monday, June 6
10:00am – 11:30am
Regency C,D
B-1 “Building a Diverse Funding Model”
Presenter: John Ohanian, 2-1-1 San Diego, San Diego, California
This workshop is designed to highlight the advantage that I&R holds for the current state of the economy so that Directors and other Development staff can market their services as a product offering to an array of funding sources.
Monday, June 6
1:00pm – 2:30pm
Regency C,D
Presenter: Faed Hendry, Findhelp Information Services, Toronto, Ontario
Performance Management? Quality Assurance? Program Evaluation? Coaching and Benchmarking? Oh my! This interactive workshop will: (1) Identify strategies to plan, manage and evaluate performance in an I&R (2) Identify the 3 critical steps in performance management (3) Assess 5 performance dimensions and 5 metrics (KPI’s) that really matter for I&R’s. (4) Discuss strategies for effective performance coaching.

Monday, June 6
3:15pm – 4:45pm
Regency C,D
B-3 “Calculating Your Social Return on Investment”
Presenter: Ray Thompson, VisionLink, Boulder, Colorado
Social Return on Investment (SROI) analysis gives organizations an additional avenue to measure value by considering both economic and social value of agencies, programs, or services. Calculating SROI is particularly useful in today’s economic climate. This workshop will provide case examples and a practical way for managers to calculate SROI.

Tuesday, June 7
8:30am – 10:00am
Desoto A
B-4 “I&R Quality Assurance on a Shoestring Budget”
Presenter: Alana Kroebner, United Way of Connecticut/2-1-1, Rocky Hill, Connecticut
Learn how to plan and implement an effective quality assurance (QA) program with your existing resources and budget. This hands-on workshop will review the key steps and challenges for organizations looking to further develop their QA programs and will encourage participants to outline action steps before the end of the session.

Tuesday, June 7
10:30am – 12:00pm
Regency C,D
B-5 “Effective Volunteer Program Development and Management: A cost-effective service model of providing crisis intervention”
Presenters: Gordon Vance, ACSW, LCSW, National Runaway Switchboard, Chicago, Illinois; Michelle Vos, National Runaway Switchboard, Chicago, Illinois
For the past 40 years, the National Runaway Switchboard has been operating volunteer-based hotline services. Participants will learn how to successfully recruit, screen, train and retain volunteers to provide services such as phone and internet based crisis intervention as well as information and referral.

Tuesday, June 7
2:15pm – 3:45pm
Regency C,D
B-6 “How to Develop Protocols that Support Quality Service Delivery and Leads to Accreditation”
Presenters: Maribel Marin, 211 LA County, San Gabriel, California; Terri Baker, 211 LA County, San Gabriel, California; Elizabeth Ruiz, 211 LA County, San Gabriel, California
Learn how to work collaboratively to develop call handling protocols for your organization that lead to consistent high quality service delivery. Protocol development, implementation, and adherence is the foundation to respond quickly to funding opportunities and move towards (re)accreditation.

Wednesday, June 8
9:00am – 10:30am
Regency C,D
B-7 “Developing Specialty Programs, Benefits & Enrollment, Veterans & Military Support, and Health Navigation” (Part One)
Presenters: Bill York, 2-1-1 San Diego, San Diego, California; Alia Del Rossi, 2-1-1 San Diego, San Diego, California; Katelyn Krueger 2-1-1 San Diego, San Diego, California
2-1-1 San Diego’s Benefits & Enrollment Department was the first of its kind to use telephonic signatures to complete SNAP and Medicaid applications over the phone, and has since implemented additional specialty programs for Military & Veterans and Health Navigation. Come learn how to develop specialty programs at your organization.

Wednesday, June 8
10:45am – 12:15pm
Regency C,D
B-8 “Developing Specialty Programs – Benefits & Enrollment, Veterans & Military Support, and Health Navigation” (Part Two)
Presenters: Bill York, 2-1-1 San Diego, San Diego, California; Alia Del Rossi, 2-1-1 San Diego, San Diego, California; Katelyn Krueger 2-1-1 San Diego, San Diego, California
2-1-1 San Diego’s Benefits & Enrollment Department was the first of its kind to use telephonic signatures to complete SNAP and Medicaid applications over the phone, and has since implemented additional specialty programs for Military & Veterans and Health Navigation. Come learn how to develop specialty programs at your organization.

Wednesday, June 8
10:45am – 12:15pm
Regency E,F
B-9 “The Little I&R Center That Could”
Presenter: Stephanie Norrick, United Way of Southwestern Indiana 2-1-1, Evansville, Indiana
Have you ever been discouraged by the size of your I&R center because you just can’t do the same things those ‘bigger’ centers can? This session will give you the information and tools you can begin using immediately to improve your results no matter what your size.
Monday, June 6
10:00am – 11:30am
Regency J,K
C-1 “2-1-1 in a Digital World, What Business Are We in Anyway, and Where Do We Think We Are Going?”
Presenter: Bill Morris, Ontario 211, Toronto, Ontario
A decade ago we embraced 2-1-1 and largely re-branded I&R as a three-digit phone number. Since then internet usage has skyrocketed, mobile communications devices have become commonplace, and social media channels have profoundly changed the way people communicate and find information. Is the notion of telephone based service delivery passé to clients and funders. Can 2-1-1 thrive in a multi-channel digital world? If so, what will 2-1-1 look like in ten years?

Monday, June 6
1:00pm – 2:30pm
Regency J,K
C-2 “The Power of Care Coordination within a Call Center Environment”
Presenters: Annette Buckley, United Way of CT/2-1-1, Rocky Hill, Connecticut; Kate Corcoran, United Way of CT/2-1-1, Rocky Hill, Connecticut; Tanya Barrett, United Way of CT/2-1-1, Rocky Hill, Connecticut
Throughout the 1980s and 1990s, the service delivery systems became very complex and fragmented. In Connecticut, 2-1-1 responded to this change by establishing specialized call centers that offer a “front door” approach to streamlining access to many state programs and services.

Monday, June 6
3:15pm – 4:45pm
Regency J,K
C-3 “Building Bridges for 2-1-1 Excellence: 2-1-1 US Quality Committee panel on lessons learned and strategies for assuring 2-1-1 is Excellent, Everywhere and Always”
Presenters: Amy Latzer, 211 LA County, San Gabriel, California; Bob McKown, Heart of West Michigan United Way, Grand Rapids, Michigan; Karen Turgeon, 2-1-1 Maine, South Portland, Maine
In 2010, the 211 US Steering Committee charged the Quality Assurance committee to develop goals and strategies to measure quality across the 211 network. This panel is coming together to share the outcomes of the goals that were set forth, present results of a quality benchmark survey, share action items for 2011, invite conversation, and share best practices.

Tuesday, June 7
8:30am – 10:00am
Regency J,K
C-6 “Keeping clients healthy: Integrating proactive health screening and referral into 2-1-1”
Presenters: Matthew Kreuter, PhD, MPH, Health Communication Research Laboratory, Washington University in St. Louis, St. Louis, Missouri; Kate Eddens, Health Communication Research Laboratory, Washington University in St. Louis, St. Louis, Missouri
This workshop will discuss integrating proactive health screening and referrals into 2-1-1. The workshop will consist of a leaders from across the country gather to share best practices, trends and learn more about efforts that impact all 211's. This year, the focus is especially timely. More than ever social services are in high demand AND funding is in jeopardy for vital community services. As a recent article in the Chronicle of Philanthropy stated, “federal budget cuts will shave money from a wide swath of social programs, including community health care centers, national service, energy assistance and family planning.” 211’s are at the heart of their communities and these budget cuts will have service-changing impacts both directly and indirectly. Wonder how your colleagues are coping? What decisions are you making in response to budget challenges? Come share ideas, learn innovative responses to these difficult times. Don’t miss this opportunity to be part of a tactical problem solving session. All 211 leaders are welcome to attend and we particularly hope at least one 211 leader from every state will attend.
presentation of up-to-date findings from a study currently being conducted with United Way 2-1-1 Missouri, a discussion of lessons learned from an academic/2-1-1 collaboration, and open discussion with attendees.

Tuesday, June 7
2:15pm – 3:45pm
Desoto A
C-7 “211 as a Community Solution, Leveraging the Assets of 211 for Funding”
Presenters: Rachael Nygaard, United Way’s 2-1-1 of Western North Carolina, Asheville, North Carolina; Tanya Kahl, Info Line, Akron, Ohio, Steve Wertheim, United Way of Greater Cleveland, First Call for Help, Cleveland, Ohio; Liesl Wendt, 211info, Portland, Oregon
In a climate of increased community needs and great competition for public and private funding, 2-1-1s are in a position to leverage their skills and assets to generate funding. Join a panel discussion to learn from three 211 programs: What did they secure funding to do? What did the funding pay for? What did they learn that you can take back home and apply in your community? Service contracts, lines of business, approaching funding and partnerships like an entrepreneur, there will be something for everyone in this dynamic workshop. Participants of this session will have increased knowledge of how funding can be secured by 2-1-1s as a way to meet a variety of community needs.

Wednesday, June 8
9:00am – 10:30am
Regency J,K
C-8 “211 2.0: Unleash the potential of 211 in the digital age”
Presenter: Matt Kinshella, 211info, Portland, Oregon
211s should be actively involved in pushing out information in digital spaces. 211s can fill a void left by local news agencies and by local nonprofits or governments who are too burdened to effectively communicate their services to the public.

Wednesday, June 8
10:45am - 12:15pm
Regency A,B
C-9 “Bridges to Benefits: How 2-1-1s can work in community collaboratives to connect callers to needed benefits”
Presenters: Audrey May, LINC/2-1-1, Memphis Public Library & Information Center, Memphis, Tennessee; Linda Daily, United Way Worldwide, Alexandria, Virginia; Tino Paz, United Way Worldwide, Alexandria, Virginia
Many 2-1-1s work with United Way to connect at-risk callers to free tax assistance sites, food stamps and other benefit programs. Find out how your 2-1-1 can use the strength of collaboration and gain additional funding through adding libraries and other agencies to the partnership. Also United Way and 2-1-1s are natural partners in increasing access to services and improving lives by mobilizing communities to create lasting change in community conditions. This workshop will also highlight several partnerships that are working to meet United Way’s 2018 goals in education, financial stability and health.

Wednesday, June 8
2:15pm - 3:45pm
Regency A,B
C-10 “2-1-1 Open House” Final Session
And now for something a little bit different. We will be using the after-lunch session on the last day as an issue-oriented drop-in to provide time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space will be set up during the conference for people to post “let’s talk about” ideas if they are planning to attend.
Presidential Directive-5. HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. At the end of this workshop, the attendee will be able to complete the FEMA IS 700.a exam during the session. This successful completion will certify their familiarity with NIMS/ICS emergency management system. (Note that there is a 50-person limit for this session and that Part 1 must also have been completed to take the test).

Tuesday, June 7
8:30am – 10:00am
Regency G,H
D-4 “Be First. Be Right. Be Credible: Crisis Emergency Risk Communication”
Presenter: Kay Parker, United Way of the Brazos Valley, College Station, Texas
Get prepared in advance of the next emergency. Learn now how to prepare effective Crisis Emergency Risk Communication, instead of waiting until the emergency occurs. Coming to this workshop will assist you in developing great communication that will benefit both your community and your organization. Be First. Be Right. Be Credible. The messaging techniques that we will learn about in this interactive workshop can be carried over into all areas of your work and can be useful for any size organization.

Tuesday, June 7
10:30am – 12:00pm
Regency G,H
D-5 “ICS-100 Introduction to the Incident Command System” (Part One)
Presenter: Warren Billet, North Ottawa Community Health System, Grand Haven. Michigan
This session introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. The course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS). At the end of the second workshop, the attendee will be able to complete the FEMA IS 100.a exam during the session. This successful completion will certify their familiarity with NIMS/ICS emergency management system. (Note that there is a 50-person limit for this session and that Part 2 must be completed to take the test).

Wednesday, June 8
9:00am - 10:30am
Regency C,D
D-7 “Homeland Security Project to Develop 2-1-1 Disaster Data Management System”
Presenters: Dr Sherry Bame, 2-1-1 Brazos Valley/United Way of the Brazos Valley/ Texas A&M Univ, College Station, Texas; Linda Daily, United Way Worldwide, Alexandria, Virginia; Tino Paz, United Way Worldwide, Alexandria, Virginia
Panel discussion of 2-1-1 projects supported by Homeland Security and shaping disaster management policies: 1) Using 2-1-1 data to analyze unmet disaster needs (2) Pilot sites developing criteria for 2-1-1 disaster data management (3) Developing agreements with DHS & FEMA for 2-1-1 role in disaster management nationwide.

Monday, June 6
10:00am - 11:30am
Stearns Knight Suite
E-1 “Personal Finance Referral Strategies for I&R Professionals”
Presenter: Brent A. Neiser, CFP, National Endowment for Financial Education, Denver, Colorado
Given the high percentage of calls to I&R centers that are related to personal finance, the National Endowment for Financial Education is developing a tool for I&R professionals. Learn more and find the various ways you can use this completely free new resource. Attendees will receive free sample materials.
Monday, June 6
1:00pm - 2:30pm
Stearns Knight Suite
E-2 “Quality Assurance and Coaching: Best Practices and How to get there!” (Part One)
Presenter: Amy Latzer, 211 LA County, San Gabriel, California
Quality Assurance and Coaching go hand in hand for a successful I & R center. Knowing how well your center is performing is essential for long term success. In this hands on workshop attendees can expect to learn different quality assurance and coaching techniques to meet the needs of each unique center.

Tuesday, June 7
10:30am – 12:00pm
Stearns Knight Suite
E-6 “Building Bridges of Life: Suicide Intervention For I&R”
Presenter: John Plonski, Consultant/Trainer, Hicksville, New York
It is estimated that 5% of the population (over 15.5 million in the US) experiences thoughts of suicide at any given time. This statistic indicates that it is quite likely we may encounter an individual considering suicide as the solution to a life problem. The objective of this workshop is to help the I&R professional identify the person at risk of suicide, connect with them, and provide appropriate assistance. This workshop will provide the attendees with an understanding of their roles and tasks in working with the person at risk with the goal of reducing the stress encountered when working with persons at risk.

Monday, June 6
3:15pm - 4:45pm
Stearns Knight Suite
E-3 “I&R in 140 Characters or Less: Redefining how we do business to provide great customer service using targeted messaging, IVR, social media and other web-based solutions”
Presenters: Francie Kranzberg, Jconnect/The Jewish Federation of Greater Washington, Rockville, Maryland; Laura Zink Marx, NJ 2-1-1 Partnership, Parsippany, New Jersey
Setting realistic expectations and educating callers can happen before the call. Explore engaging the public through targeted messaging based on top needs of the caller; IVR, social media and web based solutions. Learn how social media can make your professional life easier by making your organization more visible, enabling you to disseminate – and gather - information quickly and easily. The great news is these efforts help inform key decision makers about the value of your service! This interactive workshop will cover innovative ways to use web based tools and applications. There will be time for discussion and brainstorming.

Tuesday, June 7
2:15pm - 3:45pm
Stearns Knight Suite
E-7 “Eviction Diversion Pilot Project—Kalamazoo Model”
Presenters: Judy Whitehurst, Gryphon Place, Kalamazoo, Michigan; Peggy Gagen, Greater Kalamazoo United Way, Kalamazoo, Michigan; Galyn Barnum, Housing Resource Incorporated; Ceata Bell, Michigan Department of Human Services; Marni Hall, Michigan Department of Human Services; Honorable Julie K. Phillips, District Court Judge, Michigan
Our approach to preventing evictions and reducing homelessness is by changing the eviction prevention delivery systems response. With the collaboration of the judicial system and community agencies we are able to resolve evictions at the summons phase before judgment. 2-1-1 is the centralized information, intake/screening process for eviction diversion.

Tuesday, June 7
8:30am – 10:00am
Pierce Arrow Suite
E-4 “Building a Customer Service Culture within your I&R”
Presenter: Faed Hendry, Findhelp Information Services, Toronto, Ontario
In I&R’s, customer service cultures exist where the organizational mission, values and systems support behaviors that improve their capability to serve clients. This workshop will explore ways of imbedding a customer service culture into your I&R from the outside in. not inside-out, with the needs, perspectives and satisfaction of clients foremost in mind. The workshop will identify the 5 drivers of client satisfaction, 10 tips for building an I&R customer service culture and we will preview a video entitled “Give’em the Pickle” which addresses 4 critical aspects of service delivery: making service your #1 priority, attitude, consistency and teamwork.

Tuesday, June 7
8:30am – 10:00am
Stearns Knight Suite
E-5 “Quality Assurance and Coaching: Best Practices and How to get there!” (Part Two)
Presenter: Amy Latzer, 211 LA County, San Gabriel, California
Quality Assurance and Coaching go hand in hand for a successful I & R center. Knowing how well your center is performing is essential for long term success. In this hands on workshop attendees can expect to learn different quality assurance and coaching techniques to meet the needs of each unique center.

Tuesday, June 7
2:15pm - 3:45pm
Regency E,F
E-8 “Follow-up, Advocacy, and Quality Assurance: Completing the Span of an I&R Service”
Presenter: John Plonski, Consultant/Trainer, Hicksville, New York
When we hang up the phone or the client leaves the office is the interaction over? Not necessarily. Follow-up and Advocacy establishes an added value of your service. It demonstrates that you are not only invested in your clients but also involved in strengthening the service delivery system. This workshop will look at the AIRS Standards addressing Follow-up and Advocacy with goal of creating a cycle of Quality Assurance to further improve the value of your service to your community. Attendees will be asked to share their follow-up and advocacy policies and a discussion of best practices.
Wednesday, June 8
9:00am - 10:30am
Regency E,F
E-9 "Rising to Meet the Road: Strategies for helping those who do not qualify for assistance"
Presenter: Nick Lynch, Central Michigan 2-1-1, Jackson, Michigan
This interactive workshop will explore the unique needs of those who are not eligible for traditional assistance programs. It will focus on techniques of empowerment, advocacy and improvisation as they relate to providing I&R in an environment of diminishing community resources.

Wednesday, June 8
10:45am - 12:15pm
Regency G,H
E-10 "Bridging A River of Stigma: Assisting Those With Mental Disorders"
Presenter: John Plonski, Consultant/Trainer, Hicksville, New York
About one in four adults (over 57 million people in the US) have a diagnosable mental disorder. Mental illnesses are treatable medical conditions that can result in a diminished capacity for coping with the ordinary demands of life. In addition there is a stigma that surrounds mental illness based on the stereotypes, misconceptions, fears and biases that people have about mental health. This workshop will be a non-clinical introduction to mental health with the goal of enabling staff to see beyond that stigma allowing them to effectively interact with and assist those who are affected by a mental health disorder.

Wednesday, June 8
2:15pm - 3:45pm
Regency G,H
E-11 "Service Delivery Open House" – Final Session
And now for something a little bit different. We will be using the after-lunch session on the last day as an issue-oriented drop-in to provide time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space will be set-up during the conference for people to post “let’s talk about” ideas if they are planning to attend.

(F) Resource Database Track

Monday, June 6
10:00am - 11:30am
Regency E,F
F-1 “Demystifying the Taxonomy: A Practical Training for Information and Referral Professionals”
Presenters: Maria Williams, United Way for Southeastern Michigan, Detroit, Michigan; Richard LaPratt, VIA LINK, New Orleans, Louisiana
This practical training is intended for I&R professionals who use the AIRS/211 LA County Taxonomy of Human Services and want to better understand its structure, flexibility, and power. Participants will learn how our Taxonomy helps us do our jobs through demonstrations, individual exercises, and fun group activities. Yes, fun! (This workshop may also be helpful to I&R managers/directors who have always wanted to better understand the Taxonomy).

Monday, June 6
1:00 pm - 2:30pm
Regency E,F
F-2 “A Bridge to Know where: The Care and Feeding of your Resource Database”
Presenters: Cathleen Kelly, CDK Consulting, New York, New York; Meighan Middleton, 211 Texas/United Way Helpline, Houston, Texas
Keeping a database up to date is never easy. Learn some best practices and share some ideas that work… and don’t! This workshop is software platform independent, learn about the theory and practice of updating and maintenance. We will not be talking about the mechanics there of; nor will we be talking about updating the taxonomy within your database.

Monday, June 6
3:15pm - 4:45pm
Regency E,F
F-3 “Writing Narrative Descriptions using Plain Language (or, why Sheldon Cooper should never work in Community Information and Referral)”
Presenters: Jennifer Pollak, Central Michigan 2-1-1/LifeWays, Jackson, Michigan; Barbara McLachlan, Sykes Assistance Services, London, Ontario
Are your community resource records clear, concise and easy to understand, or are they filled with jargon, mission statements and promos? Are they written in a style that only the Sheldon Cooper’s of the world would understand? Does staff complain about complicated, lengthy and wordy descriptors? Adopt a plain language approach to your work. Replace unnecessary clutter with factual, neutral and organized details. Both your clients and enquiry staff will thank you for it (although Sheldon will probably miss the point). Several exercises and examples will be provided.

Tuesday, June 7
8:30am - 10:00am
Regency E,F
F-4 “Indexing Your Resource Database with the AIRS/211 LA County Taxonomy” (Part One)
Presenter: Dick Manikowski, Royal Oak, Michigan
The AIRS Standards mandate that I&R programs “use the AIRS/211 LA County Taxonomy of Human Services to index and facilitate retrieval of resource information.” No matter how accurate and up-to-date the information in your resource database is, it’s useless unless your staff or visitors to your Web site can easily sort through it to find services relevant to their needs. Proper indexing is the key to making your database useful. Note: This is a two-part workshop, please plan on attending both sessions.
Tuesday, June 7
10:30am – 12:00pm
Regency E,F
F-5 “Indexing Your Resource Database with the AIRS/211 LA County Taxonomy” (Part Two)
Presenter: Dick Manikowski, Royal Oak, Michigan
The AIRS Standards mandate that I&R programs “use the AIRS/211 LA County Taxonomy of Human Services to index and facilitate retrieval of resource information.” No matter how accurate and up-to-date the information in your resource database is, it’s useless unless your staff or visitors to your Web site can easily sort through it to find services relevant to their needs. Proper indexing is the key to making your database useful. Note: This is a two-part workshop, please plan on attending both sessions.

Wednesday, June 8
9:00am - 10:30am
Rolls Royce Suite
Presenter: Ben Curtis, 211 LA County, San Gabriel, California
Society’s exponential reliance on technology and the internet have significantly changed the nature of human needs and services. Resource databases must catch up to the rising need presented by the digital divide. Resource databases have an opportunity to bridge the digital divide to continue empowering persons in need toward self-sufficiency.

Wednesday, June 8
2:15pm - 3:45pm
Regency J,K
F-7 “Resource Database Open House” – Final Session
And now for something a little bit different. We will be using the after-lunch session on the last day as an issue-oriented drop-in to provide time for constructive reflection, collaborative problem-solving and final networking. The workshop will be facilitated and an online space will be set-up during the conference for people to post “let’s talk about” ideas if they are planning to attend.

(G) Military Track

Tuesday, June 7
10:30am – 12:00pm
Marquis
G-1 “Working with the Military 101”
Presenter: Richard L. Abrams USA (Ret), United Way of San Antonio and Bexar County, San Antonio, Texas
As Active Duty, Reserve and National Guard members transition back from Afghanistan and Iraq to their communities, I&Rs need to have a better understanding of the issues and challenges facing these patriots. This workshop will highlight the development of the Texas Military Family Project in South Texas, key issues facing military members and their families. Emphasis will be placed on a discussion of different outreach methods.

Wednesday, June 8
9:00 am - 10:30am
Marquis
G-2 “Home from the War: Where can I get the help I need?”
Presenter: Dr. Kathryn Kotria, Texas A&M Health Science Center College of Medicine, College Station, Texas
The trauma of military creates consequences that are manifested over time in families, jobs, and communities. The consequences of trauma have long been shown to create secondary impacts. Texas is implementing a way to address the needs of military service members, veterans and their families through information and referral about available resources and services.

(H) Technology Track

Monday, June 6
10:00 am - 11:30am
Rolls Royce Suite
H-1 “Google Apps for Domain, Save money & improve collaboration!”
Presenter: Tino Paz, United Way Worldwide, Alexandria, Virginia
Google Apps for Domains consists of a suite of online tools that non-profits generally and I&Rs specifically can benefit from to cut some of their infrastructure costs (i.e., email servers, productivity tools, calendaring, remote access) and are relatively easy to implement. You might want to bring your own laptop.

Monday, June 6
1:00pm - 2:30pm
Rolls Royce Suite
H-2 “Connecting Your Community with Emerging Technologies”
Presenters: Gabe Cate, Bowman Systems, Shreveport, Louisiana; Deb Petty, Bowman Systems, Shreveport, Louisiana
Ok, so now you have resources listed in your I&R software, and you’re getting pretty good at maintaining them. But are you sure you’re using that data to its fullest potential? This session will demonstrate several methods of resource sharing that work with data from any I&R system.
Monday, June 6
3:15pm - 4:45pm
Rolls Royce Suite
H-3 “Social Media Strategies for a Web 2.0 World”
Presenter: Kelly Bergeron, Ontario 211, Toronto, Ontario
New opportunities for growth and marketing are presenting themselves daily via Social Networks and the Web. This session will demonstrate how to build relationships, market your products/services, build confidence and expand your horizons via various e-channels to maximize your reach.

Tuesday, June 7
8:30am – 10:00am
Desoto B
H-4 “Crowd Sourcing: Using Social Media Mapping for Real-Time Situational Analysis”
Presenter: Ray Thompson, VisionLink, Boulder, Colorado
Using existing technology, you can deploy mapping tools quickly, integrating Twitter and other social media feeds for real-time information and updates.

Tuesday, June 7
10:30am – 12:00pm
Desoto B
H-5 “To See or Not To See – Sharing Your Client Data”
The workshop will focus on “completing the circle” from the initial call assessment to getting provider feedback based on the referrals made. We will explore how sharing client information between call centers and providers is essential to measuring community outcome measures and evaluating provider and client success. What gets shared and how much data is enough? Come explore with us the answers to these questions.

Tuesday, June 7
2:15pm - 3:45pm
Desoto B
H-6 “Vendor thoughts on Data Integration”
Presenter: Tino Paz, United Way Worldwide, Alexandria, Virginia
I&R centers are being asked to participate in data collaboratives by linking their call and resource data to other systems. I&R vendors are being tasked with the work to implement data integration solutions requests. Come meet with I&R vendors to have a conversation about the successes and struggles of data integration for I&R.

Wednesday, June 8
9:00am - 10:30am
Pierce Arrow Suite
H-7 “E-learning: What it is, how it works and how you can use it!”
Presenters: Gina Brust, Essential Learning, San Diego, California; Laura Zink Marx, NJ 2-1-1 Partnership, Parsippany, New Jersey; Sherry Miller, Michigan Association of United Ways, Lansing, Michigan; Sandra Ray, United Way of the Texas Gulf Coast, Houston, Texas
Presentation will provide an overview of e-learning within the context of staff development and training for adult learners. Topics will include an introduction, comparative effectiveness and applied uses and strategies. A panel of experts utilizing e-learning for on-boarding and ongoing staff training will present, discuss and brainstorm with participants.

Wednesday, June 8
10:45am - 12:15pm
Pierce Arrow Suite
H-8 “Cloud ACD/IVR (Call Routing) and the Advantages it Offers”
Presenter: Steve Pulley, inContact, Salt Lake City, Utah
According to industry analysts, we are seeing a significant shift away from installing call routing equipment on company premises. Looking to reduce costs and improve efficiencies, call centers are increasingly turning to cloud-based solutions. Join this workshop to learn how 2-1-1 organizations are transforming their call centers with a cloud-based system.

Monday, June 6
10:00am - 11:30am
Desoto B
This year’s Washington update delivered by Bob Blancato will review important federal legislation and regulations of relevance to I&R and their potential impact on I&R. The discussion will include 2-1-1, the health care reform law, the Older Americans Act which is up for Reauthorization this year, and many other issues. Bob will discuss the challenges facing public policy in a tough fiscal environment and next steps for action on priorities which are important for AIRS and the I&R field.

Monday, June 6
10:00am - 11:30am
Desoto B
J-2 “CARE-HELP-HOPE: An overview on implementing United Way for Southeastern Michigan 2-1-1’s best-in-class approach in serving the community”
Presenter: Dave Bartek, United Way for Southeastern Michigan 2-1-1, Detroit, Michigan
Learn how United Way for Southeastern Michigan’s 2-1-1 implemented a best-in-class approach which focuses on demonstrating CARE through our compassionate and attentive Community Care Advocates, providing HELP through accurate and timely information on local resources that empower individuals and instilling HOPE through the process of finding solutions.
Monday, June 6
1:00pm - 2:30pm
Pierce Arrow Suite
J-3 “Advocacy 301”
This session will stress the importance of being a good advocate for I&R issues in tough economic times. Bob will discuss 2011 advocacy efforts on legislation of relevance to I&R and how to be a successful advocate for I&R public policy priorities.

Monday, June 6
3:15pm - 4:45pm
Desoto A
J-4 “High call volumes and dwindling resources; partnering faith organizations and I&R to better serve families in poverty”
Presenters: Sue Miller, RN CIRS, Warren County Community Services Inc., Family Services, Lebanon, Ohio; Kathy Michelich, Ohio State University Extension Warren County, Lebanon, Ohio
This workshop provides an overview of a unique training designed to equip faith-based organizations help families become stabilized. The increased volume of clients needing assistance has necessitated faith organizations to partner with I and R and provide tools for families to become self sufficient even during times of declining resources.

Tuesday, June 7
8:30am – 10:00am
Rolls Royce Suite
J-5 “Bringing Innovation to I&R”
Presenter: John Ohanian, 2-1-1 San Diego, San Diego, California
This workshop will share new advances in telephony, technology, information and business intelligence with management, executive and IT staff who make decisions related to technical and strategic changes of the organization and will look at what I&R will look like in ten and twenty years from now.

Tuesday, June 7
10:30am – 12:00pm
Desoto A
J-6 “Bridging the Complexities of I&R with Your AIRS Research Atlas”
After conducting the AIRS Environmental Scan, Integer produced a white paper series and the AIRS Research Atlas. The Research Atlas crystallizes the Environmental Scan research and can help readers navigate today’s I&R environment. It is an essential guide for I&R and human service professionals, researchers and policymakers, and community leaders.

Tuesday, June 7
2:15pm - 3:45pm
Rolls Royce Suite
J-7 “Gentle Yoga: Relax, Renew and Stretch Yourself”
Presenter: Valerie Wethered, 2-1-1 Maryland at United Way of Central Maryland, Baltimore, Maryland
Relax your muscles and your mind. Practice yoga that can be done at your desk. Gentle movement and breathing exercises are offered to manage stress and increase mental and physical balance, strength and flexibility. Practice on the floor (bring a mat or a towel) or on a chair. Take away techniques to use at home or in the office.

Wednesday, June 8
9:00am - 10:30am
Desoto B
J-8 “What is AIRS Accreditation? Why is it important to your organization and are you ready to apply for it?”
Presenters: Charlene Hipes, AIRS, Portland, Oregon; Bob McKown, Heart of West Michigan United Way, Grand Rapids, Michigan; Bridget Wolf, HandsOn Central Ohio, Columbus, Ohio
“The greatest thing in this world is not so much where we are, but in what direction we are moving,” Oliver Wendell Holmes. AIRS wants to help you move ahead and ensure that your I&R/A service is the best it can be. This workshop will provide an in-depth description of the AIRS Accreditation process and the new accreditation criterion, allow for questions and provide attendees an opportunity to assess their own readiness to apply for accreditation.

Wednesday, June 8
10:45am - 12:15pm
Rolls Royce Suite
J-9 “Developmental Screening and Care Coordination - Improving Outcomes for the Most Vulnerable at Risk Young Children”
Presenter: Patricia Herrera M.S., 211 LA County, San Gabriel, California
Learn about evidence-based, on-line developmental screening and care coordination conducted over the telephone to ensure that young children obtain needed intervention services to be healthy, safe, and ready to learn. Because 2-1-1 reaches the most vulnerable low-income, ethnic-minority families and children, it is especially promising for developmental screening but this service model can also be employed for health navigation, placing people in medical homes, and working with veterans and military families.

Wednesday, June 8
10:45am - 12:15pm
Desoto B
J-10 “Life Beyond Simply Connecting People to Services Online”
Presenters: Beth Wick, Health & Human Services Commission/2-1-1Texas Information & Referral Network, Austin, Texas; Erin Brackney, MSW, Manager Research, Evaluation and Texas Connector OneStar Foundation, Austin, Texas
Learn how your I&R agency can utilize the resource database to link callers to community resources; provide the basis for the sharing of data to support community planning activities that facilitate changes in community condition; and also participate in database collaboratives to achieve broader and deeper coverage of different types of community resources.
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Optimal Phone Interpreters is a telephonic connection with the languages you need when handling your limited english speaking callers. We provide clear, fast, and accurate over-the-phone interpretation for both inbound and outbound scenarios. OPI combines the latest technology with a staff of live language professionals. Our goal is to make communicating across language and cultural barriers as seamless and accurate as possible, while making it as easy as possible for you, our client. This is done with friendly bilingual agents that will treat your end clients with the same great care your internal agents do.
**RTM Designs**
Julie Banuelos
172 Highlands Square Drive, Suite 301
Hendersonville, North Carolina 28792
julie@rtmdesigns.com
www.rtmdesigns.com
RTM Designs is a leading provider of I & R Software solutions with the largest 2-1-1 customer base in North America. With over 40 Statewide and multi-county networks in operation, RTM Designs understands what it takes to bring people and services together. At RTM Designs we are continually striving to help you help others.

**RTZ Associates, Inc.**
Laura Emery
150 Grand Avenue, Suite 201
Oakland, California 94612
laur@rtzassociates.com
www.rtzassociates.com
Come see how our AIRS and HIPAA compliant tools and our supportive staff can help your organization's technology efforts succeed. Products for 211, Information and Referral, Aging and Disability Resource Centers (ADRC), AAAs, Adult Day Health, PACE, Case Management and more. RTZ Associates offers easy-to-use, browser-based tools that meet your community’s needs, along with a customer-driven process that begins with your first call. Stop by our booth and learn about the RTZ Advantage or to pick up one of our fun blue light-up pens.

**VisionLink, Inc.**
Lisa Hrivnak/Ray Thompson
3101 Iris Avenue, Suite 240
Boulder, Colorado 80301
sales@visionlink.org
www.visionlink.org
VisionLink is the leading provider of community resource and client management systems. We offer advanced web-based software for social services, disaster management, homeless management (HMIS), information and referral (2-1-1/ I&R), elder care, and educational sectors.

We build Community Operating Systems (CommunityOS). Manage clients, resources, contributions, volunteers and much more for communities and the partnerships that serve them well. Deploy private, public and collaborative tools.

All in all, CommunityOS is used to help millions of people across more than a quarter of the United States and over 150 countries around the world.
Located just a few minutes from Detroit and across the river from Canada, Dearborn is a historical hot spot. It's a cultural melting pot, a company town, home to Ford World Headquarters, and a college town with the University of Michigan Dearborn. It's also a place many urban-lovers call home, relishing its diverse and culturally rich community.

This city of 98,000 people, is the hometown of auto baron Henry Ford, and as a result, is filled with endless related attractions; the Henry Ford museum, Ford Motor Company world headquarters, The Henry Ford entertainment complex, Henry Ford Estate and Henry Ford Community College, to name a few.

Dearborn’s foremost attraction is The Henry Ford museum, the nation’s largest indoor-outdoor American History museum entertainment complex and Michigan's leading tourist spot. The Henry Ford makes history come alive. Visit the homes of Daniel Webster and Thomas Edison, sit in the bus made famous by Rosa Parks or explore the birthplace of modern manufacturing on the Ford Rouge Factory tour.

If you want more on Henry Ford, visit Fair Lane, Henry and Clara Ford’s stunning country home estate. Named one of “America's 10 grandest mansions” by Budget Travel Magazine.

Dearborn has the largest Arab population of any community in the United States and is home to the new Arab American National Museum. This soaring museum adorned in blue ceramic tiles from Morocco, is the first of its kind in the world. And it’s a great place to discover (or rediscover) how Arab Americans have enriched the economic, political and cultural landscape of our life. Organized in four separate areas, the museum uses art, artifacts, documents, personal papers, and photographs to tell the well-known immigrant story: the history of the Arab civilization, coming to America, living in America and the impact Arabs have made here.

**Shopping**

Dearborn is an fascinating place to shop from unique Michigan Avenue to a sprawling mall; Dearborn offers something for every shopper. Running through the center of town, Michigan Avenue is filled with unique establishments that are definitely worth checking out. For starters, try the hip antique store, In Retro, the family-owned comic central, Green Brain Comics, or precious independent record stores like Stormy Records and Dearborn Music. At each of these places you can talk with sales people who actually know (and love) what they’re selling, providing a personalized boutique-like shopping experience different than traditional stores. Right across the street from the Hyatt, is the Fairlane Town Center mall, with over 1.2 million square feet of shops and hosts over 10 million visitors a year. Visitors can dine al fresco on the newly added restaurant plaza; enjoy the outdoor fireplace and dining. Fairlane Town Center’s 160 stores and restaurants will keep even the most dedicated shopper on their toes. Home to Michigan’s largest H&M and one of only two Heritage 1981 stores, visitors will find everything from the Classic Coach store to the cutting edge Underground Station.

**Dining**

Dearborn is home to some unique dining destinations from authentic Arab cuisine, exquisite Vietnamese to traditional fare like, there’s also former Detroit Red Wings hockey-hero, Chris Chelio's Chili Bar & Restaurant, Buddy’s Pizza, Leon’s Family Dining or the M&M Café. Of course, no visit to Dearborn is complete without a burger and beer at Miller’s bar, a local hotspot, there is even the Ford-Wyoming Drive-In, a blast from the past. For a later night out, Dearborn also has great trendy clubs including the Double Olive, Silky’s Martini and Music Café, and Crave Lounge. Dearborn is a unique place to visit, and an even more fun place to explore!

**Detroit**

An American classic, “The D” or “Motor City” as Detroit is affectionately known, offers big city experiences just a few minutes drive away. Music is revered here; Detroit is the birthplace of Motown and techno music. Visit the Motown Historical Museum, filled with mementos celebrating Motown’s famous, like Stevie Wonder, Marvin Gaye, Martha Reeves, The Temptations, and The Jackson Five. The Detroit Institute of the Arts is ranked among the top six art collections in the U.S. Visit the Charles H. Wright Museum of African American History to see a special celebration of Michael Jackson’s life. There are three local casinos to try your luck; Greektown Casino, MGM Grand Detroit and MotorCity Casino.

**Windsor, Ontario**

Feeling adventurous? Take a short ride across the border to Windsor, Ontario, Canada but you need to bring your passport. Cross the border to Ontario via the Detroit-Windsor Tunnel or the Ambassador Bridge. Enjoy the Detroit skyline from a unique vantage point or visit the Caesar’s Casino’s 5,000 seat theater, with comedians, singers and concert programs.
## 2011 Exhibitors (By Booth Name)

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BE A HERO TO YOUR COMMUNITY

When a flood hit Milwaukee, 2-1-1 @ IMPACT experienced a record-breaking number of calls. According to Jacki Bentilla of 2-1-1 @ IMPACT, if it weren’t for inContact’s on-demand scalability and technical flexibility, callers would have gotten a busy signal for 36 hours or more. Instead of turning people in need away, inContact gave 2-1-1 @ IMPACT the technical capabilities they needed to assist thousands of community members a day for three weeks of intense calling.

Want to learn how you can be a hero to your community?

Visit inContact at Booth #210

While you're there, register to win an iPad2™

ACD  IVR  CTI  Customer Feedback  QM  Recording  WFM  eLearning

www.incontact.com or call 866-965-7227
A BIG AIRS THANK YOU TO ALL OUR VOLUNTEERS WHO HELPED MAKE THIS CONFERENCE A SUCCESS!

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Mark your calendars for the 2012 AIRS Annual I&R Training and Education Conference
May 23 – May 26, 2012
Sheraton, New Orleans, Louisiana

**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.

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