37th Annual I&R Training and Education Conference

May 27-30, 2015
Sheraton Dallas Hotel, Dallas, Texas
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On behalf of the AIRS Board of Directors we welcome you to Dallas, Texas and the 37th Annual I&R Training and Education Conference. The conference has always been a cornerstone of AIRS and an unparalleled opportunity for hundreds of I&R professionals to learn, share and connect.

Our dedicated conference committee, program track managers, staff, national partners and affiliates have worked diligently to put together a practical, thought-provoking and informative program of more than 80 workshops. There is something here for everyone. For the latest information on I&R tools, visit the vendor exhibits where you will have the opportunity to learn about so many new and changing products. Our vendor and sponsor partners play a critical role in the success of the conference and we are grateful for their support.

In addition to the various symposiums and workshops, please join us for the welcome session on Wednesday afternoon and the opening networking reception in the Exhibit Hall. Make plans to attend the Friday luncheon sponsored by our partners in “Aging and Disabilities” and the Annual Meeting on Saturday. We hope you will join us Thursday evening for dinner and exploring at the Perot Museum and on Friday for the popular Friends of AIRS party and Silent Auction.

This is your conference to network, share best practices, identify and overcome challenges and to further enhance your I&R expertise and perception. The conference provides us with a platform to expand horizons, gain fresh perspectives and enhance or competencies. The face-to-face human interaction that occurs at the AIRS conference is invaluable and you are encouraged to take advantage of this opportunity.

As you take part in the conference, you will see many people identified as AIRS Board members or staff on their name badges. These are people that can answer your questions and direct you to resources. We also know all of our friends from Texas are on board to help you navigate the event. AIRS has a tradition of collegiality and inclusivity and we want you to feel that you are part of the organization and conference, because you are! We’re happy you are here and we are ready to help. It is time to brand I&R as the excellent resource it is. This is your chance to learn new skills, develop new relationships and be energized for the important work you do. Enjoy the conference!

Joan Phelps
United Way of Central Virginia
President of AIRS
Welcome from the National Information and Referral Support Center, National Association of States United for Aging and Disabilities (NASUAD)

Dear Colleagues,

We invite you to join us for the 37th National Aging and Disability Information and Referral Symposium during this year’s AIRS Conference. The Symposium is convened by the National I&R/A Support Center at the National Association of States United for Aging and Disabilities (NASUAD) in collaboration with the U.S. Administration for Community Living (ACL), the National Association of Area Agencies on Aging (n4a), and the National Council on Independent Living (NCIL).

The Symposium offers a pre-conference National I&R/A Summit for aging and disability professionals, an Aging and Disability Luncheon, and a full complement of workshops, panel discussions and lively conversation throughout the week. Essential for keeping apprised of the latest developments in aging and disability I&R/A, the Symposium workshop sessions will feature national, state and local professionals presenting on key topics such as national policy developments, oral health, “no wrong door” system building, home and community-based services, serving diverse consumers, self-direction, and trends in aging and disability I&R/A. We welcome all I&R professionals, not just those with an aging and disability focus, to benefit from our sessions.

Aging and Disability I&R/A professionals are invited to attend the National Aging and Disability Pre-Conference Summit on Wednesday, May 27, for networking, discussion and technical assistance on current trends, new initiatives and innovations in I&R/A service delivery. This year's pre-conference summit will have a special focus on business acumen as aging and disability I&R/A agencies across the county are challenged to both sustain and expand their business model in a rapidly-changing environment. On Friday, May 29, join us for the Aging & Disability Luncheon featuring Gary Jessee, Deputy Director, Program Operations-Medicaid/CHIP, Health and Human Services Commission, Austin, TX. During this milestone year in aging and disability policy, with the 50th anniversary of the Older Americans Act (OAA) and 25th anniversary of the Americans with Disabilities Act (ADA), Mr. Jessee will reflect on the legacy of this important legislation and highlight new directions in serving older adults and people with disabilities.

We offer special thanks to our federal and national partners, ACL, n4a, NCIL and AIRS for their valuable support to NASUAD in coordinating the National Aging and Disability I&R Symposium.

Martha A. Roherty, Executive Director
National Association of States United for Aging and Disabilities
Welcome from the Department of Defense

I would like to welcome you to the AIRS 2015 Conference, and to invite you to attend the “Serving the Military” track workshops. What better time to be reminded about the sacrifices our service members have made to ensure our freedom, than this week when we have all celebrated Memorial Day?

The Serving the Military track workshops have been designed to help you connect military and community resources. Many of you have told me you are building veteran-friendly partnerships, and we have designed this year’s workshops to provide you with a wide spectrum of resources and information to assist you as you help active duty service members, veterans, and their families reintegrate into civilian life. The stress of war, multiple deployments, and frequent moves have taken a toll on the wellness of military families. With the downsizing of the military services, you are most likely receiving increasing numbers of phone calls from veterans who are trying to navigate their way through civilian life. The information in our workshops will help you build your resources and will give you valuable insights into why military members and their families think and act like they do.

I encourage you to make the most of being here, it’s a time to make connections and build working friendships that will continue well past the few days of the conference. It’s a time to gain knowledge and insights that will empower you in your professional life as you strive to bring the best support you can to your community.

Thank you for what you have already done to assist service members and veterans. Working together we can ensure those who have fought for our freedom get the support they need. Please join us as we learn from each other, network with each other, and have an enriching conference experience!

Lucinda S. Lorei
Information and Referral Program Manager
Personal & Professional Development (MFR)
Marine and Family Programs Division
Headquarters US Marine Corps

National Aging and Disability Information & Referral Symposium

Don’t miss the 2015 National Aging and Disability I&R/A Symposium (May 27-30)! With a pre-conference I&R/A Summit for aging and disability professionals, and a full complement of workshops, panel discussions, an Aging and Disability luncheon, and lively conversation throughout the week, the Symposium is essential for keeping apprised of the latest developments in aging and disability I&R/A. Join us for an exciting blend of workshops facilitated by I&R/A, ADRC, CIL, and federal, state, and local professionals from across the country discussing initiatives and innovations in aging and disability I&R/A programs. Gain new ideas from experts and your peers that can inform your organization’s programs and services for older adults and people with disabilities.

The National Aging and Disability I&R/A Symposium is convened by the National I&R Support Center at the National Association of States United for Aging and Disabilities (NASUAD) in collaboration with the U.S. Administration for Community Living (ACL), the National Association of Area Agencies on Aging (n4a), and the National Council on Independent Living (NCIL). Through the Symposium, the National I&R Support Center aims to provide support and assistance to State and Area Agencies on Aging, Aging and Disability Resource Centers (ADRCs), and Centers for Independent Living (CILs) to enhance the quality of I&R/A systems, partnerships, and service delivery.
Pre-Conference Intensives

Wednesday, May 27

These four 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 ABCs of I&R”
9:00am – 4:15pm
Dallas Ballroom D3, 1st Floor, Conference Center
Instructor: Shye Louis, Manager 211/LIFE LINE

This workshop is for front-line I&R Specialists who are relatively new to the field or for more experienced staff who will be taking the CIRS or CIRS-A/D exam. This interactive and participatory session will address the practical application of performance-based competencies, the ‘how-to’s’ of conducting an effective needs assessment and dealing with a range of client inquiries and types. The session covers all of the fundamentals and enhancements involved in providing a quality I&R service.

“AIRS Accreditation Boot Camp: The Ultimate Workout for Success”
9:00am – 4:15pm
Dallas Ballroom D1, 1st Floor, Conference Center
Instructors: Mary Cooksey, Community Resource Center Program Director, United Way of Abilene; Erin Shilcutt, Data and Web Services Manager, United Way of Abilene

Always thought about becoming AIRS Accredited but fearful of the process?!? This workshop will provide information and tips for achieving AIRS Accreditation and you will emerge with a ‘readiness self-assessment’ of where your program stands and what remains to be addressed. The majority of organizations that apply for accreditation are “accreditable,” but many have deficiencies in their applications that make it necessary for them to go through a second round. This session is likely to eliminate that possibility. The Intensive will apply all of the principles of a classic boot camp to get you accreditation fit: “Stick to Basics”, creating your documentation that reflects reality, not what you think will impress the reviewers; “Follow the Clock”, learn and apply project management timing; “Take it Outside (the box)”, the Standards are the minimum expectations, what else are you doing for the community you serve; and “Buddy Up”. Don’t go it alone, join the group so you can align your efforts with others who can help you on the fast track to success.

“National Aging and Disability I&R/A Pre-Conference Summit”
Wednesday, May 27, 8:00am – 5:00pm
Dallas Ballroom C, 1st Floor, Conference Center

Instructor: Anna Tangredi, Voluntary Agency Liaison, Texas Division of Emergency Management

This session will introduce the keys to success in managing large numbers of spontaneous volunteers in disasters and provide certification for all participants. The underlying assumption is that much of the volunteer help is usually indeed needed, and that with basic emergency management coordination skills, the volunteer resources can often be put to effective use, making a positive difference in the affected community. The course will discuss the benefits spontaneous volunteers can bring to relief efforts and the challenges they may bring if not coordinated effectively. In addition, the course will examine planning considerations regarding spontaneous volunteers. Special emphasis is also placed on how to make full use of a Volunteer Reception Center, the backbone of any well-organized spontaneous volunteer management program. Participants should have a working knowledge of the Incident Command and National Incident Management Systems (NIMS).

“Management of Spontaneous Volunteers in Disasters”
8:30am – 4:30pm
Dallas Ballroom A2, 1st Floor, Conference Center
Instructor: Anna Tangredi, Voluntary Agency Liaison, Texas Division of Emergency Management

This workshop will provide information and tips for becoming AIRS Accredited and you will emerge with a ‘readiness self-assessment’ of where your program stands and what remains to be addressed. The majority of organizations that apply for accreditation are “accreditable,” but many have deficiencies in their applications that make it necessary for them to go through a second round. This session is likely to eliminate that possibility. The Intensive will apply all of the principles of a classic boot camp to get you accreditation fit: “Stick to Basics”, creating your documentation that reflects reality, not what you think will impress the reviewers; “Follow the Clock”, learn and apply project management timing; “Take it Outside (the box)”, the Standards are the minimum expectations, what else are you doing for the community you serve; and “Buddy Up”. Don’t go it alone, join the group so you can align your efforts with others who can help you on the fast track to success.
sustain and expand their business model in a rapidly-chang-
ing environment.

This is a unique opportunity during the AIRS conference for aging and disability I&R/A professionals to gather and focus on industry trends, initiatives, challenges and solutions. Throughout the Summit, participants will have opportunities to network with aging and disability I&R/A peers from around the country, participate in group discussions, learn about innovative strategies for service delivery and partnership, and consider new approaches to aging and disability I&R/A development. There is no charge to attend this event but pre-registration is requested. Please contact Support Center Director, Nanette Relave at 202.898.2578 x 305 or nrelave@nasuad.org with questions or for more information.

Serving the Military Workshops
The Serving the Military training track consists of eight military workshops. The sessions in the military training track have been selected for their value, both 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
**Wednesday, May 27, 1:30pm Seminar Theater, 2nd Floor, Center Tower**
**Friday, May 29, 2:30pm, Seminar Theater, 2nd Floor, Center Tower**

AIRS offers the only internationally recognized credentialing program in the field of Information and Referral. Exams for Information and Referral Specialists (CIRS), Resource Specialists (CRS) and Specialists in Aging and Disabilities (CIRS-A/D) will be given on Wednesday, May 27 and Friday, May 29. You must be pre-registered and pre-approved through the AIRS National Office to be eligible to take an exam.

Newcomers, Solo Attendees and Military Orientation
**Wednesday, May 27, 4:30pm – 5:30pm**
**Dallas Ballroom A1, 1st Floor, Conference Center**

All new members, solo attendees and military personnel are invited to join the AIRS Board of Directors, staff and local hosts to ask questions about AIRS, the conference and the city of Dallas.

User Group Meetings
**Wednesday, May 27, 2:00pm – 3:45pm**
**iCarol – Majestic 5, 37th Floor, Center Tower**
**VisionLink - Majestic 6, 37th Floor, Center Tower**

Software users of the above systems are invited to attend a user group meeting to learn about the latest updates and have your questions answered.

Welcome Reception in the Exhibit Hall
**Wednesday, May 27, 5:30pm – 6:30pm**

Lone Star Ballroom C, 2nd Floor, Conference Center
Connect with your friends, colleagues and AIRS exhibitors at the opening event of the AIRS conference. Enjoy appetizers and a cash bar (average alcoholic drink cost is $9.75), while you network and tour the exhibit hall in a relaxed atmosphere.

Opening Breakfast
**Thursday, May 28, 8:00am – 9:45am**
**Lone Star Ballroom A-B, 2nd Floor, Conference Center**

Everyone is encouraged to join us at the opening breakfast. Two keynote speakers will highlight this conference kick-off event.

Aging Luncheon
**Friday, May 29, 12:15pm – 2:00pm**
**Lone Star Ballroom A-B, 2nd Floor, Conference Center**

Please attend this special luncheon brought to you by The National Aging and Disability I&R/A Support Center and the National Association of States United for Aging and Disabilities (NASUAD), National Association of Area Agencies on Aging (n4a) and the U.S. Administration on Aging. The luncheon is open to everyone.

An Evening at the Perot Museum of Nature and Science
**Thursday, May 28, 7:00pm – 10:00pm**

Join us for dinner amid the fun and excitement of the Perot Museum of Nature and Science. Enjoy three levels of interactive exhibits and a buffet dinner inside the museum. The museum is a short walking distance or a quick hop on the free trolley. Buses will also be available in the lobby. There will be a cash bar (the average alcoholic drink cost is $7.00). Admission to the museum and dinner is included in your full registration fee.

Dessert Reception and Friends of AIRS Auction
**Friday, May 29, 7:30pm – 9:00pm**
**Lone Star Ballroom A, 2nd Floor, Conference Center**

Join us for the Friends of AIRS Silent Auction and Dance party, an AIRS conference tradition. Have a “Big D-lightful” time while raising money for AIRS conference scholarships at the same time. Enjoy treats, cash bar and music while you bid on an array of auction items.

AIRS Annual Membership Meeting & Luncheon
**Saturday, May 30, 12:30pm – 2:00pm**
**Lone Star Ballroom A-B, 2nd Floor, Conference Center**

Everyone is encouraged to join us at the annual membership meeting and luncheon including the presentation of the AIRS Awards of Accreditation and the opportunity to meet AIRS Board members.
Welcome to Dallas, Texas
Thursday, May 28  8:00am – 9:45am
Lone Star Ballroom A-B, 2nd Floor, Conference Center
Judge Clay Jenkins

Since taking office in 2011, Dallas County Judge Clay Jenkins has quickly become a strong voice for the County. Through his leadership, Dallas County continues to guide national conversation toward moral and compassionate responses. His advocacy on the Commissioners Court has helped balance several budget deficits without increasing taxes while simultaneously ensuring County business was both productive and less acrimonious.

Judge Jenkins has been an outspoken advocate for expanded health coverage in Dallas County and throughout Texas. Working with hospitals, physicians, business groups, and faith leaders to improve healthcare and reduce the burden on taxpayers and others who bear the cost for uncompensated care. He has worked closely with federal and local partners on the Health Insurance Marketplace and the Dallas County Affordable Care Act Coalition has been recognized by the White House as one of the best in the nation.

As the chief-elected official of the County, Judge Jenkins is also the Director of Homeland Security and Emergency Management. As displayed in Dallas County’s response to the Ebola virus, Dallas County balanced public health with personal dignity, establishing the national standard.

He passed the most comprehensive local transparency and ethics reform in the state and continues to strengthen Dallas County’s procurement process through building relationships with business partners and the community. Judge Jenkins is a public official whose business acumen and unparalleled compassion have revitalized the office of Dallas County Judge.

Opening Breakfast Speaker
Thursday, May 28  8:00am – 9:45am
Lone Star Ballroom A-B, 2nd Floor, Conference Center
Bill Crawford, PhD

Dr. Crawford is a licensed psychologist, author of four books, organizational consultant and speaker. Over the last 26 years he has created over 3,300 presentations for such organizations as Sprint, Shell, The American Medical Association, PBS, and many other organizations and professional associations both nationally and internationally. He has a unique perspective on achieving success and he shares this philosophy with such humor and energy that he is constantly referred to as the “Steve Martin” of psychologists. In addition, his two PBS specials have been seen by over 15 million people and he has been quoted as an expert in such diverse publications as The New York Times, Entrepreneur, Working Mother, The Chicago Tribune, Investor’s Business Daily, The Dallas Morning News, and Cosmopolitan just to name a few.
**Aging Luncheon Keynote Speaker**

*Friday, May 29    12:15pm – 2:00pm
Lone Star Ballroom A-B, 2nd Floor, Conference Center*

**Gary Jessee, Deputy Director, Medicaid/CHIP, Program Operations**

Mr. Jessee was named Deputy Director for Program Operations in the Medicaid/CHIP Division at the Texas Health and Human Services Commission in 2012. He is responsible for overseeing acute, dental and long-term services and supports delivered across the state through Managed Care Organizations. He previously served as an Assistant Commissioner for the Access and Intake Division at the Department of Aging and Disability Services where he was responsible for overseeing the functions of Area Agencies on Aging, Local Authorities, Community Living Assistance and Support Services, Community Services and Program Operations, Community Services Contracts, Guardianship Program and other specialized programs. Mr. Jessee has held other state positions during his nearly twenty years of service to the state of Texas and its citizens.

Mr. Jessee’s areas of expertise include program development, service delivery design and implementation, contract accountability and oversight, policy development, quantitative and qualitative research, and stakeholder coordination. He has a bachelor’s degree in applied sociology with a special emphasis in gerontology and has completed graduate coursework in interdisciplinary studies with a concentration in sociology, psychology, and occupational education at Texas State University.

**Sponsored by:** The National Aging and Disability I&R/A Support Center and the National Association of States United for Aging and Disabilities (NASUAD), National Association of Area Agencies on Aging (n4a), U.S. Administration on Aging

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**Closing Luncheon Keynote Speaker**

*Saturday, May 30    12:30pm – 2:00pm
Lone Star Ballroom A-B, 2nd Floor, Conference Center*

**Kimberly Olson, Colonel, USAF (Ret), CEO/President, Grace After Fire**

Kimberly Olson, Colonel, United States Air Force retired, is the CEO/President of Grace After Fire. This Texas-based non-profit organization is dedicated to helping female veterans help themselves by providing the means for women to gain knowledge, insight and self-renewal. The team at Grace guides women veterans through peer-to-peer outreach as they reintegrate with their families, communities and the workforce. She also serves as a trustee on the Weatherford Independent School System School Board which was recognized as the Texas Outstanding Board of the Year. Her educational experience included working as the Director of Human Resources for the Dallas Independent School System, the 2nd largest school district in Texas. Known for her global perspective, Kim has been a frequent speaker throughout the country and appeared on C-Span, international, national TV and radio shows. Her first book, *Iraq and Back, Inside the War to Win the Peace* explores her journey through the sound and gender barriers of military aviation and the mission to rebuild Iraq. She served 25 years in the Air Force and was part of the first generation of female military pilots. A command pilot with nearly 4,000 hours of flying time, she was one of the first females to command an air refueling squadron. She served in the Pentagon on the Joint Staff, Office of the Secretary of Defense, and the Air Staff and in the combat zones of Iraq and Bosnia. Recognized as a leader and trailblazer, she was lauded by the Fort Worth Business Press as a Woman of Influence, 2012; Texas delegate for Vision 2020, national initiative advancing women’s economic and social equality; and serves as the Director of Technology and Communications, Headquarters, Texas State Guard. A graduate from Ohio State University with a bachelor’s degree in education, she earned three masters’ degrees, a fellowship at Seminar XXI Center for International Studies, MIT, and completed the Superintendents Academy with the Broad Center for the Management of School Systems.
Conference and Workshop Evaluation Forms
Your feedback is important and needed to help 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 (CEUs)
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 AIRS 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! Thank you for your cooperation and understanding.

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

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. Please choose another session to attend that still has space available.

United Way Flexible Credits
United Ways will be able to use flexible credits to offset registration and some travel costs for the 2015 AIRS Conference. United Way Worldwide (UWW) Flexible Credits may be used for the conference registration fee and some travel expenses and per diems. To check your flexible credit balance, visit: http://online.unitedway.org/flexcredits (only for United Way members).

The UWW Learning Opportunities policy requires all conference costs and expenses be paid in advance. After completion of the program, submit the following items with a cover letter to obtain reimbursement through flexible credits to: Registrar, Learning Opportunities, United Way Worldwide, 701 North Fairfax Street, Alexandria, VA 22314. In addition to the cover letter, the required items for reimbursement are:
• A copy of the completed registration form and/or invoice
• Proof of payment (cancelled check or a copy of your credit card statement showing the charge and payment)
• Receipts for meals, hotel and travel
• A one page summary listing the total dollar amount of each of the following items: travel, hotel, meals

A $35 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. 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@uwu.unitedway.org.
## SCHEDULE AT A GLANCE

### Wednesday, May 27

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
<th>Time</th>
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<tbody>
<tr>
<td>Registration – Grand Hall, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>7:00am</td>
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<tr>
<td>National Aging &amp; Disability I&amp;R Summit - Dallas Ballroom C, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>8:00am</td>
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<tr>
<td>The ABCs of I&amp;R Intensive - Dallas Ballroom D3, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>9:00am</td>
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<tr>
<td>AIRS Accreditation Boot Camp Intensive - Dallas Ballroom D1, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>9:00am</td>
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<tr>
<td>Adult Mental Health First Aid Intensive - Dallas Ballroom D2, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>8:30am</td>
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<td>Management of Spontaneous Volunteers in Disasters Intensive, Dallas Ballroom A2, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>8:30am</td>
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<td>211 State Directors Session - Dallas Ballroom B, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center (By invitation only)</td>
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<td>1:00pm</td>
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<td>AIRS Certification Exams - Seminar Theater, 2&lt;sup&gt;nd&lt;/sup&gt; Floor, Center Tower</td>
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<td>1:30pm</td>
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<td>Newcomers, Solo Attendees and Military Orientation - Dallas Ballroom A1, 1&lt;sup&gt;st&lt;/sup&gt; Floor, Conference Center</td>
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<td>Opening Reception in Exhibit Hall - Lone Star Ballroom C, 2&lt;sup&gt;nd&lt;/sup&gt; Floor, Conference Center</td>
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### Thursday, May 28

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<th>Event</th>
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<tr>
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<tr>
<td>Opening Breakfast - Lone Star Ballroom A-B, 2&lt;sup&gt;nd&lt;/sup&gt; Floor, Conference Center</td>
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### Friday, May 29

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### Saturday, May 30

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**Thursday, May 28**

**10:00am – 11:30am**

**A-1:** “National Policy Updates: Aging and Disability I&R/A” Dallas Ballroom C, 1st Floor, Conference Center

**A-2:** “Riding the Waves: The Trials and Tribulations of Getting California’s First VDHCB off the Ground” Dallas Ballroom A2, 1st Floor, Conference Center

**B-1:** “Sustained Research Collaboration with 211: From Efficacy to Dissemination” Dallas Ballroom D1, 1st Floor, Conference Center

**C-1:** “How a Veterans Service Organization makes Connections for Veterans to Ease their Reintegration into the Civilian World: Programs that Support Women Veterans, Homeless Veterans, and Veterans with Disabilities” Dallas Ballroom D3, 1st Floor, Conference Center

**D-1:** “Pandemics and Other Public Health Emergencies: The Role of 211 and I&R” Dallas Ballroom A3, 1st Floor, Conference Center

**E-1:** “Making the Move: Statewide Resource Database (Or Have You Already Moved?)” Dallas Ballroom B, 1st Floor, Conference Center

**F-1:** “Winds of Change, Grief and Bereavement for I&R” Dallas Ballroom A1, 1st Floor, Conference Center

**G-1:** “Tapping Into Your Team’s Talent Through True Colors” (Part One) Dallas Ballroom D2, 1st Floor, Conference Center

**H-1:** “You’re a Rock Star: I&R Recognition and Incentives” Seminar Theater, 2nd Floor, Center Tower

**I-1:** “Workforce Management & Your Organization: Know When to Invest” Atrium, 2nd Floor, Center Tower

**Thursday, May 28**

**1:00pm – 2:15pm**

**A-3:** “Building the Business Case: I&R/A and Delivery System Reforms” Dallas Ballroom C, 1st Floor, Conference Center

**A-4:** “Improving Aging Services for LGBT Older Adults” Dallas Ballroom A2, 1st Floor, Conference Center

**B-2:** “211 Colorado & HealthLink211 Pilot: You’ve Paid For Your Data, Isn’t It Time It Pays you Back?” Dallas Ballroom D1, 1st Floor, Conference Center

**C-2:** “Connecting Spouses and Children to National and Federal Resources, to Help Them Thrive in the Fast-paced Military Culture” Dallas Ballroom D3, 1st Floor, Conference Center

**D-2:** “Partnerships for Long Term Disaster Recovery” Dallas Ballroom A3, 1st Floor, Conference Center

**E-2:** “Resource Assembly; Metrics and Benchmarks for your Resource Department (Part One)” Dallas Ballroom A1, 1st Floor, Conference Center

**F-2:** “Analyzing the Multi-Tiered Approach to Service Delivery: Highlighting the Top Tier Services of Health Navigation Program” Dallas Ballroom B, 1st Floor, Conference Center

**G-2:** “New Approaches to Teaching Customer Service Skills: Assessment, Empathy, Conversational Intent (ACE) Learning Program” Dallas Ballroom D2, 1st Floor, Conference Center

**H-2:** “New Thoughts on an Age-Old Topic: Poverty in America” Seminar Theater, 2nd Floor, Center Tower

**J-2:** “Using Open Source Technology to Coordinate Disaster Recovery” Atrium, 2nd Floor, Center Tower

**Thursday, May 28**

**3:00pm – 4:15pm**

**A-5:** “Alzheimer’s Disease: What You Need to Know and What You Can Do” Dallas Ballroom C, 1st Floor, Conference Center

**A-6:** “Staying the Course: How to Be a Compass on the Path to Self-Direction” Dallas Ballroom A2, 1st Floor, Conference Center

**B-3:** “211 Ambassadors in Ontario: A Not-So-Secret Weapon for Building Broader Awareness and Support” Dallas Ballroom D1, 1st Floor, Conference Center

**C-3:** “Military and Community Partnerships” Dallas Ballroom D3, 1st Floor, Conference Center

**D-3:** “The Disaster Has Hit, What Do I Do Now?” Dallas Ballroom A3, 1st Floor, Conference Center

**E-3:** “Resource Assembly: Metrics and Benchmarks for your Resource Department (Part Two)” Dallas Ballroom B, 1st Floor, Conference Center

**F-3:** “I&R Boot Camp: Basic Training on the Art of Information & Referral” Dallas Ballroom A1, 1st Floor, Conference Center

**G-3:** “Managing a Call Center with Grace” Dallas Ballroom D2, 1st Floor, Conference Center

**H-3:** “HIPAA 102a: What You Don’t Know About HIPAA Privacy and Security Can Really Hurt You” Seminar Theater, 2nd Floor, Center Tower

**J-3:** “How to Find and Keep Good Employees, Assistive Technology in the Workplace” Atrium, 2nd Floor, Center Tower

**Friday, May 29**

**8:30am – 10:00am**

**A-7:** “Building a ‘No Wrong Door’ System from the Bottom Up; Functions, Innovation and Technology” Dallas Ballroom C, 1st Floor, Conference Center

**A-8:** “Making Medicare Affordable: Finding, Screening and Enrolling Low-Income Medicare Beneficiaries in Programs to Help Pay the Costs of Prescriptions and Medicare” Dallas Ballroom A2, 1st Floor, Conference Center

**B-4:** “211 Assembly” (Part One) Dallas Ballroom B, 1st Floor, Conference Center

**C-4:** “Wounded Warrior Project Resource Center: Connecting Warriors with our Programs and Services” Dallas Ballroom A1, 1st Floor, Conference Center
D-4: “Preparing for a Wide Range of Weather Hazards Across the US” Dallas Ballroom A3, 1st Floor, Conference Center
E-4: “Taxonomy 101: From Initial Intimidation to Complete Control” (Part One) Dallas Ballroom D1, 1st Floor, Conference Center
F-4: “Laughing at Your Stress” Atrium, 2nd Floor, Center Tower
G-4: “Tapping Into Your Team’s Talent Through True Colors” (Part Two) Dallas Ballroom D2, 1st Floor, Conference Center
H-4: “What’s New and What’s Important to You in Washington?” Seminar Theatre, 2nd Floor, Center Tower
J-4: “What You Can Do with I&R Linked Data that You Couldn’t Do Before” Dallas Ballroom A1, 1st Floor, Conference Center

Friday, May 29
10:30am – 12:00pm
A-10: “Mission Accessible” Dallas Ballroom A2, 1st Floor, Conference Center
B-5: “211 Assembly” (Part Two) Dallas Ballroom B, 1st Floor, Conference Center
C-5: “Military OneSource, Community Outreach and Connecting Military Members to Virtual Resources to Support Them Through Every Aspect of Military Life” Dallas Ballroom D3, 1st Floor, Conference Center
D-5: “Bridging the Gap, How a Public/Private Partnership Helped Change the Way Seniors in South Carolina Prepare for Disaster” Dallas Ballroom A3, 1st Floor, Conference Center
E-5: “Taxonomy 101; From Initial Intimidation to Complete Control” (Part Two) Dallas Ballroom D1, 1st Floor, Conference Center
F-5: “Is I&R/A a Delorean in a Tesla World? Dallas Ballroom A1, 1st Floor, Conference Center
G-5: “Planting the Seed of Quality Culture” Dallas Ballroom D2, 1st Floor, Conference Center
H-5: “Putting a Halt on Human Trafficking; Recognizing the Warning Signs” Seminar Theater, 2nd Floor, Center Tower
J-5: “Cloud ACD/IVR (Call Routing) & Cloud PBX: What are the Advantages and Differences” Atrium, 2nd Floor, Center Tower

Friday, May 29
2:15pm – 3:30pm
A-11: “Improving the Oral Health of Older Adults and Persons with Disabilities” Dallas Ballroom C, 1st Floor, Conference Center
A-12: “Health Insurance Jeopardy in Year 2 of Open Enrollment: Double Jeopardy” Dallas Ballroom A2, 1st Floor, Conference Center

Saturday, May 30
9:00am – 10:30am
A-14: “Three Tools to Help Older Adults Save Money” Dallas Ballroom A2, 1st Floor, Conference Center
B-7: “211 is a Lamborghini, Not a Skateboard, Being sure you’re on the Freeway” Dallas Ballroom D1, 1st Floor, Conference Center
C-7: “One Size Does Not Fit All, How Your Unique I&R Can Better Serve Veterans and Military No Matter Your Size or Your Structure” Dallas Ballroom D3, 1st Floor, Conference Center
D-7: “Ebola in Dallas: Lessons Learned” Dallas Ballroom A1, 1st Floor, Conference Center
E-7: “Inclusion/Exclusion Policy: The Most Important Document You’ll Create” Dallas Ballroom A3, 1st Floor, Conference Center
F-6: “Serving Children and Youth through Specialized I&R; Learning from the Kids Help Phone” Dallas Ballroom A3, 1st Floor, Conference Center
G-7: “Outreach Methods for Non-Traditional Communities (African American, Asian American, Hispanic/Latino American, Native American, Pacific Islander, LGBT, Refugee)” Dallas Ballroom D2, 1st Floor, Conference Center
H-7: “From Burnout to Self-Care: Inspiring Staff Wellness 2.0” Seminar Theater, 2nd Floor, Center Tower
Do you work for an Area Agency on Aging or Title VI Native American aging program?

Then we are your national association!

Visit our booth in the tradeshow or www.n4a.org to learn what n4a can offer you and your agency.

Aren't sure if your agency is a member? Swing by our booth to find out. Staff of n4a member agencies can access membership benefits, so sign up to receive our weekly newsletter, website access and much more!

Saturday, May 30

10:45am – 12:15pm

A-15: “Aging and Disability I&R: Findings from the Field” Dallas Ballroom C, 1st Floor, Conference Center

A-16: “The Roles of Case Managers in Self-Direction: Empowering Independence” Dallas Ballroom A2, 1st Floor, Conference Center

B-8: “Centralized Access into Homeless Services: Milwaukee’s 211 Approach” Dallas Ballroom D1, 1st Floor, Conference Center

C-8: “Army OneSource: Best Practices for Integrating Military and Civilian Communities” Dallas Ballroom D3, 1st Floor, Conference Center

D-8: “Whole Community Emergency Preparedness” Workshop Dallas Ballroom A3, 1st Floor, Conference Center

E-8: “Taxonomy 102: How to Make Taxonomy Customization Decisions and Policies to Consider” Dallas Ballroom B, 1st Floor, Conference Center

F-7: “Can You Connect Me? Understanding and Serving LGBTQ+ Clients at a Higher Level” Dallas Ballroom A1, 1st Floor, Conference Center

G-8: “From Miami to Texas: The Capability of Working Remote” Dallas Ballroom D2, 1st Floor, Conference Center

H-8: “¡Ay Caramba! Understanding Language and Cultural Barriers on I&R Calls” Seminar Theater, 2nd Floor, Center Tower

J-7: “Designing a Mobile App: Innovations, Challenges and Lessons Learned” Atrium, 2nd Floor, Center Tower

Saturday, May 30

2:15pm – 3:30pm

E-9: “Resource Database Open House” Dallas Ballroom A1, 1st Floor, Conference Center

F-8: “Service Delivery Open House” Dallas Ballroom A2, 1st Floor, Conference Center

G-9: “All Things I&R Management Open House” Dallas Ballroom A3, 1st Floor, Conference Center
AGING AND DISABILITIES TRACK

Brought to you by the National Association of States United for Aging and Disabilities (NASUAD)

The sessions on this track are geared towards issues distinct to Aging and Disabilities. However, there may be sessions of interest to people working in other areas of I&R/A. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom C, 1st Floor, Conference Center
A-1: “National Policy Updates: Aging and Disability I&R/A”

Presenters will share the latest updates from the U.S. Department of Health and Human Services, Administration for Community Living (ACL); the National Association of States United for Aging and Disabilities (NASUAD); the National Association of Area Agencies on Aging (n4a); and the National Council on Independent Living (NCIL). These updates will give managers and front-line staff of state and local I&R/A agencies a comprehensive review of current trends and developments in aging and disability policy, financing and service delivery.
Sherri Clark, Administration for Community Living (ACL), HHS, Washington, DC; Martha Roherty, National Association of States United for Aging and Disabilities (NASUAD), Washington, DC; Sandy Markwood, National Association of Area Agencies on Aging (n4a), Washington, DC; Lindsay Baran, National Council on Independent Living (NCIL), Washington, DC

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom A2, 1st Floor, Conference Center
A-2: “Riding the Waves: The Trials and Tribulations of Getting California’s First VDHCBS off the Ground”

This session will focus on participant direction services and FMS models, particularly how they pertain to a veteran directed HCBS program. The participants will illustrate how they navigated obstacles to get the program off the ground and illuminate the day to day operations of the program. The audience will learn the differences between and Employer Agent FMS model vs an Agency with Choice model, and why a switch was made from one to the other in regards to this program.
Ben Davidson, Premier Healthcare Services, Culver City, California; Mollie Murphy, National Resource Center for Participant Directed Services, Boston, Massachusetts; Victor Lira, Premier Healthcare Services, San Diego, California

Thursday, May 28
1:00pm – 2:15pm
Dallas Ballroom C, 1st Floor, Conference Center
A-3: “Building the Business Case: I&R/A and Delivery System Reforms”

With the dizzying array of delivery system reforms and the move toward integrated care in many states around the country, where does information & referral/assistance fit in? How can I&R/A providers prepare themselves to be part of these efforts? This session will provide participants with information on national, state, and community organizations that are working together to assist aging and disability organizations in acquiring the necessary business skills to partner and ultimately contract with integrated care entities such as health plans, accountable care organizations, health systems, and more.
Patricia Bordie, Texas Department of Aging and Disability Services, Austin, Texas; Sandy Markwood, National Association of Area Agencies on Aging (n4a), Washington, DC; Marisa Scala-Foley, Administration for Community Living, HHS, Washington, DC

Thursday, May 28
1:00pm – 2:15pm
Dallas Ballroom A2, 1st Floor, Conference Center
A-4: “Improving Aging Services for LGBT Older Adults”

Participants will obtain information on LGBT friendly referrals and resources, as well as LGBT outreach and working with the LGBT community. This workshop is appropriate for all audiences, from those totally unfamiliar with the LGBT community to LGBT identified people.
Tim R. Johnston, SAGE (Services and Advocacy for GLBT Elders), New York, New York

Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom C, 1st Floor, Conference Center

With over 5 million Americans living with Alzheimer’s disease and more than 15.5 million providing their care, the need for educational, financial, and emotional support have never been greater. Join this session to learn how the Alzheimer’s Association provides nationwide education and support through a variety of telephonic, online and local services. Find out what tools can make your job easier and how to access resources for your consumers.
Mariam Schrage, Alzheimer’s Association, Chicago, Illinois

Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom A2, 1st Floor, Conference Center
A-6: “Staying the Course: How to Be a Compass on the Path to Self-Direction”

Self-directed service models are constantly changing. The intersection of these changes to LTSS policy and waiver programs shape the design and service delivery models in a self-directed program. This workshop will engage attendees in their roles and
relationships to a self-directed consumer and their program. The desired output is to draft a commitment to continuing the course of self-direction by individual contribution and willingness to approach the changing landscape to better serve consumers. 

*Amanda Cavanagh, iLIFE, Milwaukee, Wisconsin*

**Friday, May 29**

8:30am – 10:00am

Dallas Ballroom C, 1st Floor, Conference Center

A-7: “Building a ‘No Wrong Door’ System from the Bottom Up: Functions, Innovation and Technology”

The session, intended for managers and developers will provide an advanced look into Minnesota’s “no wrong door” approach to aging and disability resource centers. Since 2003, the network has grown to 1500 users and 300 agencies that use a multimedia presence tool called Revation LinkLive®. Learn the process behind building a network, methods to engage new partners and the innovation which allow the Senior LinkAge Line® to grow to handling over 265,000 contacts annually from seniors and caregivers.

*Krista Boston, Minnesota Board on Aging, St. Paul, Minnesota; Elissa Schley, Minnesota Board on Aging, St. Paul, Minnesota*

**Friday, May 29**

8:30am – 10:00am

Dallas Ballroom A2, 1st Floor, Conference Center

A-8: “Making Medicare Affordable: Finding, Screening and Enrolling Low-Income Medicare Beneficiaries in Programs to Help Pay the Costs of Prescriptions and Medicare”

Since 2008, the Medicare Improvements for Patients and Providers Act (MIPPA) allows grant money to states and territories (AAAs, ADRCs, and SHIPs) to promote Medicare Preventive Services and enroll low-income beneficiaries in subsidy programs. I&R specialists play a key role in screening callers for program eligibility and referring them for help. This session will review results from a National I&R Support Center Membership survey of I&R specialists, review eligibility rules, benefits, and promising practices for screening and referral.


**Friday, May 29**

10:30am – 12:00pm

Dallas Ballroom C, 1st Floor, Conference Center


Transportation is not always included in the I&R conversation when it should be. The National Center for Senior Transportation believes that access to transportation and the availability of transportation options counseling is a critical piece in ensuring holistic aging support in a community. This session will explore how to bring transportation and mobility counseling into I&R conversations and provide examples of transportation programs that have successfully incorporated I&R mobility counseling into seemingly separate community programs. Audience discussion will be encouraged and organized around gathering participant feedback on the issue of transportation in local areas and the relationship of transportation with other community referrals.

*Eileen Miller, National Association of Area Agencies on Aging/National Center on Senior Transportation, Washington, DC; Mary Osborne, National Association of Area Agencies on Aging/National Center on Senior Transportation, Washington, DC; Thelma Samuel, Harris County Area Agency on Aging, Houston, Texas*
Friday, May 29
10:30am – 12:00pm
Dallas Ballroom A2, 1st Floor, Conference Center
A-10: “Mission Accessible”
This workshop includes an overview of history of disability rights, disability rights laws and most important keys to a better understanding of how to work with people with disabilities. With special attention to disability culture and what are best practices for callers with disabilities.
Ericka Reil, Vermont Center for Independent Living, Montpelier, Vermont; Mary Margaret Moore, Independent Living Center of the North Shore & Cape Ann, Salem, Massachusetts

Friday, May 29
2:15pm – 3:30pm
Dallas Ballroom C, 1st Floor, Conference Center
A-11: “Improving the Oral Health of Older Adults and Persons with Disabilities”
This workshop will help frontline and managerial staff understand the importance of oral health and the lack of access to care for many older adults and persons with disabilities. The session will begin with a video depicting the very real consequences of poor oral health followed by a presentation of research findings regarding the oral health status of older adults and persons with disabilities. Learn about national efforts underway to improve the oral health of these underserved populations.
Patrick W. Finnerty, DentaQuest Foundation, Boston, Massachusetts; Martha Roberty, National Association of States United for Aging and Disabilities (NASUAD), Washington, DC

Friday, May 29
2:15pm – 3:30pm
Dallas Ballroom A2, 1st Floor, Conference Center
A-12: “Health Insurance Jeopardy in Year 2 of Open Enrollment: Double Jeopardy”
People with disabilities who lack health insurance face many options under the ACA. I&R specialists assisting these uninsured individuals need to make sure they are asking the right questions when providing this assistance. If you attended last year’s presentation on “Health Insurance Jeopardy,” you’ll want to see this year’s follow up, “Double Jeopardy,” which will focus on assisting those with specific disabilities like Intellectual Disability, Mental Illness, Multiple Sclerosis, Paralysis & Veterans.
Karl D. Cooper, American Association on Health and Disability, Rockville, Maryland

Saturday, May 30
9:00am – 10:30am
Dallas Ballroom A2, 1st Floor, Conference Center
A-14: “Three Tools to Help Older Adults Save Money”
Many benefits programs exist to help older adults save money on their healthcare, household costs, and more. But for those who may not qualify for benefits programs, did you know that there are other resources that may be able to save them money? We will share three free, online tools that older adults and the professionals who serve them can use to find budgeting tools, jobs, benefits, and more.

Saturday, May 30
10:45am – 12:15pm
Dallas Ballroom A2, 1st Floor, Conference Center
A-15: “Aging and Disability I&R/A: Findings from the Field”
In 2015, the National Association of States United for Aging and Disabilities (NASUAD)), in partnership with the National Council on Independent Living (NCIL), conducted a national survey of I&R/A agencies in the aging and disability networks. This survey gathered data on key topics including referrals and service needs, use of social media, partnerships and system building, standards and quality assurance, training and certification, private pay, and Medicaid services. This session will share high-level findings from the survey data.
Nanette Relave, National Association of States United for Aging and Disabilities (NASUAD), Washington, DC; Lindsay Baran, National Council on Independent Living (NCIL), Washington, DC

Saturday, May 30
10:45am – 12:15pm
Dallas Ballroom C, 1st Floor, Conference Center
Self-directed programs provide essential services to vulnerable populations. ADRCs play a pivotal role in explaining self-directed program options within and alongside Managed Care

Dallas Ballroom C, 1st Floor, Conference Center
Self-directed programs provide essential services to vulnerable populations. ADRCs play a pivotal role in explaining self-directed program options within and alongside Managed Care

Strong partnerships between Texas Aging and Disability Resource Centers (ADRC) and 211 Area Information Centers are essential to providing a true “no wrong door” system of access. Learn about the Texas experience enhancing streamlined, person-centered information and referral services with respect to the Texas Balancing Incentive Program grant. State level and local ADRC and 211 network partners will highlight new state level initiatives and successful “best practice” models for outreach and referral management.
Patricia Bordie, Texas Department of Aging and Disability Services, Austin, Texas; Ryan Ward, Health and Human Services Commission, Austin, Texas; Beth Noah, Aging and Disability Resource Center of Tarrant County, Fort Worth, Texas; Vicki Mize, 211 Texas/United Way of Tarrant County, Arlington, Texas
LTSS. When new program models are compared to traditional long-term care supports, it is clear that the role of case managers is changing. This session will evaluate the key paradigm shift shaping the role and identify considerations for consumers choosing self-direction.

Gerianne Prom, Centers for Independence; Milwaukee Center for Independence, Milwaukee, Wisconsin; Danielle Skenadore, Centers for Independence; iLIFE, Milwaukee, Wisconsin

In addition to the sessions listed above, people interested in the Aging and Disabilities Track, may also want to check out:

- “Wounded Warrior Project Resource Center: Connecting Warriors with our Programs and Services” (C-4 on the Serving the Military Track)
- “Bridging the Gap: How a Public/Private Partnership Helped Change the Way Seniors in South Carolina Prepare for Disaster” (D-5 on the Disaster Track)
- “Analyzing the Multi-Tiered Approach to Service Delivery: Highlighting the Top Tier Services of Health Navigation Program” (F-2 on the I&R Service Delivery Track)
- “Is I&R a Delorean in a Tesla World?” (F-5 on the I&R Service Delivery Track)
- “Managing a Call Center with Grace” (G-3 on the I&R Management Track)
- “HIPAA 102a: What You Don’t Know About HIPAA Privacy and Security Can Really Hurt You” (H-3 on the For Everyone Track)

211 TRACK

Brought to you by 211US Steering Committee

The sessions on this track are geared towards issues distinct to 211. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom D1, 1st Floor, Conference Center
B-1: “Sustained Research Collaboration with 211: From Efficacy to Dissemination”

This interactive workshop will focus on establishing relationships between 211s and Emory University, University of North Carolina, University of Texas (Houston) and Washington University (St. Louis) to collaborate on projects expanding services and bringing additional funding to 211s. The Smoke-Free Homes Project will be showcased with study results from collaborating 211's, and upcoming implementation efforts with 211s nationally. This workshop will target all audience levels. We encourage I&Rs interested in partnerships, collaborations, and fundraising resources to attend. Staff of 211s selected for the National Grants Program to deliver the Smoke-Free Homes Program beginning in June will be invited to attend this session.

David Jobe, 211 Texas/United Way Helpline, Houston, Texas; Rebecca Williams, PhD, University of North Carolina, Raleigh, North Carolina; Dr. Savas, University of Texas – Houston, Houston, Texas; Matthew W. Kreuter, Washington University St. Louis, St. Louis, Missouri; Lucja Bundy, Emory University Rollins School of Public Health, Atlanta, Georgia

Thursday, May 28
1:00pm – 2:15pm
Dallas Ballroom D1, 1st Floor, Conference Center
B-2: “211Colorado & HealthLink211 Pilot: You’ve Paid For Your Data, Isn’t It Time It Pays you Back?”

211Colorado and VisionLink, Inc. are piloting HealthLink211, a community information and referral tool to connect patients with the community services that, are required to get healthy and stay healthy. The pilot’s goal is to create new revenue streams for 211 centers, engage new community champions, and reach more clients, when and where they need it. During the pilot, VisionLink will identify potential customers, sell the service and administer the product. 211Colorado will receive compensation for their updated, trustworthy, community resource information, saving health care providers time and money. The 211 centers will also offer additional fee based services to the hospitals, such as follow up calls and direct referral support. This session will describe the pilot project in detail, share what we’ve learned so far and offer the participants an opportunity to discuss strategies to monetize I&R data.

Lori Warrens, VisionLink, Inc., Boulder, Colorado; Stephanie Sanchez, Mile High United Way, Denver, Colorado

Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom D1, 1st Floor, Conference Center
B-3: “211 Ambassadors in Ontario: A Not-So-Secret Weapon for Building Broader Awareness and Support”

211 awareness continues to be relatively low in many communities. Communicating with agencies, potential funders, and potential users is a challenge with so much competition out there for marketing messages. By engaging 211 Ambassadors, 211’s can increase their reach and their credibility, without breaking the bank. This interactive workshop will appeal to anyone responsible for building awareness of their service. The session will examine the key principles associated with building an Ambassador program, including development of targeted value propositions, building relationships with stakeholder groups, developing tools to help Ambassadors deliver the right messages, and some of the lessons learned from the Ontario experience.

Karen Milligan, Ontario 211 Services, Almonte, Ontario, Canada

Friday, May 29
8:30am – 10:00am
Dallas Ballroom B, 1st Floor, Conference Center
B-4: “211 Assembly” (Part One)

This year’s 211 Assembly is presented by the 211US Steering Committee and will feature the issues and discussions relevant
to the sustainable growth of the 211 movement. Features of both sessions include:

• Contact Center Management Certification
  211 and Texting
• Improving Lives of 211 Callers: Call Outcomes and Unmet Needs
  211 Quality Assurance Mystery Caller Program

Nina Kawalek, The Resource Center for Customer Service Professionals, Western Springs, Illinois; Larry Olness, United Way Heart of Florida 211, Orlando, Florida

Friday, May 29
10:30am – 12:00pm
Dallas Ballroom B, 1st Floor, Conference Center
B-5: “211 Assembly” (Part Two)
This year’s 211 Assembly is presented by the 211US Steering Committee and will feature the issues and discussions relevant to the sustainable growth of the 211 movement. Features of both sessions include:

• Contact Center Management Certification
  211 and Texting
• Improving Lives of 211 Callers: Call Outcomes and Unmet Needs
  211 Quality Assurance Mystery Caller Program

Sonia Boyum, Washington University in St. Louis, St. Louis, Missouri; Barry Maners, The Fraser Group, LLC, Indianapolis, Indiana, bmaners@thefrasergroup.org; Lisa Austin, United Way Worldwide, Washington, DC

Friday, May 29
2:15pm – 3:30pm
Dallas Ballroom D1, 1st Floor, Conference Center
B-6: “The Obligation and Opportunity for 211: 50% of Public School Children are from Households Living Below The Poverty Line”
Public education in the United States has reached a major and challenging milestone; more than 50% of students come from households with incomes below the poverty line. This presents an obligation to help, and also an opportunity to strengthen 211’s role as the hub of community information and as a partner at the table focused on the success of our schools. Using real world case studies, participants will leave able to articulate this challenge and opportunity, options for funding and revenue, and technical and policy options for collaborating with school systems. Designed for experienced practitioners familiar with high quality 211 services. Educational expertise is not necessary.

Dr. W. Douglas Zimmerman, VisionLink, Inc., Boulder, Colorado

In addition to the sessions listed above, people interested in the 211 Track, may also want to check out:

• “Going Our Way? Shared Solutions Towards a “No Wrong Door” System of Access: Building Successful ADRC and 211 Partnerships for Streamlined I&R/A and Referral Management)” (A-13 on the Aging and Disabilities Track)
• “One Size Does Not Fit All: How Your Unique I&R Can Better Serve Veterans and Military No Matter Your Size or Your Structure” (C-7 on the Serving the Military Track)
• “Pandemics and Other Public Health Emergencies: The Role of 211 and I&R” (D-1 on the Disaster Track)
• “Making the Move: Statewide Resource Database, Or Have You Already Moved?” E-1 on the Resource Database Track)

SERVING THE MILITARY TRACK
The sessions on this track are geared towards issues distinct to providing I&R services to the broad military community (including families, veterans and reservists). However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.
Civilian World: Programs that Support Women Veterans, Homeless Veterans, and Veterans with Disabilities"

For veterans with disabilities, the transition may be even more difficult if additional services and support are needed in order to adjust to the civilian world. This panel discussion will focus on how you can help to make the transition easier through collaboration among veteran and community service organizations, discusses strategies for addressing the specific needs of women and homeless Veterans and promising practices for connecting veterans with services.

Tracy Little, Dallas County Veteran Services, Dallas, Texas; James Henderson, Dallas County Veteran Services, Dallas, Texas; Juli McNeil, Department of Veterans Affairs, VISN 17, Arlington, Texas; Marquette Stevenson, Montrel Living, Dallas, Texas; Nekima Booker, Veterans Coalition of North Central Texas, Dallas, Texas; Lisa Thomas, MD, VA North Texas Health Care System - Medical Director, Mental Health Trauma Services, Dallas VA Medical Center, Dallas, Texas

Thursday, May 28
1:00pm – 2:15pm
Dallas Ballroom D3, 1st Floor, Conference Center

Families of military members face challenges unique to their lifestyle. Spouses have to juggle their career, finances, single parenting during times of deployment and often struggle with feelings of isolation and loneliness. Children have to deal with changing schools, long absences from a parent and sometimes even the death of a parent. They face challenges unique to military children that their peers can seldom relate to. This workshop will highlight programs that support family members, in particular an OSD program that provides employment resources for spouses, as well as programs that support spouses and their children with education, free counseling programs, and a wide variety of other resources that help them thrive in the military environment.

Lucinda Lorei, Marine and Family Programs, Headquarters US Marine Corps, Quantico, Virginia; Periita Rodriguez, Marine and Family Programs, MCRD San Diego, San Diego, California

Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom D3, 1st Floor, Conference Center
C-3: “Military and Community Partnerships”

This presentation will demonstrate methods utilized by the USAREC Soldier and Family Assistance Program Manager to provide community based services to Army Recruiters and their families assigned to remote locations. When a soldier is assigned to Recruiting Command, in most cases, it is the first time they have had to be assigned more than 50 miles away from installation support services. In addition, many recruiters are assigned to Recruiting Command directly following deployments, which can also result in reintegration issues while residing in a geo-dispersed location, away from installation support. USAREC has over 1,000 soldiers assigned that are registered in the Exceptional Family Member Program. I&R providers will gain a wealth of knowledge by allowing USAREC to provide a comprehensive overview of USAREC and how QOL support enables to better partner with other branches of service, for reciprocal support between the branches of services. This presentation will empower attendees with a broader understanding of relocation support for the Active Duty Soldiers and families assigned to Recruiting Command as well as all military organizations in remote and geo-dispersed areas. The collaborative methods used in this session can be applied to other military services, Guard and Reserve as well as veteran returning to their hometowns as permanent residents.

Tanya Greer, Soldier and Family Assistance Program Manager, San Antonio Army Recruiting Battalion, JBSA Fort Sam Houston, Texas; Frankie Stull, Chief, USAREC Soldier and Family Assistance Branch, Headquarters, United States Army Recruiting Command (USAREC), Fort Knox, Kentucky; Mary Baksh, USAREC Family Programs Action Officer and Relocation Assistance Program Manager, Headquarters, United States Army Recruiting Command (USAREC), Fort Knox, Kentucky

Friday, May 29
8:30am – 10:00am
Dallas Ballroom D3, 1st Floor, Conference Center
C-4: “Wounded Warrior Project Resource Center: Connecting Warriors with our Programs and Services”

Wounded Warrior Project® (WWP) serves veterans and service members who incurred a physical or mental injury, illness, or wound, co-incident to their military service on or after September 11, 2001 and their families. WWP takes a holistic approach when serving warriors and their families to nurture the mind and body, and encourage economic empowerment and engagement. Through a high-touch and interactive approach, WWP hopes to foster the most successful, well-adjusted generation of wounded service members in our nation’s history. This workshop will provide a description of WWP’s programs & services to include connecting warriors with our Programs and Services.

Aria Von Kieckebusch, Wounded Warrior Project, Jacksonville, Florida; Lili Blyar, Wounded Warrior Project, Jacksonville, Florida

Friday, May 29
10:30am – 12:00pm
Dallas Ballroom D3, 1st Floor, Conference Center
C-5: “Military OneSource, Community Outreach and Connecting Military Members to Virtual Resources to Support Them Through Every Aspect of Military Life”

Military OneSource is a confidential Department of Defense funded program providing comprehensive information on every aspect of military life at no cost to active duty, National Guard, and reserve members, and their families. Information includes, but is not limited to, deployment, reunion, relationships, grief,
spouse employment and education, parenting and childhood services. It is a virtual extension to installation services and will provide you with the information you need to make accurate referrals to the program.

Nora Clouse, Office of the Deputy Assistant Secretary of Defense Military Community and Family Policy, Alexandria, Virginia

Friday, May 29
2:15pm – 3:30pm
Dallas Ballroom D3, 1st Floor, Conference Center

C-6: “Bridging the Gap from Military Service to Civilian Life: The Resources You Need to Know to Help Service Members Make a Successful Transition”
All service members struggle with the transition from active duty back to civilian life. This struggle is natural, but is aggravated by a lack of knowledge about the many resources available. The federal government and many non-profits offer a variety of programs and tools to help veterans find employment, pursue education and training, or reintegrate with the civilian community. However, many of these services are only marketed to military personnel so many I&R professionals are unaware they are available. This workshop will help identify many of the resources available and how I&R professionals can help veterans access them.

William Acevedo, Marine and Family Programs, Pentagon, Washington, DC

Saturday, May 30
9:00am – 10:30am
Dallas Ballroom D3, 1st Floor, Conference Center

C-7: “One Size Does Not Fit All, How Your Unique I&R Can Better Serve Veterans and Military No Matter Your Size or Your Structure”
With millions of military personnel and veterans protecting our nation, there is not a one size fits all model to meeting their needs, so how do we serve them? Learn how three different agencies have used similar methods for partnering with community based agencies and services in the community, leverage funding opportunities and building systems to serve this vulnerable population together.

Bill York, 211 San Diego, San Diego, California; Kathleen Cannon, United Way of Broward County, Ft. Lauderdale, Florida; Cornelius Blackshear, 211 Texas/United Way Helpline, Houston, Texas

In addition to the sessions listed above, people interested in the Serving the Military Track, may also want to check out:

• “Riding the Waves; The Trials and Tribulations of Getting California’s First VDHCBS off the Ground” (A-2 on the Aging and Disabilities Track)

The sessions on this track are geared towards issues distinct to the role of I&R in disasters. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom A3, 1st Floor, Conference Center

D-1: “Pandemics and Other Public Health Emergencies: The Role of 211 and I&R”
Public health threats too often become public health emergencies needing quick response systems with crucial resources to prevent spread and national disasters. 211 centers provide critical and sometimes life-saving connections to essential community resources for underserved populations during public health events. 211 Information Specialists have immediate access to active community information and resources through a real time data base with information specific to event support in each community they serve. The role of 211 during pandemics and Public Health Emergencies is more important than ever. Learn about the partnerships the CDC and Public Health need the most and how all 211s can be part of the solution.

Dr. Lisa Koonin, Centers for Disease Control and Prevention, Atlanta, Georgia; Lisa Austin, United Way Worldwide, Alexandria, Virginia

Thursday, May 28
1:00pm – 2:15pm
Dallas Ballroom A3, 1st Floor, Conference Center

D-2: “Partnerships for Long Term Disaster Recovery”
This workshop will explore disaster focused community planning and capacity building as it relates to the National Disaster Recovery Framework and the Voluntary Agencies Active in Disaster. Case studies will be investigated from recent disaster events to give participants an idea of how long term recovery happens at a community level. Participants will then explore areas to engage and improve the process.

Charlie Cook, FEMA, Denton, Texas; Jamie Dake, FEMA, Denton, Texas

Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom A3, 1st Floor, Conference Center

D-3: “The Disaster Has Hit! What Do I Do Now?”
What would happen in your region if your agency didn’t exist?
WORKSHOPS BY TRACK AND DESCRIPTION

Friday, May 29
8:30am – 10:00am
Dallas Ballroom A3, 1st Floor, Conference Center
D-4: “Preparing for a Wide Range of Weather Hazards Across the US”
Gain an understanding of the different types of weather and increase the ability to prepare for and mitigate weather hazards. Participants will also learn the many uses and limitations of weather forecasts, including those from social media sources. Communication of the weather forecast comes from many places, so the entire communication and reception of warning messages will be discussed.
Mark Fox, National Weather Service Forecast Office - Dallas/Fort Worth, Fort Worth, Texas

Friday, May 29
10:30am – 12:00pm
Dallas Ballroom A3, 1st Floor, Conference Center
D-5: “Bringing the Gap, How a Public/Private Partnership Helped Change the Way Seniors in South Carolina Prepare for Disaster”
Plan Ahead. Stay Ahead. Have You Prepared? This slogan has become the heart of not only a statewide emergency preparedness initiative, but also the driving force behind emergency preparedness in South Carolina’s Aging Network. Through the Emergency Management Coordination (EMC) Team, made up of several state agencies, the South Carolina State Unit on Aging (SUA) has developed several implementations to better aid our AAAs/ADRCs and target population as mandated by the Older Americans Act (OAA). This workshop will provide insight to other SUAs, as well as AAAs/ADRCs, and how to better able to communicate between state and local agencies, Aging Networks, and one of the nation’s top private entities. Join us on our journey as we Plan Ahead. Stay Ahead, and bridge the gap for the seniors of South Carolina and beyond.
Courtney Roberts, South Carolina Lieutenant Governor’s Office on Aging (State Unit on Aging), Columbia, South Carolina; Jordan Newmann, South Carolina Lieutenant Governor’s Office on Aging (State Unit on Aging), Columbia, South Carolina

D-6: “An Incident Command System for Disaster I&R Services”
Disaster response planning can be a daunting task for many state and local I&R directors. Having a business continuity plan isn’t enough for a 211 or I&R service responding to a high-impacting disaster. State and local directors need a streamlined method to manage the surge of calls, staff, and volunteers in order to properly respond to a disaster. An Incident Command System for a state or local I&R organization could be the key to managing this surge. Flexible, customizable, yet consistent, the Incident Command System simplifies disaster response for state and local I&Rs.
Christa Bourk Knox, Baton Rouge Crisis Intervention Center, Baton Rouge, Louisiana

Saturday, May 30
9:00am – 10:30am
Dallas Ballroom B, 1st Floor, Conference Center
D-7: “Ebola in Dallas: Lessons Learned”
Although information and referral centers typically are not the first to receive calls during a public health emergency we should be prepared to respond when we do. This workshop will highlight the benefits of well established relationships with disaster related organizations before the disaster and the importance of information sharing and collaboration when a communicable disease not commonly found in the United States finds its way to your community. A panel of professionals from local 211 centers, offices of emergency management, Department of State Health Services and Voluntary Organizations Active in Disaster will share their response efforts during the Ebola outbreak in Dallas Texas.
Jeff Hoogheem, Community Preparedness Section, Division for Regional and Local Health Services, Texas Department of State Health Services, Austin, Texas; Vicki Mize, 211 Texas/United Way of Tarrant County, Arlington, Texas; Dionne Armon, Community Council of Greater Dallas, Dallas, Texas; Stephanie Wells, Community Council of Greater Dallas, Dallas, Texas; Nikki Beneke, President of Dallas County VOAD, Dallas, Texas

D-8: “Whole Community Emergency Preparedness”
This workshop presents a robust, approachable method for teaching employee, individual, family, and community group preparedness. Participants participate in several focused, facilitated group discussions with peers, using the workshop’s method and materials. Participants perform an individualized preparedness gap analysis. The key to the workshop is to teach participants to prepare for disruptions, rather than disasters. Disasters of many types cause similar disruptions. By preparing for a finite number of disruptions, a person can prepare for an infinite number of disasters.
Aaron Titus, VisionLink, Boulder, Colorado

Have you identified your critical business processes and how they would continue if your team couldn’t access the office building? Have you planned for the unexpected? Do you have a Continuity of Operations Plan (COOP)? This panel will discuss the reasons for a COOP, how to get started, and some of the items yours should include to ensure you can continue your operations during the most critical of times.
Bill York, 211 San Diego, San Diego, California; David Jobe, 211 Texas/United Way Helpline, Houston, Texas; Chris Juett, United Way 211 – Cedar Rapids, Cedar Rapids, Iowa

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Mark Fox, National Weather Service Forecast Office - Dallas/Fort Worth, Fort Worth, Texas

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Aaron Titus, VisionLink, Boulder, Colorado
In addition to the sessions listed above, people interested in the Disaster Track, may also want to check out:

• “Using Open Source Technology to Coordinate Disaster Recovery” (J-2 on the Disaster Track)

**RESOURCE DATABASE TRACK**

The sessions on this track are geared towards issues distinct to I&R Resource Databases. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

**Thursday, May 28**
10:00am – 11:30am
Dallas Ballroom B, 1st Floor, Conference Center
E-1: “Making the Move: Statewide Resource Database (Or Have You Already Moved?)”
Are you part of the team that is deciding whether to go from individual resource databases to a single resource database? Let’s talk through what that looks like. Are you currently utilizing a statewide resource database and want to take it to the next level? Bring your adventures of what worked and what didn’t so that we can advance the field together. This session will focus on areas like record maintenance, style guide, taxonomy, inclusion/exclusion criteria, and more.
*Erin Shilcutt, United Way of Abilene/211 Texas A Call for Help, Abilene*

**Friday, May 29**
8:30am – 10:00am
Dallas Ballroom D1, 1st Floor, Conference Center
E-4: “Taxonomy 101: From Initial Intimidation to Complete Control” (Part One)
To help new users of the Taxonomy understand how to use terms to index services; to dispel apprehensions about Taxonomy use; to discuss roadblocks and possible solutions to coding issues; and to highlight and resolve popular stumbling blocks (e.g. double-indexing, target terms).
*Ryan Ward, Health and Human Services Commission, Austin, Texas; John Allec, Findhelp Information Services, Toronto, Ontario, Canada*

**Friday, May 29**
2:15pm – 3:30pm
Dallas Ballroom B, 1st Floor, Conference Center
This presentation will cover developing a resource newsletter or blog aimed at a target audience, tracking its usage, and gathering feedback on its readability and value to the subscriber. Discuss how NARIC developed a newsletter highlighting the accomplishments of a federally-funded research community focusing on disability and rehabilitation. Learn how material is selected for each issue, the style guide and editorial control

**Saturday, May 29**
2:30pm – 4:00pm
Dallas Ballroom B, 1st Floor, Conference Center
E-7: “Resources Across the Country: A Community of Information and Referral Systems”
To introduce I&R professionals from diverse communities across the country who are using technology to improve the delivery of I&R services. This session will provide an overview of how technology is being used to address common issues such as data management, accessibility, and engagement.
*Speaker details awaited*
This final session offers an issue oriented drop-in to provide time to conduct awkward agency/resource staff interactions.

E-9: “Resource Database Open House”

Dallas Ballroom B, 1st Floor, Conference Center
10:45am – 12:15pm
Saturday, May 30

This final session offers an issue oriented drop-in to provide time to conduct awkward agency/resource staff interactions.

E-9: “Resource Database Open House”

Dallas Ballroom B, 1st Floor, Conference Center
10:45am – 12:15pm
Saturday, May 30

In addition to the sessions listed above, people interested in the Resource Database Track, may also want to check out:

- “211Colorado & HealthLink211 Pilot: You’ve Paid for your Data, isn’t it Time that it Pays You Back? (B-2 on the 211 Track)
- “What You Can Do with I&R Linked Data that You Couldn’t Do Before” (J-4 on the Technology Track)

I&R SERVICE DELIVERY TRACK

The sessions on this track are geared towards issues distinct to I&R Service Delivery. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom A1, 1st Floor, Conference Center


This session is open to all levels and will outline the unique opportunities to develop programs from basic Information and Referral service to Information and Assistance and to Specialty Programs. Attendees will learn how to build a Health Navigation program that leverages meaningful partnerships that can result in funding resources and greatly impacting the needs of the community.

Karis Grounds, 211 San Diego/Imperial, San Diego, California; Camey Christenson, 211 San Diego/Imperial, San Diego, California
Thursday, May 28
3:00pm – 4:15pm
Dallas Ballroom A1, 1st Floor, Conference Center
F-3: “I&R Boot Camp: Basic Training on the Art of Information & Referral”
As I&R changes with a changing world, certain basic skills remain timeless. This interactive workshop will use presentation, sharing of best practices, and interactive case studies to help new I&R professionals learn the history and skills necessary for success. If you’re new to the field of I&R, this session is for you.
Christopher Moore, Anne Arundel County Department of Aging & Disabilities, Annapolis, Maryland

Friday, May 29
8:30am – 10:00am
Atrium, 2nd Floor, Center Tower
F-4: “Laughing at Your Stress”
This workshop is for everyone who works with anyone! Stress is an aspect of life we all have encountered and must find ways of dealing with it. This workshop uses laughter as a stress relief. If you are experiencing irritability, frustration or feel as though you don’t know what to pull your hair out, laughter is free and essential for stress release. Come laugh with us and feel the tension melt away as you learn techniques for stress survival.
Aneta Wells, Community Council of Greater Dallas/211, Dallas, Texas; Debi Leigh Smith, Health and Human Services Commission, Austin, Texas

Friday, May 29
10:30am – 12:00pm
Dallas Ballroom A1, 1st Floor, Conference Center
F-5: “Is I&R/A a Delorean in a Tesla World?”
How do we find and reach Generation X, a generation that doesn’t use the phone? As the generation of people needing our services changes we need to be able to serve them in a way that will resonate. Instead of waiting for constituents to contact us, we need to be proactive in anticipating future needs, getting the word out about resources and how to access them, and especially about how I&R/A can help. This means that we, as I&R providers, need to be open to change in order to stay relevant. In this workshop for frontline and management staff, we will explore various ways to provide I&R/A as well as ways to increase the visibility of our agencies and of I&R/A as a profession, a must if we are to continue to serve our communities and still remain true to our mission.
Francesca Kranzberg, Training InspIR/Ations, Washington, DC; Christopher Moore, Anne Arundel County Department of Aging & Disabilities, Annapolis, Maryland; Sanya Smith, Department of Aging & Disabilities, Annapolis, Maryland

Saturday, May 30
9:00am – 10:30am
Dallas Ballroom A1, 1st Floor, Conference Center
F-6: “Serving Children and Youth through Specialized I&R; Learning from the Kids Help Phone”
Kids Help Phone is Canada’s only national bilingual service offering free professional counselling to people between the ages of 5 and 20. In this workshop, participants will learn about Kids Help Phone and how we have grown to be a go-to resource for counselling, information and referral for Canadian children and youth. The workshop will highlight our counselling and specialized information and referral framework as well as the service tools we developed to meet the needs of our clients. Participants will take away practical tools and suggestions for engaging young people, processes for developing resources for youth and options for handling technical challenges.
Kristen Buckley, Kids Help Phone, Toronto, Ontario, Canada; Carolyn Mak, Kids Help Phone, Toronto, Ontario, Canada, Canada

Saturday, May 30
10:45am – 12:15pm
Dallas Ballroom A1, 1st Floor, Conference Center
F-7: “Can You Connect Me?, Understanding and Serving LGBTQ+ Clients at a Higher Level”
Are you unsure of how to professionally bridge the lesbian, gay, bisexual, transgender, queer, etc. (LGBTQ+) community to services? Are you looking to brush up on your knowledge of LGBTQ+ topics? This session covers beginner topics and moves on to focus on how to advocate for LGBTQ+ best practices in your workplace. Anyone who has a desire to gain a better understanding of the needs and issues of the LGBTQ+ community is welcome. This is a judgment-free session that will be a safe space for discussion. We will also provide opportunities and ideas for taking action.
Julia Johnson, United Way 211, Duluth, Minnesota

Saturday, May 30
2:15pm – 3:30pm
Dallas Ballroom A2, 1st Floor, Conference Center
F-8: “Service Delivery Open House”
This final session offers 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 set-up during the conference for people to post “let’s talk about” ideas if they are planning to attend. We will also be using it as an opportunity to follow up with issues emerging from the other sessions and unanswered questions still remaining.
John Plonski, IMAlive.org, Hicksville, New York

In addition to the sessions listed above, people interested in the I&R Service Delivery Track, may also want to check out:
• “Improving Aging Services for LGBT Older Adults” (A-4 on the Aging and Disabilities Track)
• “Bringing Transportation into the Conversation; A Holistic Approach to Individual Needs” (A-9 on the Aging and Disabilities Track)
• “Bridging the Gap from Military Service to Civilian Life; The Resources You Need to Know to Help Service Members Make a Successful Transition” (C-6 on the Serving the Military Track)
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I&R MANAGEMENT TRACK

The sessions on this track are geared towards issues distinct to I&R Management. However there may be sessions here of interest to people working in other areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

Thursday, May 28
10:00am – 11:30am
Dallas Ballroom D2, 1st Floor, Conference Center
G-1: “Tapping Into Your Team’s Talent Through True Colors” (Part One)
If you are a new manager or team coach looking for innovative ideas on how to motivate your team, then this workshop is for you. This training will help managers get rid of that uninspired team spirit and create an environment of cohesiveness and cooperation.
Cheryl North-Dickerson, United Way of Greater Atlanta 211, Atlanta, Georgia; Gailen Prepetit, United Way of Greater Atlanta 211, Atlanta, Georgia

Friday, May 29
8:30am – 10:00am
Dallas Ballroom D2, 1st Floor, Conference Center
G-4: “Tapping Into Your Team’s Talent Through True Colors” (Part Two)
If you are a new manager or team coach looking for innovative ideas on how to motivate your team, then this workshop is for you. This training will help managers get rid of that uninspired team spirit and create an environment of cohesiveness and cooperation.
Cheryl North-Dickerson, United Way of Greater Atlanta 211, Atlanta, Georgia; Gailen Prepetit, United Way of Greater Atlanta 211, Atlanta, Georgia

Friday, May 29
10:30am – 12:00pm
Dallas Ballroom D2, 1st Floor, Conference Center
G-5: “Planting the Seed of Quality Culture”
This session will examine the intention of quality assurance programs and methods that promote a quality culture at a grassroots level. Participants will explore ways to promote quality improvement and the systems and tools which involve managers and frontline staff alike. Switchboard of Miami will share about the evolution of their Quality Assurance Program and offer a design and approach to either create or expand a program of your own that will not only empower your team but also increase quality.
Daniel De Vries, Switchboard of Miami, Miami, Florida

Friday, May 29
2:15pm – 3:30pm
Dallas Ballroom D2, 1st Floor, Conference Center
G-6: “Like a Boss, Leading your Team like You Mean It”
What kind of boss are you? Leading your team with purpose and passion is hard work. But keep this in mind; people don’t quit jobs, they quit their bosses. Attendees will be able to assess their own leadership style and the learning style of those around them. Brainstorm and outline actions you can implement in your own centers that support the fundamental concepts of engagement; appreciation, feedback, motivation, opportunity, training and support.
Chiara Cameron, United Way of Salt Lake 211, Salt Lake City, Utah
**Saturday, May 30**

**9:00am – 10:30am**

Dallas Ballroom D2, 1st Floor, Conference Center

**G-7: “Outreach Methods for Non-Traditional Communities (African American, Asian American, Hispanic/Latino American, Native American, Pacific Islander, LGBT, Refugee)”**

Increase awareness of the growing demographics of seniors of non-traditional communities and the responsibility of I&R to be culturally competent when interacting with seniors of non-traditional communities. Also the importance of bringing members from non-traditional communities who specialize in providing services to seniors of non-traditional communities to act as advisers in assessing the lack of services in their community.

*Michael Styles, State of Utah Division of Aging and Adult Services, Salt Lake, Utah*

**Saturday, May 30**

**10:45am – 12:15pm**

Dallas Ballroom D2, 1st Floor, Conference Center

**G-8: “From Miami to Texas: The Capability of Working Remote”**

The workshop will focus on applying remote access to the contact center; advantages and disadvantages of working remotely; depicting the nature of working remote and tailoring applications to your center. Participants will interact, discuss, and brainstorm best practices for the success of the department. This workshop is intended for managerial staff of call/contact centers and advanced HELPline counselors.

*Abby-Gail Thorney, Switchboard of Miami, Miami, Florida; Marcella Cruz, Switchboard of Miami, Miami, Florida*

**Saturday, May 30**

**2:15pm – 3:30pm**

Dallas Ballroom A3, 1st Floor, Conference Center

**G-9: “All Things I&R Management Open House”**

This final session offers 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 set-up during the conference for people to post “let’s talk about” ideas if they are planning to attend. We will also be using it as an opportunity to follow up with issues emerging from the other sessions and unanswered questions still remaining.

*Erin Goff, United Way of Greater Toledo, Toledo, Ohio*

In addition to the sessions listed above, people interested in the I&R Management Track, may also want to check out:

- “211 Ambassadors in Ontario; A Not-So-Secret Weapon for Building Broader Awareness and Support” (B-3 on the 211 Track)
- “211 is a Lamborghini, not a Skateboard: Being sure you’re on the Freeway” (B-7 on the 211 Track)
- “Centralized Access into Homeless Services: Milwaukee’s 211 Approach” (B-8 on the 211 Track)

- “Military and Community Partnerships” (C-3 on the Serving the Military Track)
- “One Size Does Not Fit All; How Your Unique I&R Can Better Serve Veterans and Military No Matter Your Size or Your Structure” (C-7 on the Serving the Military Track)
- “Partnerships for Long Term Disaster Recovery” (D-2 on the Disaster Track)
- “The Disaster Has Hit! What Do I Do Now?” (D-3 on the Disaster Track)
- “Whole Community Emergency Preparedness Workshop” (D-8 on the Disaster Track)
- “Is I&R/A a Delorean in a Tesla World?” (F-5 on the I&R Service Delivery Track)
- “You’re a Rock Star: I&R Recognition and Incentives” (H-1 on the For Everyone Track)
- “From Burnout to Self-Care: Inspiring Staff Wellness 2.0” (H-7 on the For Everyone Track)
- “Workforce Management & Your Organization: Know When to Invest” (J-1 on the Technology Track)
- “How to Find and Keep Good Employees: Assistive Technology on the Workplace” (J-3 on the Technology Track)
- “How Technology Enables Business Transformation: A Framework for Change and a Roadmap for Technology” (J-6 on the Technology Track)
- “Is I&R/A a Delorean in a Tesla World?” (F-5 on the I&R Service Delivery Track)
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- “How Technology Enables Business Transformation: A Framework for Change and a Roadmap for Technology” (J-6 on the Technology Track)

**FOR EVERYONE TRACK**

The sessions on this track are geared towards issues that are relevant to all I&R providers. There are sessions here of interest to people working in all areas of I&R. Remember, anyone can attend any session and that everything in I&R and I&A is connected.

**Thursday, May 28**

**10:00am – 11:30am**

Seminar Theater, 2nd Floor, Center Tower

**H-1: “You’re a Rock Star: I&R Recognition and Incentives”**

It is important to recognize, highlight and reward exceptional performance, especially for employees working on the front-end of operations answering calls. This session will teach I&R managers how to design and implement an incentive program for call specialists so that each employee can have the opportunity to shine as Rock Stars. The learning objectives are: incentivizing exceptional performance, identifying areas of improvement for coaching opportunities, and maintaining compliance with AIRS standards and contractual requirements.

*Amy Arambulo, 211OC, Santa Ana, California*

**Thursday, May 28**

**1:00pm – 2:15pm**

Seminar Theater, 2nd Floor, Center Tower

**H-2: “New Thoughts on an Age-Old Topic: Poverty in America”**

We’ve all had that call…you know the one. It’s Friday afternoon
at 4 pm and your caller has no food for their family of 7. All the agencies close at 5 pm and there aren’t any weekend options. Why do people wait until the last minute to call? Didn’t they know all week that they were going to need food? This workshop provides a possible explanation for why callers like this one until the last minute to ask for help. Learn how scarcity or insufficiency or shortness of supply impacts how I&R callers think and react when needing assistance. Scarcity affects us all, regardless of our income. Low-income or poverty-level callers experience a much more dramatic impact when thinking about their situation and how to proceed next.

Sandra Ray, 211 Texas/United Way Helpline, Houston, Texas

Thursday, May 28
3:00 pm – 4:15 pm
Seminar Theater, 2nd Floor, Center Tower

H-3: “HIPAA 102a, What You Don’t Know About HIPAA Privacy and Security Can Really Hurt You”
The HIPAA Privacy and Security Rules have historically focused on health care providers, and entities that process health information, but as of 2013 have been expanded in scope to hundreds of thousands of organizations, many of which do not realize the significant liability of this expansion. This session will be an overview of the significant changes in the law and how it may affect you. Numerous recent examples will be presented.

Jack Kolk, ACR 2 Solutions, Inc., Lilburn, Georgia

Friday, May 29
8:30 am – 10:00 am
Seminar Theater, 2nd Floor, Center Tower

H-4: “What’s New and What’s Important to You in Washington?”
This 2015 Washington Update will introduce the 114th Congress and examine the federal legislation relevant to I&R/A this year. The legislative presentation will focus on the Older Americans Act, the Affordable Care Act and other important bills. This session will also provide up-to-date advocacy strategies for AIRS members to get involved with the new Congress and with this critical legislation. This workshop is relevant for anyone interested in federal policy and advocacy at any level.

Bob Blancato, Matz, Blancato and Associates, Washington, DC; Meredith Ponder, Matz, Blancato and Associates, Washington, DC

H-5: “Putting a Halt on Human Trafficking: Recognizing the Warning Signs”
Texas is a hotspot for human trafficking. Traffickers and victims may vary by age, gender, status and nation of origin. Victims are exploited by force, fraud or coercion into commercial sex, forced labor, or both. The objective of the workshop is to: a) assess the local impact of trafficking; b) identify potential victims, predators and signs of trafficking; and c) discuss prevention, intervention, and recovery resources. This workshop is intended for I&R staff and anyone working with or raising youth.

Shirley ‘Lea’ Urshan, 211 Texas Alamo Region (United Way of San Antonio & Bexar County), San Antonio, Texas; Kirsta Melto, Texas Attorney General’s Office, Austin, Texas

Friday, May 29
2:15 pm – 3:30 pm
Atrium, 2nd Floor, Center Tower

H-6: “Saddle-up for Fitness”
Through video, PowerPoint Presentation and group discussion learn how the Aging Commission of the Mid-South created a health promotion/wellness program for staff. From forming a fitness committee, creative fundraising (BBQ Bonanza to Human Vending Machine) to weekday walking groups, a fully equipped fitness room and resources for a healthy lifestyle. Be encouraged to create your own culture of wellness and support as you care for others in the community.

Elaine Graf, Aging Commission of the Mid-South, Memphis, Tennessee; Precilla Bobo, Aging Commission of the Mid-South, Memphis, Tennessee

Saturday, May 30
9:00 am – 10:30 am
Seminar Theater, 2nd Floor, Center Tower

H-7: “From Burnout to Self-Care: Inspiring Staff Wellness 2.0”
This workshop is intended to identify stress, stressors, and burnouts experienced by crisis specialists and develop a Self-Care Plan for maintaining staff emotional health and well-being. Workshop components include: Focusing on current coping strategies of managing stress; ideas to help prevent stress, burnout, and compassion fatigue; outlining a personal self-care plan; making the commitment and following your plan; sharing intentions; and re-affirmation of skills through a personal mission statement.

Alexandra Rose Schneider, Switchboard of Miami, Miami, Florida

Saturday, May 30
10:45 am – 12:15 pm
Seminar Theater, 2nd Floor, Center Tower

H-8: “¡Ay Caramba! Understanding Language and Cultural Barriers on I&R Calls”
This interactive presentation provides insights from veteran telephone interpreters representing 46 languages about the most common language and cultural issues encountered on stressful calls. The presentation highlights language and cultural complexities encountered in communicating with non-English speaking callers, and offers strategies to overcome them. Along the way, the presentation provides essential tips for working more effectively with telephone interpreters. The material will increase the cross-cultural knowledge of attendees, and help them better understand the clients they support.

Manuel Solis, Language Line Services, Monterey, California
Resource House is a cloud-based suite of applications making I&R/A service delivery easier and more efficient than ever. No installations or downloads—log in from any Internet browser—an extremely valuable capability in the event of an emergency or disaster. Additionally, Resource House is secure and HIPAA-compliant, so you can be confident your data is safe, allowing you to focus on what really matters: connecting people to the resources and help they need.

Referral
Customize your own user friendly solutions, no matter what client or caregiver data you need.

Public Portal
Draw in your community with an appealing, accessible, and highly functional website.

Report
Enjoy unprecedented flexibility and ease of use with enhanced export options.

Plus more
Stop by our booth to learn about the entire suite of solutions!

“The most satisfying aspects of using Resource House are having so much flexibility in the ability to customize our tools; working with a vendor who understands human services providers; the attention to accessibility and usability; and the willingness to share solutions among the national user network. Resource House has enabled us to meet and exceed our goals.”

Krista Boston, J.D. Director, Consumer Assistance Programs, Minnesota Board on Aging

“We appreciate Resource House’s ability to combine client tracking and service referral functions in one database. Our staff has found that they can manage high call volumes and track ongoing cases effectively because of the various ways Referral lets us sort calls—incomplete, complete, by week, by month, etc. Being able to set follow-ups is another big boost to efficiency.”

Pam Zimmerman Senior Linkage Line, Metropolitan AAA

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(952) 392-1831
The sessions on this track are geared towards issues distinct to technology relevant to I&R. However, there may be sessions here of interest to people working in other areas of I&R. Remember, anybody can attend anything and that everything in I&R is connected!

Thursday, May 28
10:00am – 11:30am
Atrium, 2nd Floor, Center Tower
J-1: “Workforce Management & Your Organization: Know When to Invest”
Workforce management is recognized as an integral piece in many of today’s human capital management solutions. The technology embedded in current workforce management software enables businesses to efficiently manage, plan, and track their labor resources. Workforce management software helps businesses increase their revenues and reduce their labor costs. As more businesses today are beginning to see the value behind this technology and the benefits that it can provide, many are now investing in these types of applications. His presentation will provide you with a detailed view into what to look for when selecting a workforce management solution; discuss why it’s such an integral component to human capital management; and dig deeper into the value and benefits that workforce management provides.
Ronald Anderson, Ceridian, Reno, Nevada

Thursday, May 28
1:00pm – 2:15pm
Atrium, 2nd Floor, Center Tower
J-2: “Using Open Source Technology to Coordinate Disaster Recovery”
Free, open source, inter-agency coordination technology platforms can improve situational awareness, communication, collaboration, and decrease duplication of efforts after a disaster. This session will include case studies from the recent East Coast blizzard, the Colorado Floods, the recent Mississippi tornado, and several other cleanup effort use cases, all designed to connect 211 opportunities to serve their communities and to have the right tools when they are needed the most.
Aaron Titus, VisionLink, Boulder, Colorado

Thursday, May 28
3:00pm – 4:15pm
Atrium, 2nd Floor, Center Tower
J-3: “How to Find and Keep Good Employees, Assistive Technology in the Workplace”
As the age of the workforce continues to rise, employers need to consider that employees will have both visible and hidden disabilities. While many people may not self-identify as being a person with a disability, almost 30% of adults in the United States have difficulty with basic movement or sensory concerns. This session is for employers to take a look at low cost, low tech assistive technology solutions and accommodations that can be made to work environments to keep employees working efficiently and effectively.
Jamie Hayhurst, Center for Excellence in Disabilities at WVU, Morgantown, West Virginia

Friday, May 29
8:30am – 10:00am
Dallas Ballroom A1, 1st Floor Conference Center
J-4: “What You Can Do with I&R Linked Data that You Couldn’t Do Before”
Linked Data is the present and future of information sharing. This introductory presentation for all I&R practitioners will give an extremely high level overview of Linked Data: what it is, where it came from, what you can do with it, who uses it now, what the AIRS pilot is doing, and how it’s different and better. We won’t talk about technical concepts, implementation, any cryptic acronyms, or Big Data. The presentation will have lots of examples and graphics to illustrate the points, and participants will be engaged in Q&A to ensure the presenter is addressing all high level related topics.
Eric Jahn, Alexandria Consulting LLC, St. Petersburg, Florida

Friday, May 29
10:30 – 12:00pm
Atrium, 2nd Floor, Center Tower
J-5: “Cloud ACD/IVR (Call Routing) & Cloud PBX: What are the Advantages and Differences”
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 211 organizations are transforming their call centers with a cloud-based system.
Steve Pulley, inContact, Salt Lake City, Utah

Friday, May 29
2:15pm – 3:30pm
Atrium, 2nd Floor, Center Tower
I&R is a highly competitive and fragmented industry, and is evolving from its grass-roots to highly specialized services that meet the unique needs of communities throughout North America. 211 helps to increase public access to programs and community resources, but has also added a new layer to I&R that in some cases has created new challenges. If we are to be successful as a sector, we must identify new ways of working together within new business models and technology systems. This workshop will appeal to business leaders and technology thinkers who are interested in ways to collaborate with other service providers and pooling resources for investment in shared
technologies. The session will present a high-level framework for organizations to approach changes in I&R service delivery and a technology roadmap for enabling change to happen, and will share lessons learned along the way in Ontario and Canada.

Andrew Benson, Ontario 211 Services, Toronto, Ontario, Canada

Saturday, May 30

10:45am – 12:15pm

Atrium, 2nd Floor, Center Tower

J-7: “Designing a Mobile App: Innovations, Challenges and Lessons Learned”

This workshop is intended for I&R call centers interested in purchasing, custom designing, or developing a 211 mobile app. Panelists describe their experiences in designing a customized 211 mobile app. Panelists provide information on current available innovations based on research of other 211 mobile apps. Panelists share their own design innovations developed personally or with assistance from a vendor. Panelists explain the challenges in designing their mobile app and during the development.

Elizabeth Kargbo, Info Line, Inc., Akron, Ohio

In addition to the sessions listed above, people interested in the Technology Track, may also want to check out:

- “Building a No Wrong Door System from the Bottom Up, Functions, Innovation and Technology (A-7 on the Aging and Disabilities Track)
- “211 Assembly (Part One)” (B-4 on the 211 Track)
- “From Miami to Texas; The Capability of Working Remote” (G-8 on the I&R Management Track)
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**EXHIBIT HALL FLOOR PLAN**

![Exhibit Hall Floor Plan Image]
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Al Schreitmueller, **Director of Agency Services**  
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Tai Venuti, **Manager of Strategic Alliances**  
t.venuti@allsupinc.com

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Deb Petty, **Account Development**  
dpetty@bowmansystems.com

For over 15 years, Bowman Systems has provided industry-leading software systems to the human services industry. Our systems are used in over 3,000 agencies in 48 states and Canada including 211 Call Centers, Crisis Hotlines, AAA/ADRCs, and many other specialized agencies. Our partnership with customers in Information and Referral/Assistance has allowed us to develop flexible, online and mobile, software systems specifically for I&R data collection and case management, and superior reporting for a single call center to large statewide and regional community information systems. Visit us at our booth or www.bowmansystems.com; see what our systems will do for YOUR organization!

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Tracey Lamberty, **Account Executive**  
tracey.l.lamberty@ceridian.com

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800.624.4967  

Amie Darway, **Executive Director**  
amie.Darway@CrissCross.org

For the past 30 years, CrissCross’ safe and secure representative payee services have helped thousands of beneficiaries manage benefits. At CrissCross, we pride ourselves on trust and credibility with clients and referral agencies. The compassionate and accountable caseworkers at CrissCross understand that caregiver’s first priority is to provide love and support for family members. At CrissCross, we are passionate about the smallest details of our client’s situations. We offer individualized spending plans, interest earning accounts, professional record-keeping, bill paying and other administrative services. Our services extend throughout 28 states and we are available from 8am to 4pm, Monday through Friday.

Health Communication Impact  
**Booth #306**  
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St. Louis, MO 63112  
314.550.2849  
[www.hcimpact.com](http://www.hcimpact.com)

Charlene Caburnay, **President**  
ccaburnay@hcimpact.com

Health Communication Impact seeks to improve the health and well-being of underserved populations by delivering evidence-based, easy to understand health information. At the 2015 AIRS conference, HCI will be showcasing and demonstrating 211 Counts, the first web-based tool to provide real-time, searchable, and visual presentations of data about community-specific needs of vulnerable populations. 211 Counts displays a count of 211 callers’ most pressing needs and reports data at the ZIP code, region or call center level as recently as yesterday. 211 Counts enables users to check trends, make comparisons, and share information to help enrich the dialogue in communities.
iCarol
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888.4.iCarol
www.iCarol.com
Neil McKechnie, Director of Services
info@iCarol.com
iCarol is I&R software that fully supports the AIRS standards and taxonomy. It's used by 48,000 people worldwide, including 11 state/provincial 211 networks and hundreds of I&R centers. You can quickly deploy live chat and 2-way texting/SMS, build regional collaboratives, integrate with telephone systems, and gain access with iPhones, iPads, and Android devices. Our clients rave about iCarol's responsive support team, agility with deploying new features, and a modern easy to use interface.

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Salt Lake City, UT 84047
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www.incontact.com
Steve Pulley, Account Executive
steve.pulley@inContact.com
inContact’s cloud contact center software and contact center agent optimization tools help organizations around the globe create high quality customer experiences. inContact is 100% focused on the cloud and is the only provider to combine cloud software with an enterprise-class telecommunications network for a complete customer interaction solution. Our cloud platform reduces IT maintenance costs, does not require hardware or software investment, and delivers the ability to scale service up or down as you need it. inContact’s complete, multi-channel solution is designed to enhance personalized service experiences, delivering more 1 to 1 connections with customers while providing game-changing contact center effectiveness.

Language Line Solutions
Booth #305
One Lower Ragsdale Drive, Building Two
Monterey, CA 93940
800.752.6096
www.LanguageLine.com
Greg Holt, Field Marketing Manager
g Holt@LanguageLine.com
LanguageLine Solutions enables communication in any situation, bridging language barriers to improve the efficiency and image of your organization. Over-the-phone interpreters support call centers 24/7/365 in more than 200 languages. LanguageLine Academy can easily assess and build the language skills of your bilingual staff through innovative testing and training programs. When visual cues are vital, LanguageUc provides high-quality, on-demand access to video interpreters in top languages and American Sign Language and our onsite interpreters are available to more areas nationwide. Our translation and localization team enables you to communicate in writing and in a wide variety of media.

National Association of Area Agencies on Aging (n4a)
Booth #207
1730 Rhode Island Avenue, NW, Suite 1200
Washington, DC 20036
202.872.0888
www.n4a.org
Rebecca Levine, Membership and Outreach Associate
rlevine@n4a.org
The National Association of Area Agencies on Aging (n4a) is a 501c(3) membership association representing America's national network of 635 Area Agencies on Aging (AAAs) and providing a voice in the nation's capital for the 256 Title VI Native American aging programs. The primary mission of n4a is to build the capacity of our members so they can help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible.

North Light Software, Inc.
Booth #308
7900 International Drive, Suite 300
Bloomington, MN 55425
952.392.1834
www.northlightsoft.com
Dave Hemler, CEO
dhemler@northlightsoft.com
North Light Software is a leading provider of cloud-delivered Information, Referral and Case management solutions for governments, medical providers and care transition teams. Our software suite speeds the process of referrals, care transitions and coordination, and delivers a better experience for caregivers, service organizations, and healthcare professionals. North Light Software is guided by one mission: to make it easy for people to get to help, and to support all helping professionals in meeting their challenges with ease and efficiency. Come visit us in Booth 308 to see how we can help make your IR&A efforts more effective!

Optimal Phone Interpreters
Booth #204
755 Clay Street
Winter Park, FL 32789
866.380.9410
www.CallOPI.com
Jackie Snook, COO
JSnook@CallOPI.com
Optimal Phone Interpreters provides telephonic interpretation services in over 200 languages 24/7/365. We provide services to many 211 and other referral information clients. Our interpret-
ers are professionals who have passed a thorough testing and training process. Our Quality Assurance Department ensures ongoing compliance with protocols.

**RiverStar**  
**Booth #203**  
20 Danada Square West, Suite 260  
Wheaton, IL 60189  
800.945.6399  
[www.riverstar.com](http://www.riverstar.com)  
Bob Fike, CEO  
rfike@riverstar.com

RiverStar’s Unified Agent Desktop is the core of the Michigan 211 solution. Built using RiverStar Studio, it is tightly integrated with the inContact platform. The solution was initially configured to allow agents to schedule appointments with tax counselors to help residents with their taxes, and then extended to integrate with the RTM Designs reference information platforms used by Michigan 211 to quickly pull information needed to assist residents.

RiverStar supports key business activities through:  
- Embedded call control in the desktop for voice, inbound email handling, chat and SMS  
- Process based workflows within the desktop  
- Rapid integration with enterprise systems, e.g., ReferNet by RTM Designs

**RTM Designs**  
**Booths #301, #302, #401**  
229 Airport Road, Suite 7-141  
Arden, NC 28704  
888.933.5052  
[www.rtmdesigns.com](http://www.rtmdesigns.com)  
Julie Banuelos  
julie@rtmdesigns.com

RTM Designs is a leading provider of I & R software solutions with the largest 211 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 committed to helping you help others.

**Starlite Recovery Center**  
**Booth #107**  
230 Mesa Verde Drive East  
Center Point, TX 78010  
Frank Valley, Business Development Representative  
fvalley@crchealth.com

Starlite Recovery Center, located in the heart of the Texas Hill Country offers:  
- On-staff physician specializing in addiction medicine  
- 24 hour nursing staff  
- Medically-supervised detox  
- Detox only services

- Certified co-occurring disorders program facilitated by on-staff psychiatrist  
- Masters level counselors and clinical staff  
- Daily 12 Step meetings and life skills education  
- Individual, group, and family counseling  
- TRICARE accepted for Active Duty, Retired Service Members, and their families  
- The Journey; a faith-based approach to recovery  
- Experiential program for young men (ages 18–28)  
- Medication assisted treatment for opioid dependence  
- Population-specific focus groups  
- On-staff certified personal trainer and state of the art work out facility

**VisionLink, Inc.**  
**Booths #101 & 102**  
3101 Iris Avenue, Suite 240  
Boulder, CO 80301  
303.402.0170  
[www.visionlink.org](http://www.visionlink.org)  
Jamie Rogers, Community Solutions Representative  
rogers@visionlink.org

VisionLink is pleased to announce the next generation of CommunityOS, with integrated telephony, a new reporting solution, Dynamic Data Distribution, which lets you exchange data with anyone at any time, and with specialized forms for call specialists, resource managers, and public users. The entire platform is responsive, so now you can use and manage the platform from the device in your pocket. This is the same platform that supports every disaster in the United States, and that manages millions of dollars of assistance to those in need. We would be honored to show you what your recommendations and suggestions have created.
<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aaron Titus</td>
<td>VisionLink, Boulder, Colorado</td>
<td><a href="mailto:titus@visionlink.org">titus@visionlink.org</a></td>
</tr>
<tr>
<td>Abby-Gail Thorney</td>
<td>Switchboard of Miami, Miami, Florida</td>
<td><a href="mailto:athorneym@switchboardmiami.org">athorneym@switchboardmiami.org</a></td>
</tr>
<tr>
<td>Alexandra Rose Schneider</td>
<td>Switchboard of Miami, Miami, Florida</td>
<td><a href="mailto:aschneiderr@switchboardmiami.org">aschneiderr@switchboardmiami.org</a></td>
</tr>
<tr>
<td>Amanda Cavanagh</td>
<td>ILIFE, Milwaukee, Wisconsin</td>
<td>Amanda.Cavanagh@<a href="mailto:ilife@ms.com">ilife@ms.com</a></td>
</tr>
<tr>
<td>Amy Arambulo</td>
<td>211 OC, Santa Ana, California</td>
<td><a href="mailto:aarambulo@211oc.org">aarambulo@211oc.org</a></td>
</tr>
<tr>
<td>Andrew Benson</td>
<td>Ontario 211 Services, Toronto, Ontario, Canada</td>
<td><a href="mailto:abenson@211ontario.ca">abenson@211ontario.ca</a></td>
</tr>
<tr>
<td>Aneta Wells</td>
<td>Community Council of Greater Dallas/211, Dallas, Texas</td>
<td><a href="mailto:AWells@ccgd.org">AWells@ccgd.org</a></td>
</tr>
<tr>
<td>Anna Tangredi</td>
<td>Texas Division of Emergency Management, Austin, Texas</td>
<td><a href="mailto:anna.tangredi@dps.texas.gov">anna.tangredi@dps.texas.gov</a></td>
</tr>
<tr>
<td>Aria Von Kieckebusch</td>
<td>Wounded Warrior Project, Jacksonville, Florida</td>
<td><a href="mailto:avonkieckebusch@woundedwarriorproject.org">avonkieckebusch@woundedwarriorproject.org</a></td>
</tr>
<tr>
<td>Audra O’Connell</td>
<td>IMPACT, Inc., Milwaukee, Wisconsin</td>
<td><a href="mailto:aconnell@impactinc.org">aconnell@impactinc.org</a></td>
</tr>
<tr>
<td>Barry Maners</td>
<td>The Fraser Group, LLC, Indianapolis, Indiana</td>
<td><a href="mailto:bmaners@thefrasergroup.org">bmaners@thefrasergroup.org</a></td>
</tr>
<tr>
<td>Ben Davidson</td>
<td>Premier Healthcare Services, Culver City, California</td>
<td><a href="mailto:bdavidson@phs-west.com">bdavidson@phs-west.com</a></td>
</tr>
<tr>
<td>Beth Noah</td>
<td>Aging and Disability Resource Center of Tarrant County, Fort Worth, Texas</td>
<td><a href="mailto:Beth.Noah@unitedwaytarrant.org">Beth.Noah@unitedwaytarrant.org</a></td>
</tr>
<tr>
<td>Bill York</td>
<td>211 San Diego, San Diego, California</td>
<td><a href="mailto:byork@211sandiego.org">byork@211sandiego.org</a></td>
</tr>
<tr>
<td>Bob Blancato</td>
<td>Matz, Blancato and Associates, Washington, DC</td>
<td><a href="mailto:rblancato@matzblancato.com">rblancato@matzblancato.com</a></td>
</tr>
<tr>
<td>Bob Waite</td>
<td>IMPACT, Inc., Milwaukee, Wisconsin</td>
<td><a href="mailto:bwaite@impactinc.org">bwaite@impactinc.org</a></td>
</tr>
<tr>
<td>Camery Christenson</td>
<td>211 San Diego/Imperial, San Diego, California</td>
<td><a href="mailto:cchristenson@211sandiego.org">cchristenson@211sandiego.org</a></td>
</tr>
<tr>
<td>Carolyn Mak</td>
<td>Kids Help Phone, Toronto, Ontario, Canada</td>
<td><a href="mailto:Carolyn.mak@kidshelpphone.ca">Carolyn.mak@kidshelpphone.ca</a></td>
</tr>
<tr>
<td>Charlie Cook</td>
<td>FEMA, Denton, Texas</td>
<td><a href="mailto:Charles.cook4@fema.dhs.gov">Charles.cook4@fema.dhs.gov</a></td>
</tr>
<tr>
<td>Cheryl North-Dickerson</td>
<td>United Way of Greater Atlanta 211, Atlanta, Georgia</td>
<td><a href="mailto:cnorthdickerson@unitedwayatlanta.org">cnorthdickerson@unitedwayatlanta.org</a></td>
</tr>
<tr>
<td>Chiara Cameron</td>
<td>United Way of Salt Lake 211, Salt Lake City, Utah</td>
<td><a href="mailto:Chiar@uw.org">Chiar@uw.org</a></td>
</tr>
<tr>
<td>Chris Juett</td>
<td>United Way 211 – Cedar Rapids, Cedar Rapids, Iowa</td>
<td><a href="mailto:chris.juett@uweci.org">chris.juett@uweci.org</a></td>
</tr>
<tr>
<td>Christa Bourk Knox</td>
<td>Baton Rouge Crisis Intervention Center, Baton Rouge, Louisiana</td>
<td><a href="mailto:cnixo@brcrc.org">cnixo@brcrc.org</a></td>
</tr>
<tr>
<td>Christopher Moore</td>
<td>Anne Arundel County Department of Aging &amp; Disabilities, Annapolis, Maryland</td>
<td><a href="mailto:agmoore89@aacounty.org">agmoore89@aacounty.org</a></td>
</tr>
<tr>
<td>Clive Jones</td>
<td>AIRS, Sooke, British Columbia</td>
<td><a href="mailto:clivemjoness@gmail.com">clivemjoness@gmail.com</a></td>
</tr>
<tr>
<td>Cornelius Blackshear</td>
<td>211 Texas/United Way Helpline, Houston, Texas</td>
<td><a href="mailto:CBBlackshear@unitedwayhouston.org">CBBlackshear@unitedwayhouston.org</a></td>
</tr>
<tr>
<td>Courtney Roberts</td>
<td>South Carolina Lieutenant Governor’s Office on Aging (State Unit on Aging), Columbia, South Carolina</td>
<td><a href="mailto:croberts@aging.sc.gov">croberts@aging.sc.gov</a></td>
</tr>
<tr>
<td>Crystal McEachern</td>
<td>iCarol (Charity Logic), Camrose, Alberta, Canada</td>
<td><a href="mailto:crystal@icarol.com">crystal@icarol.com</a></td>
</tr>
<tr>
<td>Daniel De Vries</td>
<td>Switchboard of Miami, Miami, Florida</td>
<td><a href="mailto:ddevries@switchboardmiami.org">ddevries@switchboardmiami.org</a></td>
</tr>
<tr>
<td>Danielle Skenadore</td>
<td>Centers for Independence; Milwaukee Center for Independence Milwaukee, Wisconsin</td>
<td>Danielle.skenadore@<a href="mailto:ILIFE@ms.com">ILIFE@ms.com</a></td>
</tr>
<tr>
<td>Dave Erlandson</td>
<td>United Way 211/Ceridian, Minneapolis, Minnesota</td>
<td><a href="mailto:david.erlandson@ceridian.com">david.erlandson@ceridian.com</a></td>
</tr>
<tr>
<td>David Jobe</td>
<td>211 Texas/United Way Helpline, Houston, Texas</td>
<td><a href="mailto:djobe@unitedwayhouston.org">djobe@unitedwayhouston.org</a></td>
</tr>
<tr>
<td>Debi Leigh Smith</td>
<td>Texas Health and Human Services Commission, Austin, Texas</td>
<td><a href="mailto:Debi.smith@hhsc.state.tx.us">Debi.smith@hhsc.state.tx.us</a></td>
</tr>
<tr>
<td>Dionne Armon</td>
<td>Community Council of Greater Dallas, Dallas, Texas</td>
<td><a href="mailto:darmon@ccgd.org">darmon@ccgd.org</a></td>
</tr>
<tr>
<td>Eileen Miller</td>
<td>National Association of Area Agencies on Aging/National Center on Senior Transportation, Washington, DC</td>
<td><a href="mailto:emiller@n4a.org">emiller@n4a.org</a></td>
</tr>
<tr>
<td>Elaine Graf</td>
<td>Aging Commission of the Mid-South, Memphis, Tennessee</td>
<td><a href="mailto:egraf@agingcommission.org">egraf@agingcommission.org</a></td>
</tr>
<tr>
<td>Elissa Schley</td>
<td>Minnesota Board on Aging, St Paul, Minnesota</td>
<td><a href="mailto:elissaj.schley@state.mn.us">elissaj.schley@state.mn.us</a></td>
</tr>
<tr>
<td>Elizabeth Kangbo</td>
<td>Info Line, Inc., Akron, Ohio</td>
<td><a href="mailto:EKangbo@infolineinc.org">EKangbo@infolineinc.org</a></td>
</tr>
<tr>
<td>Eric Jahn</td>
<td>Alexandria Consulting LLC, Saint Petersburg, Florida</td>
<td><a href="mailto:eric@alexandriaconsulting.com">eric@alexandriaconsulting.com</a></td>
</tr>
<tr>
<td>Ericka Reil</td>
<td>Vermont Center for Independent Living, Montpelier, Vermont</td>
<td><a href="mailto:Ericka@vcil.org">Ericka@vcil.org</a></td>
</tr>
<tr>
<td>Erin Goff</td>
<td>United Way of Greater Toledo, Toledo, Ohio</td>
<td><a href="mailto:erin.goff@unitedwaytoledo.org">erin.goff@unitedwaytoledo.org</a></td>
</tr>
<tr>
<td>Erin Shilcutt</td>
<td>211 Texas/ A Call for Help, Abilene, Texas</td>
<td><a href="mailto:erin@unitedwayabilene.org">erin@unitedwayabilene.org</a></td>
</tr>
<tr>
<td>Erin White</td>
<td>National Association of States United for Aging and Disabilities Washington, DC</td>
<td><a href="mailto:ewhite@nasuad.org">ewhite@nasuad.org</a></td>
</tr>
<tr>
<td>Francesca Kranzberg</td>
<td>Training InspIR/Ations, Washington, DC</td>
<td><a href="mailto:fkranzberg@gmail.com">fkranzberg@gmail.com</a></td>
</tr>
<tr>
<td>Frankie Stull</td>
<td>Chief, USAREC Soldier and Family Assistance Branch, Headquarters, United States Army Recruiting Command (USAREC), Fort Knox, Kentucky</td>
<td><a href="mailto:frankie.l.stull.civ@mail.mil">frankie.l.stull.civ@mail.mil</a></td>
</tr>
<tr>
<td>Gailen Prepetit</td>
<td>United Way of Greater Atlanta 211, Atlanta, Georgia</td>
<td><a href="mailto:gprepetit@unitedwayatlanta.org">gprepetit@unitedwayatlanta.org</a></td>
</tr>
<tr>
<td>Name</td>
<td>Organization</td>
<td>Email</td>
</tr>
<tr>
<td>-----------------------</td>
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<td>--------------------------------------------</td>
</tr>
<tr>
<td>Gary Madden</td>
<td>United Way 211 San Bernardino County, Rancho Cucamonga, California</td>
<td><a href="mailto:gmadden@ieuw.org">gmadden@ieuw.org</a></td>
</tr>
<tr>
<td>Gerianne Prom</td>
<td>Centers for Independence; Milwaukee Center for Independence</td>
<td><a href="mailto:Gerianne.prom@mcfi.net">Gerianne.prom@mcfi.net</a></td>
</tr>
<tr>
<td>Gio Jones</td>
<td>211 San Diego, San Diego, California</td>
<td><a href="mailto:gones@211sandiego.org">gones@211sandiego.org</a></td>
</tr>
<tr>
<td>Hannah Newton</td>
<td>Crisis Clinic Seattle, Seattle, Washington</td>
<td><a href="mailto:hnewton@crisisclinic.org">hnewton@crisisclinic.org</a></td>
</tr>
<tr>
<td>Jack Kolk</td>
<td>ACR 2 Solutions, Inc., Lilburn, Georgia</td>
<td><a href="mailto:jack.k@acr2solutions.com">jack.k@acr2solutions.com</a></td>
</tr>
<tr>
<td>James Henderson</td>
<td>Dallas County Veteran Services, Dallas, Texas</td>
<td><a href="mailto:james.henderson@dallascounty.org">james.henderson@dallascounty.org</a></td>
</tr>
<tr>
<td>Jamie Dake</td>
<td>FEMA, Denton, Texas</td>
<td><a href="mailto:Jamie.dake@fema.dhs.gov">Jamie.dake@fema.dhs.gov</a></td>
</tr>
<tr>
<td>Jennie Pollak</td>
<td>Central Michigan 211, Jackson, Michigan</td>
<td><a href="mailto:jennifer.pollak@lifewayscmh.org">jennifer.pollak@lifewayscmh.org</a></td>
</tr>
<tr>
<td>Jessica Chaiken</td>
<td>National Rehabilitation Information Center (NARIC), Landover, Maryland</td>
<td><a href="mailto:jchaiken@heitechservices.com">jchaiken@heitechservices.com</a></td>
</tr>
<tr>
<td>John Allec</td>
<td>Findhelp Information Services, Toronto, Ontario, Canada</td>
<td><a href="mailto:jallec@findhelp.ca">jallec@findhelp.ca</a></td>
</tr>
<tr>
<td>John Plonski</td>
<td>IMAlive.org, Hicksville, New York</td>
<td><a href="mailto:jpnysairs@gmail.com">jpnysairs@gmail.com</a></td>
</tr>
<tr>
<td>Jordan Newman</td>
<td>South Carolina Lieutenant Governor’s Office on Aging (State Unit on Aging)</td>
<td><a href="mailto:jnewman@aging.sc.gov">jnewman@aging.sc.gov</a></td>
</tr>
<tr>
<td>Juli McNeil</td>
<td>Department of Veterans Affairs, VISN 17, Arlington, Texas</td>
<td><a href="mailto:juli.mcneil@va.gov">juli.mcneil@va.gov</a></td>
</tr>
<tr>
<td>Julia Johnson</td>
<td>United Way 211, Duluth, Minnesota</td>
<td><a href="mailto:juliajohnsonuw211@gmail.com">juliajohnsonuw211@gmail.com</a></td>
</tr>
<tr>
<td>Karen Milligan</td>
<td>Ontario 211 Services, Almonte, Ontario, Canada</td>
<td><a href="mailto:kmilligan@211ontario.ca">kmilligan@211ontario.ca</a></td>
</tr>
<tr>
<td>Karis Grounds</td>
<td>211 San Diego/Imperial, San Diego, California</td>
<td><a href="mailto:kgrounds@211sandiego.org">kgrounds@211sandiego.org</a></td>
</tr>
<tr>
<td>Karl D. Cooper</td>
<td>American Association on Health and Disability, Rockville, Maryland</td>
<td><a href="mailto:kcooper@aahd.us">kcooper@aahd.us</a></td>
</tr>
<tr>
<td>Kathleen Cannon</td>
<td>United Way of Broward County, Fort Lauderdale, Florida</td>
<td><a href="mailto:kcannon@unitedwaybroward.org">kcannon@unitedwaybroward.org</a></td>
</tr>
<tr>
<td>Kirsta Melto</td>
<td>Texas Attorney General’s Office, Austin, Texas</td>
<td><a href="mailto:krista.melton@texasattorneygeneral.gov">krista.melton@texasattorneygeneral.gov</a></td>
</tr>
<tr>
<td>Kirsta Boston</td>
<td>Minnesota Board on Aging, St Paul, Minnesota</td>
<td><a href="mailto:krista.boston@state.mn.us">krista.boston@state.mn.us</a></td>
</tr>
<tr>
<td>Kristen Buckley</td>
<td>Kids Help Phone, Toronto, Ontario, Canada</td>
<td><a href="mailto:Kristen.buckley@kidshelpphone.ca">Kristen.buckley@kidshelpphone.ca</a></td>
</tr>
<tr>
<td>Laura S. Savas</td>
<td>University of Texas Health Science Center, Houston, Texas</td>
<td><a href="mailto:lara.staub@uth.tmc.edu">lara.staub@uth.tmc.edu</a></td>
</tr>
<tr>
<td>Larry Olness</td>
<td>United Way Heart of Florida 211, Orlando, Florida</td>
<td><a href="mailto:Larry.Olness@hfuw.org">Larry.Olness@hfuw.org</a></td>
</tr>
<tr>
<td>Lia Thomas, MD</td>
<td>VA North Texas Health Care System - Medical Director</td>
<td><a href="mailto:NTXPublicAffairs@va.gov">NTXPublicAffairs@va.gov</a></td>
</tr>
<tr>
<td>Lili Blyar</td>
<td>Wounded Warrior Project, Jacksonville, Florida</td>
<td><a href="mailto:llibyar@woundedwarriorproject.org">llibyar@woundedwarriorproject.org</a></td>
</tr>
<tr>
<td>Lindsay Baran</td>
<td>National Council on Independent Living (NCIL), Washington, DC</td>
<td><a href="mailto:lindsay@ncil.org">lindsay@ncil.org</a></td>
</tr>
<tr>
<td>Lisa Austin</td>
<td>United Way Worldwide, Washington, DC</td>
<td><a href="mailto:Lisa.austin@unitedway.org">Lisa.austin@unitedway.org</a></td>
</tr>
<tr>
<td>Lisa Koonin</td>
<td>Centers for Disease Control and Prevention, Atlanta, Georgia</td>
<td><a href="mailto:lmk1@cdc.gov">lmk1@cdc.gov</a></td>
</tr>
<tr>
<td>Lori Warrens</td>
<td>VisionLink, Inc., Boulder, Colorado</td>
<td><a href="mailto:warrens@visionlink.org">warrens@visionlink.org</a></td>
</tr>
<tr>
<td>Lucinda Lorei</td>
<td>Marine and Family Programs, Headquarters US Marine Corps</td>
<td><a href="mailto:lucinda.lorei@usmc.mil">lucinda.lorei@usmc.mil</a></td>
</tr>
<tr>
<td>Lucja Bundy</td>
<td>Emory University Rollins School of Public Health, Atlanta, Georgia</td>
<td><a href="mailto:lbundy@emory.edu">lbundy@emory.edu</a></td>
</tr>
<tr>
<td>Maggie Flowers</td>
<td>National Council on Aging, Arlington, Virginia</td>
<td><a href="mailto:Maggie.flowers@ncoa.org">Maggie.flowers@ncoa.org</a></td>
</tr>
<tr>
<td>Manuel Solis</td>
<td>Language Line Services, Monterey, California</td>
<td><a href="mailto:msolis@language-line.com">msolis@language-line.com</a></td>
</tr>
<tr>
<td>Marcella Cruz</td>
<td>Switchboard of Miami, Miami, Florida</td>
<td><a href="mailto:mcruz@switchboardmiami.org">mcruz@switchboardmiami.org</a></td>
</tr>
<tr>
<td>Mariann Schrage</td>
<td>Alzheimer’s Association, Chicago, Illinois</td>
<td><a href="mailto:mschrage@alz.org">mschrage@alz.org</a></td>
</tr>
<tr>
<td>Marisa Scala-Foley</td>
<td>Administration for Community Living, HH5, Washington, DC</td>
<td><a href="mailto:Marisa.scala-foley@ad.hhs.gov">Marisa.scala-foley@ad.hhs.gov</a></td>
</tr>
<tr>
<td>Mark Fox</td>
<td>National Weather Service Forecast Office- Dallas/Fort Worth</td>
<td><a href="mailto:mark.fox@noaa.gov">mark.fox@noaa.gov</a></td>
</tr>
<tr>
<td>Marquette Stevenson</td>
<td>Montrel Living, Dallas, Texas</td>
<td><a href="mailto:marquette@montreliving.org">marquette@montreliving.org</a></td>
</tr>
<tr>
<td>Martha Roherty</td>
<td>National Association of States United for Aging and Disabilities (NASUAD)</td>
<td><a href="mailto:mroherty@nasuad.org">mroherty@nasuad.org</a></td>
</tr>
<tr>
<td>Mary Baksh</td>
<td>USAREC Family Programs Action Officer and Relocation Assistance Program Manager, Headquarters, United States Army Recruiting Command (USAREC) Fort Knox, Kentucky</td>
<td><a href="mailto:mary.m.baksh.civ@mail.mil">mary.m.baksh.civ@mail.mil</a></td>
</tr>
<tr>
<td>Mary Cooksey</td>
<td>211 Texas/ A Call for Help, Abilene, Texas</td>
<td><a href="mailto:mary@unitedwayabilene.org">mary@unitedwayabilene.org</a></td>
</tr>
<tr>
<td>Mary Margaret Moore</td>
<td>Independent Living Center of the North Shore &amp; Cape Ann Salem, Massachusetts</td>
<td><a href="mailto:mmmoore@ilcnscma.org">mmmoore@ilcnscma.org</a></td>
</tr>
<tr>
<td>Presenter Name</td>
<td>Organization</td>
<td>Email Address</td>
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</tr>
<tr>
<td>Mary Osborne</td>
<td>National Association of Area Agencies on Aging</td>
<td><a href="mailto:mosborne@n4a.org">mosborne@n4a.org</a></td>
</tr>
<tr>
<td></td>
<td>National Center on Senior Transportation, Washington, DC</td>
<td></td>
</tr>
<tr>
<td>Matthew W. Kreuter</td>
<td>Washington University St. Louis, Missouri</td>
<td><a href="mailto:mkreuter@wusl.edu">mkreuter@wusl.edu</a></td>
</tr>
<tr>
<td>Melissa Simpson</td>
<td>National Council on Aging, Arlington, Virginia</td>
<td><a href="mailto:Melissasimpson@n4oa.org">Melissasimpson@n4oa.org</a></td>
</tr>
<tr>
<td>Meredith Ponder</td>
<td>Matz, Blancato and Associates, Washington, DC</td>
<td><a href="mailto:mponder@matzblancato.com">mponder@matzblancato.com</a></td>
</tr>
<tr>
<td>Michael Styles</td>
<td>State of Utah Division of Aging and Adult Services, Salt Lake, Utah</td>
<td><a href="mailto:Mstyles@utah.gov">Mstyles@utah.gov</a></td>
</tr>
<tr>
<td>Mollie Murphy</td>
<td>National Resource Center for Participant Directed Services, Boston, Massachusetts</td>
<td><a href="mailto:mollie.murphy@annkissam.com">mollie.murphy@annkissam.com</a></td>
</tr>
<tr>
<td>Nanette Relave</td>
<td>National Association of States United for Aging and Disabilities (NASUAD)</td>
<td><a href="mailto:nrelave@nasuad.org">nrelave@nasuad.org</a></td>
</tr>
<tr>
<td>Nekima Booker</td>
<td>Veterans Coalition of North Central Texas, Dallas, Texas</td>
<td><a href="mailto:nbooker@vnct.org">nbooker@vnct.org</a></td>
</tr>
<tr>
<td>Nikki Beneke</td>
<td>President of Dallas County VOAD, Dallas, Texas</td>
<td><a href="mailto:nbenept@aol.com">nbenept@aol.com</a></td>
</tr>
<tr>
<td>Nina Kawalek</td>
<td>The Resource Center for Customer Service Professionals, Western Springs, Illinois</td>
<td><a href="mailto:nmk@the-resource-center.com">nmk@the-resource-center.com</a></td>
</tr>
<tr>
<td>Nora Clouse</td>
<td>Office of the Deputy Assistant Secretary of Defense Military Community and Family Policy, Alexandria, Virginia</td>
<td><a href="mailto:nora.clouse.civ@mail.mil">nora.clouse.civ@mail.mil</a></td>
</tr>
<tr>
<td>Osvaldo Maysonet</td>
<td>United Way 211 San Bernardino County, Rancho Cucamonga, California</td>
<td><a href="mailto:omaysonet@ieuw.org">omaysonet@ieuw.org</a></td>
</tr>
<tr>
<td>Patricia Bordie</td>
<td>Texas Department of Aging and Disability Services, Austin, Texas</td>
<td><a href="mailto:pbordie@dads.state.tx.us">pbordie@dads.state.tx.us</a></td>
</tr>
<tr>
<td>Patrick W. Finnerty</td>
<td>DentaQuest Foundation, Boston, Massachusetts</td>
<td><a href="mailto:pfinnerty@aol.com">pfinnerty@aol.com</a></td>
</tr>
<tr>
<td>Paula D. Johnson</td>
<td>Harris County Area Agency on Aging, Houston, Texas</td>
<td><a href="mailto:paula.johnson@houstontx.gov">paula.johnson@houstontx.gov</a></td>
</tr>
<tr>
<td>Perilda Rodriguez</td>
<td>Marine and Family Programs, MCRD San Diego, San Diego, California</td>
<td><a href="mailto:perilda.rodriguez@usmc.mil">perilda.rodriguez@usmc.mil</a></td>
</tr>
<tr>
<td>Polly Fay-McDaniel</td>
<td>Institute for Human Services/211 HELPLINE, Bath, New York</td>
<td><a href="mailto:fayp@ihsnet.org">fayp@ihsnet.org</a></td>
</tr>
<tr>
<td>Precilla Bobo</td>
<td>Aging Commission of the Mid-South, Memphis, Tennessee</td>
<td><a href="mailto:ppobo@agingcommission.org">ppobo@agingcommission.org</a></td>
</tr>
<tr>
<td>Rebecca Williams</td>
<td>University of North Carolina, Raleigh, North Carolina</td>
<td><a href="mailto:rebeccawilliams@unc.edu">rebeccawilliams@unc.edu</a></td>
</tr>
<tr>
<td>Ronald Anderson</td>
<td>Ceridian, Reno, Nevada</td>
<td><a href="mailto:Ronald.anderson@ceridian.com">Ronald.anderson@ceridian.com</a></td>
</tr>
<tr>
<td>Ryan Ward</td>
<td>Health and Human Services Commission, Austin, Texas</td>
<td><a href="mailto:ryan.ward@hhsc.state.tx.us">ryan.ward@hhsc.state.tx.us</a></td>
</tr>
<tr>
<td>Sandra Ray</td>
<td>211 Texas/United Way Helpline, Houston, Texas</td>
<td><a href="mailto:sray@unitedwayhouston.org">sray@unitedwayhouston.org</a></td>
</tr>
<tr>
<td>Sandy Markwood</td>
<td>National Association of Area Agencies on Aging (n4a), Washington, DC</td>
<td><a href="mailto:smarkwood@n4a.org">smarkwood@n4a.org</a></td>
</tr>
<tr>
<td>Sanya Smith</td>
<td>Department of Aging &amp; Disabilities, Annapolis, Maryland</td>
<td><a href="mailto:agsmith66@aacounty.org">agsmith66@aacounty.org</a></td>
</tr>
<tr>
<td>Shauny M. Murrill</td>
<td>Installation Management Command, Army OneSource, San Antonio, Texas</td>
<td><a href="mailto:Shauny.m.murri@unitedwaydenver.org">Shauny.m.murri@unitedwaydenver.org</a></td>
</tr>
<tr>
<td>Sherri Clark</td>
<td>Administration for Community Living (ACL), HHS, Washington, DC</td>
<td><a href="mailto:sherri.clark@aoa.hhs.gov">sherri.clark@aoa.hhs.gov</a></td>
</tr>
<tr>
<td>Shirley ‘Lea’ Urshan</td>
<td>211 Texas Alamo Region (United Way of San Antonio &amp; Bexar County), San Antonio, Texas</td>
<td><a href="mailto:surshan@unitedwaybtex.org">surshan@unitedwaybtex.org</a></td>
</tr>
<tr>
<td>Shye Louis</td>
<td>211/LIFE LINE, Rochester, New York</td>
<td><a href="mailto:slouis@abvi-goodwill.com">slouis@abvi-goodwill.com</a></td>
</tr>
<tr>
<td>Sonia Boyum</td>
<td>Washington University in St. Louis, St. Louis, Missouri</td>
<td><a href="mailto:sbouym@wusl.edu">sbouym@wusl.edu</a></td>
</tr>
<tr>
<td>Stephanie Sanchez</td>
<td>Mile High United Way, Denver, Colorado</td>
<td><a href="mailto:stephanie.sanchez@unitedwaydenver.org">stephanie.sanchez@unitedwaydenver.org</a></td>
</tr>
<tr>
<td>Stephanie Wells</td>
<td>Community Council of Greater Dallas, Dallas, Texas</td>
<td><a href="mailto:swells@ccgd.org">swells@ccgd.org</a></td>
</tr>
<tr>
<td>Steve Eastwood</td>
<td>Community Information and Referral Services/211 Arizona, Phoenix, Arizona</td>
<td><a href="mailto:seatwood@cir.org">seatwood@cir.org</a></td>
</tr>
<tr>
<td>Steve Pulley</td>
<td>inContact, Salt Lake City, Utah</td>
<td><a href="mailto:steve.pulley@incontact.com">steve.pulley@incontact.com</a></td>
</tr>
<tr>
<td>Terry Greer</td>
<td>Soldier and Family Program Manager, San Antonio Army Recruiting Battalion, JBSA Fort Sam Houston, Texas</td>
<td><a href="mailto:terry.greer6.civ@mail.mil">terry.greer6.civ@mail.mil</a></td>
</tr>
<tr>
<td>Thelma Samuel</td>
<td>Harris County Area Agency on Aging, Houston, Texas</td>
<td><a href="mailto:Thelma.Samuel@houstontx.gov">Thelma.Samuel@houstontx.gov</a></td>
</tr>
<tr>
<td>Tim R. Johnston</td>
<td>SAGE (Services and Advocacy for GLBT Elders), New York, New York</td>
<td><a href="mailto:tjohnston@sageusa.org">tjohnston@sageusa.org</a></td>
</tr>
<tr>
<td>Tracy Little</td>
<td>Dallas County Veteran Services, Dallas, Texas</td>
<td><a href="mailto:tlittle@dallascounty.org">tlittle@dallascounty.org</a></td>
</tr>
<tr>
<td>Vicki Mize</td>
<td>211 Texas/United Way of Tarrant County, Arlington, Texas</td>
<td><a href="mailto:vicki.mize@unitedwaytarrant.org">vicki.mize@unitedwaytarrant.org</a></td>
</tr>
<tr>
<td>Victor Lira</td>
<td>Premier Healthcare Services, San Diego, California,</td>
<td><a href="mailto:vlira@phs-west.com">vlira@phs-west.com</a></td>
</tr>
<tr>
<td>Victoria Hummer</td>
<td>Crisis Center of Tampa Bay, Tampa Bay, Florida</td>
<td><a href="mailto:vhummer@crisiscenter.com">vhummer@crisiscenter.com</a></td>
</tr>
<tr>
<td>W. Douglas Zimmerman</td>
<td>VisionLink, Inc., Boulder, Colorado</td>
<td><a href="mailto:zimmerman@visionlink.org">zimmerman@visionlink.org</a></td>
</tr>
<tr>
<td>William Acevedo</td>
<td>Marine and Family Programs, Pentagon, Washington DC</td>
<td><a href="mailto:William.acevedo@usmc.mil">William.acevedo@usmc.mil</a></td>
</tr>
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