36th Illinois AIRS Conference

Every Call Counts: Trending Ideas and Practices in I&R

Tuesday, July 16th, 2019

IL AIRS Business Office
201 E. Grove St., Suite 200, Bloomington, Illinois 61701
Alliance of Information & Referral Systems (AIRS)

- A professional membership association of more than 1,200 organizations
- The international voice of Information and Referral
- The driving force behind the development of clear and consistent professional standards
- Provider of quality training, support and technical assistance
- A national leader in human services that participates in critical partnerships with complementary organizations
- Interested in becoming a member? Go to www.airs.org and click on “Membership” for more information
### 2019 Conference Schedule

**Tuesday July 16th**

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<th>Time</th>
<th>Event</th>
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<tr>
<td>8:00am - 9:00am</td>
<td>Registration / Check In / Breakfast</td>
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<tr>
<td>9:00am - 12:00pm</td>
<td>I&amp;R AIRS Test Prep – CRS, CRS – A/D</td>
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<td>Bridget James – DuPage County Department of Community Services</td>
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<tr>
<td>9:00am - 10:15am</td>
<td>Concurrent Sessions</td>
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<td>Social Isolation</td>
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<td>Phyllis Roate - Illinois Department on Aging</td>
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<td>Alzheimer’s Disease: Communication and Challenging Behaviors</td>
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<td>Mariam Schrage – Alzheimer’s Association</td>
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<td>10:15am – 10:30am</td>
<td>Break</td>
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<td>COAD and VOAD’s help in times of disaster and how you can get it started in your area</td>
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<td>Yvette Maxie – American Red Cross of Chicago and Northern Illinois</td>
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<td>Gina Strafford – Ahmed – DuPage County Department of Community Services</td>
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<td>Recognizing Suicide</td>
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<td>Kevin Richardson – PATH Crisis Center</td>
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<td>12:00pm – 12:45pm</td>
<td>Lunch</td>
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<td>1:00pm – 2:30pm</td>
<td>Keynote Speakers</td>
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<td>Reaching LGBT Individuals Across the Lifespan</td>
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<td>Carolyn Wahlskog – 360 Youth Services</td>
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<td>Emily Miller – Services and Advocacy for GLBT Elders (SAGE)</td>
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*Casual attire is welcome for all sessions/activities.*
Conference & Lodging Information

Holiday Inn Hotel in Bloomington, IL is conveniently located near the Central Illinois Regional Airport (CIRA). Guests can enjoy complimentary shuttle services within a five-mile radius of the hotel, making transportation a breeze.

Holiday Inn Hotel is centrally located, providing easy access to area attractions, including the US Cellular Coliseum, ISU Bone Center, Shirk Center, and Route 66 Museum.

Hotel offers heated, indoor pool and whirlpool, a 24-hour Fitness Center, a convenience store and many options for dining, including the adjoining Baxter’s American Grille. The hotel is also within walking distance of Buffalo Wild Wings, McDonalds and Avanti’s Italian.

- Pets allowed ($20 pet fee per night)
- Smoke Free facility
- Kids stay and eat free

Rates:
$99 per night
plus tax

Room rates available until July 1st, 2019 reserved under “IL AIRS”

2019 Illinois AIRS Conference

Illinois AIRS, Inc. is a network of public and private human service organizations and individuals throughout the state of Illinois dedicated to increasing professionalism in the field of information and referral.

Illinois AIRS offers a professional umbrella for all information and referral specialists. We provide training opportunities, technical assistance, and regular communication on issues important to the field. This year’s Illinois AIRS conference is your opportunity for training, updates, test preparation and networking.
2019 Session Descriptions

I&R AIRS Test Prep
Test Preparation for the AIRS Certification for Community Resource Specialist (CRS) and Certification for Community Resource Specialist - Aging/Disabilities (CRS- A/D). The session will review key components of the exam, study resources and helpful tips to prepare for the exam.

Social Isolation
Awareness of the impact of social isolation and loneliness among older adults has increased over the past few years. At this session, learn about the risk factors associated with social isolation, the impact of social isolation on health and well-being, and current statewide efforts to address this phenomenon.

Alzheimer’s Disease: Communication and Challenging Behaviors
Do you know how to talk to your clients about communicating with a person living with dementia (PLWD)? Do you know what resources are available for caregivers and PLWDs? Individuals living with dementia tend to experience behavioral symptoms and behaviors that can be challenging during the course of the progression of the disease. Join us to learn person-centered care strategies for effective communication and challenging dementia-related behaviors. Hear more about the resources for caregivers and PLWDs provided by the Alzheimer’s Association.

Building COAD’s and VOAD’s in your community: Overview on how Red Cross, COAD and VOAD’s help in times of disaster and how you can get it started in your area
COAD’s are Community Organizations Active in Disaster, VOAD’s are Voluntary Organizations Active in Disaster. When disaster strikes, communities need to be prepared; organizing a community response can be difficult. This session will help you understand how to get you and your organization involved in planning, collaboration, coordination and cooperation before a disaster strikes.

Recognizing Suicide
Suicide is a rising epidemic in the United States. This presentation will highlight facts and trends across the nation regarding suicide as well as eliminate myths surrounding the topic of suicide. Additionally, it will better prepare I&R specialists to handle situations in which clients may be thinking about suicide. Attendees should leave with tools and training on how to ask about suicide, knowledge about resources for people experiencing suicidal crises, and an ability to both identify specific risk factors and safety plan with individuals who may be at risk.

Reaching LGBT Individuals across the Lifespan
Attendees will gain an understanding of the historical impact of anti-LGBT bias and oppression and explore why the LGBT population might hide their identity. This training provides an overview of the needs, concerns and unique history of LGBT older adults, as well as meaningful steps that staff can take to immediately improve the quality of support for LGBT individuals across age groups. This workshop will discuss strategies to create more affirming communities and incorporate LGBT concerns into person-directed care. Attendees will obtain information on best practices and the specific needs and concerns as related to serving the LGBT population.
**2019 Speaker Highlights**

**Bridget James** is the Intake and Referral Manager at DuPage County Community Services for the past 7 years. She is an AIRS Community Resource Specialist (CRS), Licensed Social Worker, and ROMA (Results Orientated Management Accountability) Implementer with a background in CSBG, Head Start and Mental health.

**Yvette Maxie** is the Regional Manager, External Relations. She oversees all regional government, community, and faith-based partnerships through the Disaster Cycle Services Department. Yvette began her career with the American Red Cross in 1992 as a Disaster Cycle Services volunteer. Yvette is currently the Chairperson, Northeast IL COAD (Community Organizations Active in Disaster); President, Kankakee County VOAD (Voluntary Organizations Active in Disaster); Co-Chairperson, Cook County Department of Public Health – Health Advisory Committee; Chairperson, Regional (IL-IN-WI) Catastrophic Planning Team – Citizen Preparedness Subcommittee; Chairperson, Regional (IL-IN-WI) Catastrophic Planning Team – Animal Services Workgroup.

**Emily Miller**, LMSW, is the Director of Training and Client Care at ACES$ Financial Management Services, a Center for Independent Living headquartered in Scranton, PA. Based in Chicago, she frequently travels to the satellite offices to coach, mentor and train ACES$ managers and staff. Her in-person training and coaching are instrumental in ACES$’s superior customer service, including a 97% answer rate. In addition to training and coaching, Emily creates and implements a broad range of training materials, from in-person to webinars, on topics including self-direction, HIPAA compliance, program changes and new employee orientation. Her role extends to evaluating operations, including onboarding procedures, to ensure ACES$ remains the FMS with the highest in customer service standards.

Emily serves as a Certified SAGECare trainer where she helps organizations become more inclusive of LGBT Older Adults. Emily develops programs, trains adults, and writes curriculum in person-centered planning, customer service, and best practices in the fields of aging and disability. Emily is on the National Village to Village Network board of directors and has developed promising practices influencing Villages and the No-Wrong-Door movement through the Administration for Community Living.

Emily holds a Master’s Degree in Social Work from the University of Maryland, Baltimore and a Bachelor's Degree in Human Services with a minor in music from Millikin University. Emily lives in Jefferson Park with her wife, child, and dog where she enjoys playing drums in her free time.

**Kevin Richardson**, B.A., CRS, is the Call Center Program Manager at PATH Crisis Center located in Bloomington, IL. PATH’s call center, accredited through AIRS and the American Association of Suicidology (AAS), handles over 60,000 annual calls and is the largest provider of 2-1-1 services in Illinois, covering over 40 counties across the state. PATH also answers for several local agencies and mental health centers after business hours as well as the National Suicide Prevention Lifeline (NSPL) in Central Illinois.

Kevin is responsible for recruitment, training, and continued supervision of the 90+ active call center volunteers and staff. He oversees PATH’s nationally recognized training program, and he frequently lectures on topics including active listening & communication skills, emergencies, suicide, and community resources. He presents content on suicide prevention and safety planning to several events throughout the year. Additionally, he creates continued education courses for the call center specialists, writes grants, and maintains connections with the local agencies and phone providers throughout the state.
Kevin Richardson, con’t
Outside of PATH, Kevin serves on the board of directors at Mid Central Community Action, the human rights committee through Marcfirst, and McLean County’s community crisis committee. He is also a trained sexual assault victim advocate through Stepping Stones, McLean County’s local rape crisis center, and he volunteers regularly for that organization. He was the recipient of a leadership award in 2016 for his ongoing work in the community.

Phyllis Roate is a Regional Coordinator and Grants Manager with the Illinois Department on Aging in Springfield. She holds an MS in Human Service with a concentration in Gerontology. She is a member of the Alzheimer's Disease Advisory Committee and Task Force, Illinois Partners for Safety, Fatality Review Committee and is the state lead on the plan for Reducing Social Isolation for Seniors in Illinois. Mrs. Roate has both developed and administered training throughout the state. She has taught the evidence based Savvy Caregiver program and is currently piloting Dementia Care Specialist training in PSAs 02 and 08.

Mariam Schrage is the Senior Associate Director for the Alzheimer’s Association 24/7 Helpline, where she has been for the past five years. In this role, Mariam provides oversight for the day to day operations for the Helpline. Previously, Mariam worked at AgeOptions, an Area Agency on Aging close to 10 years. Mariam has her Masters in Social Work from Southern Illinois University Edwardsville.

Gina Stafford-Ahmed is the Administrator of Intake and Referral and CSBG Coordinator for DuPage County's Department of Community Services. She manages a unit of 24 staff and interns responsible for centralized intake for County programs, information and referral call center, CSBG, Community Resource Database (DuPage CRIS), and the Homeless Management Information System. She has worked for DuPage County for 27 years, starting as an intern and moved up through the ranks to the leadership team. She is a Certified R.O.M.A. trainer, Certified Public Manager, Certified Community Action Professional and a Certified Resource Specialist. She holds a B.A. in Public Administration from Augustana College, Rock Island, Illinois.

Carolyn Wahlskog, LCSW (she/her/hers) is the Senior Program Manager at 360 Youth Services’ Transitional Housing Program for LGBTQ+ Youth Experiencing Homelessness. Carolyn also co-coordinates the Name Change Mobilization through Transformative Justice Law Project, helping trans folks throughout the suburbs access name and gender marker changes and co-chairs the DuPage Community Network: Professionals Serving LGBTQ+ youth. Previously, Carolyn ran the Transcend Program at Youth Outlook supporting transgender youth and their families. Carolyn works with schools, health and wellness providers, the legal system and community spaces to adopt affirming practices and policies for LGBTQ+ youth and their families. She is a graduate of the Jane Addams College of Social Work at University of Illinois at Chicago and Indiana University.
Check the appropriate box(es):  
- Illinois AIRS Member Conference Registration  
- Non-Member Registration

Registration and payment are due by July 5, 2019. If there are any issues with processing payment by the due date, please contact the business office at 1-877-414-4054.

Please note registration cost does not include Illinois AIRS membership. Membership is January 1 through December 31, 2019. Please contact the National AIRS office at www.airs.org or 703-218-2477 for membership information.

Please mark the sessions you plan to attend (please select one in each grouping for the Concurrent Sessions, unless you are attending the I&R Test Prep, then only select that program):

**Tuesday, July 16th**

9:00am-12:00pm
- I&R Test Prep – Certification for Community Resource Specialist (CRS) and Certification for Community Resource Specialist – Aging and Disability (CRS – A/D)

9:00am-10:15am Concurrent Session (check one)
- Social Isolation
- Alzheimer’s Disease: Communication and Challenging Behaviors

10:30am-12:00pm Concurrent Session (check one)
- Building COAD’s and VOAD’s in your community: Overview on how Red Cross, COAD and VOAD’s help in times of disaster and how you can get it started in your community
- Recognizing Suicide

12:00pm-12:45pm
- Lunch

1:00pm-2:30pm
- Keynote Speakers – Reaching LGBT Individuals Across the Lifespan

**PLEASE NOTE:**

*Any Cancellation made before July 5th will be given a full refund.*

*No refunds will be given after July 5th.*

*If you have any questions, please contact the Illinois AIRS business office at 877-414-4054.*
Payment Information:

Mail to: Illinois AIRS Business Office
201 E. Grove St., Suite 200
Bloomington, IL 61701

- Check payable to “Illinois AIRS”
- Purchase Order
- State Voucher

Reminders: Any cancellation prior to July 5th will be given a full refund. No refunds will be given after July 5th. If there is an issue with processing payment by the due date or if you have questions please contact Kathryn Johnson at the Illinois AIRS business office at 877-414-4054.

Please type or print in black ink:

Name: ___________________________________ AIRS Member # ___________________

First & Last Name to appear on name tag: __________________________________________

Title: _______________________________________________________________________

Agency Name: __________________________________________________________________

Address: _____________________________________________________________________

City: __________________________ State: ___________ Zip: __________

Telephone & Fax Number: _______________________________________________________

E-mail: _____________________________________________________________________

Do you have any dietary restrictions or need any special accommodations? If so, please state them here: _______