

WisconsinAIRS

“Looking Back and Moving Forward”
Celebrating 30 Years
1979 to 2009

WISCONSINAIRS 30th ANNUAL CONFERENCE
October 8 - 9, 2009

Kalahari Resort and Convention Center
Wisconsin Dells



Our mission is to promote the information and referral profession and support professionals engaged in Information & Referral and Information and Assistance.

WISCONSINAIRS 30th ANNUAL CONFERENCE – 2009

October 8-9, 2009

Conference Objectives

1. To provide opportunities for knowledge enhancement and skill development for professionals in the field of information and referral/assistance.
2. Promote excellence and professionalism in the fields of I&R and I&A.
3. Provide a vehicle for training, peer support and communication.
4. To convey the mission, purpose about WisconsinAIRS.
5. To offer opportunities for professionals in the field of information and referral/assistance to learn from each other and their experiences and background.

Intended Participants

- | | |
|------------------------------------------------------------|-------------------------------------------|
| ➤ Independent Information & Referral Agencies And Programs | ➤ Area Agencies On Aging |
| ➤ Public Libraries | ➤ Child Care Resource & Referral Agencies |
| ➤ United Ways | ➤ Family Resource Centers |
| ➤ Hospital Sponsored Information & Referral Programs | ➤ Independent Living Centers (ILC) |
| ➤ County/Tribal Aging Departments | ➤ Student Interns |
| ➤ 2-1-1 Centers | ➤ Mental Health Resource Centers |
| ➤ Crisis Centers | ➤ Alzheimer's Agencies |
| ➤ ADRC's | ➤ Parkinson's Agencies |
| | ➤ Brain Trauma Associations/Agencies |
| | ➤ Cancer Associations/Agencies |



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Bringing People and Services Together

1979 to 2009 – Looking Back and Moving Forward

WisconsinAIRS 30th Annual Conference

October 8 & 9, 2009

Kalahari Resort & Conference Center, Wisconsin Dells

CONFERENCE AGENDA

06/15/09

THURSDAY, OCTOBER 8

8:30 – 9:30	Registration (w/ Continental Breakfast included)
9:30 – 9:45	Welcome to Conference Participants & Introductions
9:45 – 10:00	Break
10:00	AIRS Certification Test
10:00 – 11:30	<u>Workshop Series A</u>
A1	Wisconsin Elder Economic Security Initiative (WiEESI)
A2	Working More Effectively with Deaf/Hard Of Hearing People
A3	Positioning Your I/R in a Changing World
A4	Resources for Individuals and Families Affected by Mental Illnesses
11:30 – 11:45	Break
11:45 – 12:30	Lunch (included)
12:30 – 1:30	Keynote -- What's So Funny at Work?
1:30-1:45	Break
1:45 – 3:15	<u>Workshop Series B</u>
B1	Wisconsin Supports and Services for Children/Youth with Disabilities or Special Health Care Needs
B2	Introduction to the AIRS InfoLine Taxonomy
B3	Caring for Family Caregivers: “Classified” Information and Assistance
B4	Customer Satisfaction From the Customer’s Perspective
3:15 – 3:30	Break
3:30 – 5:00	<u>Workshop Series C</u>
C1	What I&R/A’s Should Know about Victim Services in Wisconsin
C2	Resources on Autism Spectrum Disorder in Wisconsin
C3	Think Your Way to Sanity
C4	Ethics and Boundaries (Part 1)
7:00 p.m.	After Hours Activity: WisconsinAIRS First Bowl-A-Thon!

FRIDAY, OCTOBER 9

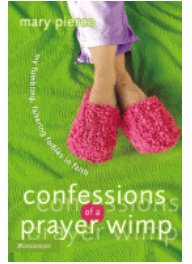
7:30 – 8:30	Breakfast Buffet (included)
8:30 – 10:15	Wisconsin AIRS Annual Membership Meeting
	Keynote: Mr. Bob Blancato - “I&R/A Advocacy and AIRS Public Policy”
10:15 – 10:30	Break
10:30 – 12:00	<u>Workshop Series D</u>
D1	Ethics and Boundaries (Part 2)
D2	I & R’s Place in Dealing with Domestic Violence
D3	“Hey, We’re Not The Crisis Center!- Working The Lines With Callers in Crisis and Chronic Callers”
D4	Memory Loss and Dementia: What Every I&R Staff Person Should Know
12:00 p.m.	Conference Concludes
1:00 p.m.	WisconsinAIRS Board Meeting

About the Keynote:



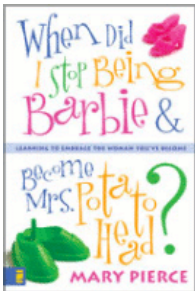
Mary Pierce tickles the funny bone as she touches hearts, offering wit and wisdom to corporate and community audiences since 1996.

She offers a hilarious and positive motivational message, inviting audiences to laugh along and learn with multi-media presentations filled with comic relief, practical teaching, and a powerful message of hope and encouragement.

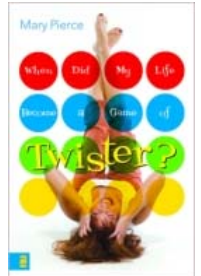


Mary Pierce is the author of three books of inspirational humor for women, published by Zondervan/HarperCollins:

- When Did I Stop Being Barbie and Become Mrs. Potato Head? (2003)
- Confessions of a Prayer Wimp (2005)
- When Did My Life Become a Game of Twister? (2007)



With degrees in education and business (University of Minnesota and University of Redlands), she's worked as a stockbroker, teacher and corporate trainer, and has co-hosted a radio interview program. She's met life's changes and challenges with unfailing optimism, deep faith, and a lively sense of humor. She and her husband Terry share six children and seven grandchildren, and they are full-time caregivers for Mary's aging mother. They live in Wisconsin where Mary dreams of getting her act together...someday.



For more information about Mary, visit her website at www.laughlady.com.



SPECIAL ANNIVERSARY EVENT

JOIN US FOR WISCONSINAIR'S FIRST BOWL-A-THON !

"Team" up with your co-workers - or with NEW friends, and join us for an evening of bowling fun !

Shoes, bowling balls and LOTS OF FUN will be provided! Event begins at 7:00 P.M. Refer to your Kalahari Map for bowling alley location.

Please bring your conference nametag to qualify for free shoes, bowling ball, and great prizes (Don't worry if you are not a good bowler - we have booby prizes too!)



W O R K S H O P D E S C R I P T I O N S

Thursday Keynote: What's So Funny at Work?

People, problems, paperwork...all conspire to stress us to the max at work. Learning to "travel light" makes all the difference. This laugh-packed session is loaded with practical advice to help you lower your stress and find the fun in life, on and off the job.

Keynote Speaker: Ms. Mary Pierce

With degrees in education and business (University of Minnesota and University of Redlands), she's worked as a stockbroker, teacher and corporate trainer, and has co-hosted a radio interview program. She's met life's changes and challenges with unfailing optimism, deep faith, and a lively sense of humor. She and her husband Terry share six children and seven grandchildren, and they are full-time caregivers for Mary's aging mother. They live in Wisconsin.

Wisconsin AIRS Annual Membership Meeting

An annual meeting of the Board of Directors together with the membership is held at this time. The primary purpose of the meeting is to:

- a. Receive annual reports of the officers and standing committees.
- b. Elect and install Board Members
- c. Promote the purposes of WisconsinAIRS.



Breakfast Keynote: Mr. Bob Blancato: "I&R/A Advocacy and Public Policy"

Mr. Blancato is President of Matz, Blancato, & Associates, a full-service firm integrating strategic consulting, government affairs, advocacy services and association and coalition management. Included in the firm's work is public policy work on behalf of AIRS. Mr. Blancato is the National Coordinator of the Elder Justice Coalition, a bi-partisan, 573-member organization. From 2000-2006, Mr.

Blancato served as President of the National Committee for the Prevention of Elder Abuse. He currently serves as the Executive Director of NANASP, the National Association of Nutrition and Aging Services Programs. Mr. Blancato is a former House staff member and spent 17 years on the House Select Committee on Aging. He also served as Executive Director of the 1995 White House Conference on Aging. Mr. Blancato most recently became Chairman of the Commonwealth Council on Aging in Virginia.

P1 AIRS Certification Test

AIRS Certification Testing – 30 Day Advance Registration Required Through Alliance of Information and Referral Systems (AIRS).

Conference registration does not constitute registration for the AIRS Certification exam. If you are interested in testing, all certification material, including application, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for Certification with the conference registration. If an application and payment is mailed to another address other than the AIRS National Office in Fairfax, Virginia, it will not be processed, and the applicant will be unable to sit for the exam.

There will be three national exams offered for individuals who qualify and have registered at least 30 days in advance with the Alliance of Information and Referral Systems (AIRS). Certification exams include: Certified Information and Referral Specialist (CIRS), Certified Information and Referral Specialist - Aging (CIRS-A) and Certified Resource Specialist (CRS).

For more information about registering for the AIRS Certification test, visit www.airs.org.

WORKSHOP SERIES A

A1 *Wisconsin Elder Economic Security Initiative (WiEESI)*

Presenter will share county-specific data calculating the true cost of living for elders age 65+ to meet basic living expenses of housing, health care, food, transportation and miscellaneous. Based on a project of Wider Opportunities for Women and research by U Mass Boston's Gerontology Institute, the project is akin to the Family Economic Self-Sufficiency Standard. The new Wisconsin Elder Economic Security Standard Index compares the outdated and outmoded federal poverty level to the Index for each Wisconsin county. It also contrasts other benchmarks such as the SSI level and the average Social Security payment in Wisconsin, upon which 20% of Wisconsin elders rely. The Index also demonstrates the impact of public benefit programs and how they do or don't help elders bridge the gap between income and economic security as calculated by the Index. The group lays out a policy agenda to try to close the gap, and explains how advocates, service providers and policymakers can use the data in serving low-income elders and planning for programs and services.

Presenter: Ms. Johanna Hatch, Administrator, Wisconsin Women's Network

Ms. Hatch is the Project Coordinator for the Wisconsin Women's Network, a statewide coalition advancing the status of women and girls in Wisconsin through communication, education, and advocacy. Ms. Hatch has worked with the Network since May 2008, and became Project Coordinator in March 2009. Ms. Hatch holds a BA from the College of Saint Benedict and has worked in direct service, advocacy, and education related to poverty and improving the status of women

A2 *Working More Effectively with Deaf and Hard of Hearing People*

Hearing loss is an invisible disability and frequently given little consideration in the delivery of services. Participants will learn the types of hearing loss, the impact on an individual's life, and the difference between deaf and hard-of-hearing individuals. Cultural perspectives, assistive technology and the importance of interpreters will also be discussed.

Presenter: Ms. Bette Mintz Powell, Office for the Deaf and Hard of Hearing, BADR

A3 *Positioning Your I&R/A in a Changing World*

This session will give an overview of I&R/As past, present, and future opportunities. We will overview various issues that are in the forefront of I & R/A, such as responding to callers who are impacted by the current economic crisis; changes in the provision of services, such as health care and other factors taking place locally, state-wide and nationally. By the end of this workshop, participants will have a better understanding of the I&Rs role in human services.

Presenter: Mr. Bob Waite

Mr. Waite has been active in I&R since 1985 when he started as a volunteer with the Underground Switchboard in Milwaukee, WI. Mr. Waite has worked professionally in the field since 1997 and has been the Director of 2-1-1 @ IMPACT in Milwaukee since 2002.

A4 *Resources for Individuals and Families Affected by Mental Illnesses*

NAMI Wisconsin and its network of 34 local affiliates provide support, education and advocacy to Wisconsin families and consumers affected by mental illnesses. The panel members will describe the education and support programs that NAMI offers as well as other available resources. Panel members will provide an overview of mental illnesses and share tips for effectively assisting families and consumers (in distress OR looking for answers).

Presenter: Ms. Sarah Mroz, NAMI Wisconsin, Inc

WORKSHOP SERIES B

B1 *Wisconsin Supports and Services for Children/Youth with Disabilities or Special Health Care Needs*

Participants will become familiar with the supports and services, both formal and informal, to consider when assisting families who have children with disabilities or special health care needs.

Presenters: Ms. Elizabeth Hecht; Working at the Waisman Center, University Center for Excellence in Developmental Disabilities at the University of Wisconsin, Ms. Hecht coordinates projects related to public policy, systems change, and family support. She is currently Project Coordinator for Family Support 360 and the Waisman Center's Southern Regional Center for Children with Special Health Care Needs. Ms. Hecht is Chair of the Council on Children's Long Term Supports. She is the Director of Family Voices of Wisconsin and the Project Director for the MCHB Family to Family Health Information Center. She is also the parent of a young man with disabilities.

Presenter: Ms. Kristin Gowan. Ms. Gowan has experience and training in the fields of Education and Social Work and for over 15 years has worked with families through a variety of programs such as Birth to 3, Early Head Start, an inclusive childcare program. Ms Gowan is currently the information and resource specialist for the Southern Regional Center for Children and Youth with Special Health Care Needs within the Waisman Center at the University of Wisconsin- Madison. Kristin participates on a number of community committees that work to support families to best access needed supports and services, including the Maternal and Child Health Advisory Committee and Dane County Health Watch.

B2 *Introduction to the AIRS InfoLine Taxonomy*

Provides a basic introduction to the AIRS InfoLine Taxonomy including the organization and use of the taxonomy and general information about the content.

Presenter: Ms. Teresa Halverson, CRS. Ms. Halverson is an Information and Referral Resource Specialist at Great Rivers 2-1-1 in La Crosse. She has held this position for 15 years.

B3 *Caring for Family Caregivers: "Classified Information" and Assistance*

Panelists will review what I&A staff need to know about family caregivers and share some of their experiences in providing current information about opportunities and services available; assessing the problems and capacities of the individuals; linking the individuals to the opportunities and services available; and lastly how they ensure that the family caregiver received the services needed and became aware of the options and opportunities available to them.

Presenters: Panel Discussion (TBD)

B4 *Customer Satisfaction From The Customer's Perspective*

Learn about factors that impact customer service from the customer's perspective. Information & Referral or Information & Assistance providers have conversations with people who have a wide variety of worries and concerns. This session will highlight a recent study of customer satisfaction in ADRCs as well as share information about approaches to obtaining customer feedback 211 organizations.

Presenter: Members: Ms. Maurine Strickland.

Ms. Strickland joined the State of Wisconsin's Bureau of Aging & Disability Resources as Information & Assistance Program Specialist in 2001. She has worked in the human services field

primarily in aging services for the past 15+ years. Maurine holds a Masters degree in Gerontology from Western Illinois University and a Bachelors degree with a Major in Psychology from Blackburn College. She is also a “Certified Information & Referral Specialist – Aging,” from the national Alliance of Information & Referral Systems and serves in the AIRS national board. Prior to working at the Bureau of Aging & Disability Resources she was employed as the director of the Grant County Center on Aging and has worked in aging programs in Iowa, Illinois and California.

Presenter: Ms. Mary Fuller, Training and Call Center Coach. Mary Fuller has been active in I&R since 1999. She assists I & R Specialist at 2-1-1@ IMPACT with compliance to established call handling and documentation standards. As a result of speaking with the 2-1-1 I & R Specialist, the callers often request to share their positive feedback about the service provided and that their situation has improved. Ms. Fuller is an AIRS Certified Information and Referral Community Resource Specialist in Milwaukee, WI.

WORKSHOP SERIES C

C1 *What I&R/A’s Should Know about Victim Services in Wisconsin*

Attendees will receive a brief overview of the criminal justice system. They will receive in-depth information on the role of Victim/Witness Coordinators and the services that are provided to crime victims and witness as they navigate the criminal justice system.

Presenter: Ms. Laurie Anderson, Jefferson County Victim/Witness Coordinator. Ms. Anderson has served as the Jefferson County Victim/Witness Coordinator since the beginning of the program in march 1989. Ms. Anderson has served on the Board of Directors for the Victim/Witness Professional in many capacities since 1990, primarily as an area representative, but also on the Executive Board and as a committee member. She is currently the Association Secretary. In addition to her commitment to the Wisconsin Victim/Witness Professionals, Laurie has been an active participant in Jefferson County’s Domestic Violence CCRT. She has served on the Board of Directors for People Against Domestic & Sexual Abuse and Fort Atkinson area Crime Stoppers. Laurie received her Bachelor’s Degree in Political Science from the University of Wisconsin-Whitewater in 1985.

Presenter: Ms. Karen Rengert, Monroe County Victim Witness Coordinator. Ms. Rengert has been the Victim Witness Coordinator for Monroe County since 1986. During those years there have been numerous changes in the law for victims and our services to them. She has had the honor to serve on the Attorney General’s Board working on the victim’s rights amendment and part of the workgroup establishing the Wisconsin Victim Witness Association. Over the years she has served as Vice President, Treasurer and Regional Rep all several times and is presently the President.

C2 *Resources on Autism Spectrum Disorder in Wisconsin*

A representative from the Autism Society of Wisconsin will provide an overview of autism spectrum disorder, the services available to families in Wisconsin and discuss local chapter resources, support groups and event information. Resources will be shared including the “Next Steps” booklets, Annual Conference information and state and chapter resources. There will be time for a discussion period following the presentation. Participants will receive a copy of the “Next Steps” Booklet, a resource provided by the Autism Society of Wisconsin.

Presenter: Ms. Kelly Brodhagen, Administrative Coordinator Autism Society of Wisconsin. Ms. Brodhagen is an advocate for children with disabilities and is the Administrative Coordinator for the Autism Society of Wisconsin. Ms. Brodhagen is married to Jim and together they have three sons, two who have autism.

C3 *Think Your Way to Sanity*

Thinking is the antidote to worry. Life's biggest challenges are easier to face when we get our thinking right. In this breakout session, you'll laugh and learn as Mary walks you step-by-step through a decision-making process to move you toward what you really want out of life.

Presenter: Ms. Mary Pierce (See Keynote Presenter Information)

C4 *Ethics & Boundaries: Risk Management Audit – PART I*

NOTE: This topic has been broken into two sections, Part I and Part II. Each session will give participants two hours of CEU credits. To obtain four hours of credits, both sessions must be attended. You must sign in at the beginning of each session and stay for the entire session to obtain the CEU certificate for that session. Session certificates will be handed out the conclusion of conference on Friday, October 9th.

The objective of this session is to educate participants on the complexity of ethics and boundaries in social work practice. Participants will learn about the importance of an ethics audit in programs that cover both client services and personnel management. Ethical decision-making processes will be addressed in a variety of contexts using case examples and best practice models to identify and address complicated scenarios within human service organizations.

Risk Management Audit and Procedures

- *Risk Management protocols
- *Policies and Procedures
- *Cultural competence
- *Confidentiality
- *Documentation
- *Record Keeping
- *Consultation and referral
- *Termination of Services

Boundaries and Ethics in Program Management

- *Quality assurance
- *Malpractice and negligence
- *Direct vs. indirect or vicarious liability
- *Sanctioning bodies and procedures

Ethical Issues

- *Conflict of interest
- *Boundary issues
- *Dual relationships
- *Impaired professionals

Risk and Legal Management in Personnel Matters (optional content if time allows)

- *Diversity in the workplace
- *The work environment
- *The hiring process
- *The evaluation process
- *Boundary issues in supervision and leadership
- *Impaired professionals
- *Grievances and complaints
- *Progressive discipline and termination
- *Documentation critical in personnel matters

Presenter: Ms. Jeanne Wagner, LCSW

Ms. Wagner is a Clinical Assistant Professor and the Director of Field Education for the BSW and MSW Programs at the Helen Bader School of Social Welfare at UWM-Milwaukee. She has administrative and supervisory responsibility for the Field Education Program in addition to teaching responsibilities within both the MSW and BSW curriculum. She teaches in the Family and Child Welfare concentration and develops and presents continuing education workshops in the area of social work supervision and management, ethics and risk management, and best practices in child welfare. She is a Licensed Clinical Social Worker with extensive clinical, management and administrative experience. She has worked in a variety of social service settings prior to her appointment with UWM which includes: child welfare, adoption, mental health, developmental disabilities, geriatrics, AODA, and private practice.

Contact information for Ms. Wagner is:
Helen Bader School of Social Welfare @ UWM
P.O. Box 786, Enderis Hall #1073
Milwaukee, WI 53201

jeanne@uwm.edu
414-229-4851 Office

WORKSHOP SERIES D

D1 *Ethics & Boundaries: Risk Management Audit – PART II*

Note: This is the second part of this session. The discussion will be a continuation of the Part I Session. Please see the session descriptions for Part I.

Presenter: Ms. Jeanne Wagner, LCSW

D2 *I & R's Place in Dealing with Domestic Violence*

Awareness of domestic violence is growing. Most call centers handle crisis calls on a regular basis including many involving domestic violence. Workers need to be prepared for handling these calls which can range from someone making a first call for help to a crisis situation involving their safety. We will discuss the dynamics of relationships involving domestic violence and the boundaries of I & R workers.

Presenters: Ms. Emily Rabe. Ms. Rabe graduated from UW-Oshkosh with a B.S. in Human Services with minors in Spanish and Women's Studies. She is currently a Master's student in the Urban Studies at UW-Milwaukee. She has had a variety of experiences working with families at the Christine Ann Domestic Violence Shelter, Wisconsin Works in Winnebago County, Safety Services with the Bureau of Milwaukee County Child Welfare, Peace Corps Dominican Republic, and currently work as a bilingual (Spanish) Community Resource Specialist.

Presenter: Staff member from Sojourner Family Peace Center

D3 *"Hey, We're Not The Crisis Center!"- Working The Lines With Callers In Crisis And Chronic Callers*

This session will provide an overview of the techniques, procedures, and policies necessary to best meet the needs of callers in crisis and chronic callers. Over 29 years of operation of the Crisis Center of Family Services will inform this presentation. This session is intended for professionals who answer informational and human services lines that are not marketed to be Crisis lines, however, often become the front-end of service provision for callers in crisis and chronic callers. In addition to an informative presentation, this session will be structured to include voluntary input from attendees, as there is much to be learned from the lively discussions and debates that can ensue around this topic.

Presenter: Ms. Tana Koss, MSW, CAPSW, Prgrm Manager, Crisis Center, Runaway Project, & Our Place

After providing and/or administering emergency human services for over ten years, Ms. Koss joined the Crisis Center of Family Services nearly two years ago. A native of Northern Wisconsin, she has spent most of her life in Green Bay. Ms. Koss earned both a Bachelor and Masters in Social Work from the University of Wisconsin- Green Bay. She is proud to work with Family Services, an organization that shares her passion to help make a positive impact on the lives of people facing challenge and doing whatever it takes. Though two years in the field of crisis line work does not yet make Ms. Koss an expert on the topic, she plans to share an accumulation of knowledge from lessons learned over 29 years of the Crisis Center of Family Service's operation.

D4 *Memory Loss and Dementia: What Every I&R Staff Person Should Know*

As the incidence of Alzheimer's and other dementia continues to grow, nearly every family is touched by it in some way. Families that assist relatives with the disease face additional physical, emotional and financial challenges that can spill over into other areas of their lives. If the dementia goes undiagnosed, inappropriate decisions can be made that result in additional family crises. Misperceptions caused by memory loss and dementia can also result in repeated calls or inaccurate reporting of incidents when calls are made. Come to learn how to recognize signs and symptoms of memory loss and dementia, how to best communicate with persons evidencing such signs, and helpful information and referral advice to provide to individuals and families who are living with the disease.

Presenter: Ms. Carol Olson, Outreach Specialist for the Alzheimer's Association
Carol Olson serves as an Outreach Specialist for the Alzheimer's Association, South Central Wisconsin Chapter. She has worked on behalf of older adults for nearly 20 years, and specifically with families coping with dementia for the last 12 years. Her work focuses on providing information, referrals, care-consultations and support to individuals and families living with memory loss or dementia, and expanding local awareness, opportunities and support.

After Hours Activity – Thursday, October 8th

JOIN US FOR WISCONSINAIR'S FIRST BOWL-A-THON !

"Team" up with your co-workers - or with NEW friends, and join us for an evening of bowling fun !

Shoes, bowling balls and LOTS OF FUN will be provided! Event begins at 7:00 P.M. Refer to your Kalahari Map for bowling alley location.

Please bring your conference nametag to qualify for free shoes, bowling ball, and great prizes (don't worry if you are not a good bowler - we have booby prizes too!)



!! VENDOR FAIR AND EXHIBITS !!

Back by Popular Demand! Our annual conference's Vendor Fair will be held on Thursday (10am-4:30pm) and on Friday (9am -11am). On Thursday, we will be having the I&R/A software companies joined by several nonprofit and government agencies who are being provided FREE display tables for materials conference attendees will find valuable for assisting their customers.

The Software Vendor Fair will continue on Friday morning. Watch for updates for companies that will be attending.

GENERAL CONFERENCE INFORMATION

Registration Fees

The fee for the WisconsinAIRS Conference is:

AIRS Members

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Early Bird Rate (Before 7/31/09)</td> <td></td> </tr> <tr> <td>Basic Membership</td> <td style="text-align: right;">\$110</td> </tr> <tr> <td>Standard Membership -</td> <td style="text-align: right;">\$105</td> </tr> <tr> <td>Enhanced Membership</td> <td style="text-align: right;">\$100</td> </tr> <tr> <td>Premium Membership</td> <td style="text-align: right;">\$95</td> </tr> </table>	Early Bird Rate (Before 7/31/09)		Basic Membership	\$110	Standard Membership -	\$105	Enhanced Membership	\$100	Premium Membership	\$95		<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Registration After 8/1/09</td> <td></td> </tr> <tr> <td></td> <td style="text-align: right;">\$135</td> </tr> <tr> <td></td> <td style="text-align: right;">\$128</td> </tr> <tr> <td></td> <td style="text-align: right;">\$121</td> </tr> <tr> <td></td> <td style="text-align: right;">\$115</td> </tr> </table>	Registration After 8/1/09			\$135		\$128		\$121		\$115
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	\$121																					
	\$115																					

NON-AIRS Members

Early Bird Rate	\$150	Registration after 8/1/09 -- \$175
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The fee covers both conference days with meals and breaks as noted. If you are scheduled to take the AIRS Certification Exam and only coming for that reason, there is no registration fee. However, if you are taking the exam and attending the conference, then the conference fees apply. Please indicate on the registration form the session you **are** attending. Send your registration form, along with your payment, to GWAAR, Attn: Sarah Cowen. The address and payment options are listed on the registration form.

AIRS Membership Structure for Discounts

Basic	No Discount	Standard	5% discount
Enhanced	10% discount	Premium	15% discount

Member Of



Become a member of Wisconsin AIRS and save!!! Visit the **Alliance of Information & Referral Systems (AIRS)** website at www.airs.org for information on how you and your organization can become an AIRS and Wisconsin AIRS member today and save on conference fees.

Cancellations

Cancellations must be received by October 2, 2009. No cancellations will be accepted after that date. No refunds will be provided after October 2, 2009. To cover costs, \$25 of the registration fee is Non-refundable. To cancel please call Sarah Cowen at 608-224-6300. You may send another person in your place if you are not able to attend. Registrants are required to cancel their own hotel reservations.

Scholarships

A limited number of scholarships are available. The deadline to submit a scholarship application is **July 17, 2009**. Scholarship recipients will be notified by July 24, 2009. The scholarship form is below or can be obtained at www.wisconsinairs.org. Scholarships will pay the 2009 WisconsinAIRS Conference fee as well as one night's lodging in a standard double room at the Kalahari Resort, Wisconsin Dells.

Conference Meals

Continental Breakfast on Thursday, full Breakfast on Friday and Lunch on Thursday is included in the registration fee. Dinner will be on your own. There are several restaurants in the hotel and in the vicinity of the hotel.

Conference Meals Provided

Breakfast (Thursday Morning)

Kalahari Continental

Fresh scrambled eggs, assorted fresh Danish, muffins, bagels, croissants, whole grain breads, chilled hard cooked eggs, fresh melons, citrus, berries, orange juice, cream cheese, jams, preserves, jellies, creamery butter, fresh brewed coffee and tea.

Lunch (Thursday)

African Getaway Buffet

A taste of Africa. Flame-kist coconut maple chicken, pork loin harissa, cinnamon roasted top sirloin with peri-peri sauce, confetti vegetable couscous, graham masala spiced glazed carrots, crisp garden greens with peppadew vinaigrette and African Dukkah nut dip, elephant foot bread and Amarula crème brûlée bread pudding. *(Alternative meals will be provided for those with special dietary needs. Please make sure that dietary need is noted on registration form.)*

Breakfast Buffet (Friday Morning)

Kalahari Breakfast Buffet

Farm fresh scrambled eggs, country sausage links, applewood smoked bacon, breakfast potatoes, assorted breads, jams, preserves, jelly and creamery butter, fresh fruit display, muffins, orange juice, fresh brewed coffee, tea or milk.

Hotel Information

Hotel reservations must be made directly with the hotel. Contact the Kalahari Resort and Conference Center to make reservations and reference "WisconsinAIRS Conference" at 877-525-2427.

Call soon; as a limited number of rooms are blocked at a special rate of \$70 per night for a single room; \$97 for a double, triple or quad room. Room reservation cut off date is **SEPTEMBER 9, 2009**; all unconfirmed rooms will then be released to the general public. Guest room rates are subject to applicable state and local taxes (11%) unless written proof of exempt status is provided. Hotel check in is at 4:00 pm and check out is at 11 am.

Green Initiative

Kalahari Resort has a Green Initiative. Kalahari will apply a \$2 per night contribution to each stay. If an individual chooses not to contribute to the Kalahari effort, individuals should advise the Front Desk at the time of check-in upon arrival. This will result in the contribution being removed.

Kalahari Resort and Conference Center
1305 Kalahari Drive, Wisconsin Dells, WI 53965
Toll Free - 877-525-2427 Fax: 608-254-2381

www.kalahariResorts.com

Parking

The Kalahari Resort has ample parking spaces available to hotel and convention guests at no cost.

Complimentary Amenities

All overnight guests are invited to indulge in the complimentary use of the waterpark and fitness center.

DRIVING DIRECTIONS



From Madison:

I-90 westbound to exit #92. Hwy 12 (Lake Delton/Wisconsin Dells). Turn west (right) at the bottom of the exit ramp onto Hwy 12. At the first stoplight (Meadowview Drive), turn right to Kalahari Drive.

From Milwaukee:

I-94 westbound to exit #92. Hwy 12 (Lake Delton/Wisconsin Dells). Turn west (right) at the bottom of the exit ramp onto Hwy 12. At the first stoplight (Meadowview Drive), turn right to Kalahari Drive.

From Green Bay/Appleton:

US 41 southbound to Hwy 44 west. Hwy 44 west to Hwy 23. (Hwy 23 merges with I-39), exit #100 Hwy 23 West to Wisconsin Dells. Hwy 23 (Broadway Street) through downtown Wisconsin Dells. Once over the bridge, at the 2nd stoplight, Hwy 23/12, Wisconsin Dells Parkway, turn left. In three stoplights, turn left onto Hwy 12. In two stoplights (Meadow Drive), turn left to Kalahari Drive.

Information about the Kalahari Resort and Conference Center

Kalahari Resorts are located in Wisconsin Dells, WI and Sandusky, OH. The Kalahari Resort includes spectacular indoor and outdoor water parks, spas, extensive retail and shopping areas, multiple dining options, convention centers and authentic African experiences.

Authentically African Experience

Kalahari Resorts is proud to highlight African culture as a thematic feature in its resorts. The company chose this focus because of Africa's rich cultural offerings, the distinctive wildlife and its desire to deliver a fresh and exciting experience for its guests. The company invests heavily in authentic African décor, furnishings and artwork and appoints a team each year to visit Africa to continue enhancing the resort's offerings by sharing the continent's culture, stories and legends.

Meeting Rooms and Business Center

All meeting rooms are carpeted with state of the art sound, phone T1 and WiFi Internet access. Kalahari Resort provides a dedicated Business Center in the Convention Center. Fax, color copies, computer access, shipping and receiving services are all provided.

Smoking Areas

Kalahari provides a smoke-free environment except in the bar area of the Kahunaville Restaurant and Bar.



2009 Wisconsin AIRS Conference
Thursday, 10/08/09 & Friday, 10/09/09

LOCATION: The Kalahari Resort
1305 Kalahari Drive
Wisconsin Dells, WI 53965
877-525-2477 (tollfree)
608-254-5466 (direct)
www.kalahariResorts.com

REGISTRATION FORM

REGISTRATION DEADLINE: September 25, 2009
EARLY BIRD SPECIAL DEADLINE: July 31, 2009

Name: _____ AIRS Member Number: _____

Organization: _____

Address: _____ E-mail Address: _____

Phone: _____ Fax: _____

	“Early Bird” Registration Before 7/31/09	Registration After 8/1/09
A I R S M E M B E R S		
Basic	<input type="checkbox"/> \$110	<input type="checkbox"/> \$135
Standard	<input type="checkbox"/> \$105	<input type="checkbox"/> \$128
Enhanced	<input type="checkbox"/> \$100	<input type="checkbox"/> \$121
Premium	<input type="checkbox"/> \$95	<input type="checkbox"/> \$114
N O N - A I R S M E M B E R S		
Basic	<input type="checkbox"/> \$150	<input type="checkbox"/> \$175

**NOTE: Reservation Deadline Date For Discounted
Conference Rate For Sleeping Rooms is 9/9/09.**

**NOTE: Conference checks should be
Made payable to “GWAAR”**

WisconsinAIRS's First Bowl-A-Thon Activity
 Yes, I would like to participate in the FREE
WisconsinAIRS's First Bowl-A-Thon activity.
(see more information on page 11)

CONFERENCE SESSION CHOICES (Select one from each category)

P1 AIRS Certification Exam ONLY – Not attending conference (30-day advance registration w/AIRS required)

P1 AIRS Certification Exam – Attending conference

<input type="checkbox"/> A1	Wisconsin Elder Economic Security Initiative (WIEESI)	<input type="checkbox"/> B1	WI Supports/Services Children/Youth Special Health Care Needs	<input type="checkbox"/> C1	Wisconsin Victim Witness Program	<input type="checkbox"/> D1	Ethics and Boundaries (Part 2)
<input type="checkbox"/> A2	Working with Deaf/Hard Of Hearing People	<input type="checkbox"/> B2	Introduction to the Taxonomy	<input type="checkbox"/> C2	Resources for Children with Autism	<input type="checkbox"/> D2	Dealing with Domestic Violence
<input type="checkbox"/> A3	Positioning Your I/R in a Changing World	<input type="checkbox"/> B3	Caring for Family Caregivers	<input type="checkbox"/> C3	Think Your Way to Sanity	<input type="checkbox"/> D3	“Hey, we’re not the Crisis Center!-
<input type="checkbox"/> A4	Resources for Those Affected by Mental Illnesses	<input type="checkbox"/> B4	Customer Satisfaction From the Customer’s Perspective	<input type="checkbox"/> C4	Ethics and Boundaries (Part 1)	<input type="checkbox"/> D4	Memory Loss and Dementia

MEALS: I would like a vegetarian meal. Other special meal _____

Mail, Fax, or Email Completed Form And Payment To: GWAAR Attn: Sarah Cowen
2850 Dairy Drive, Suite 200, Madison, WI 53718
Phone -- 608-224-6300 Fax -- 866-813-0974
Email: sarah.cowen@gwaar.org

Check Payable To: “GWAAR”

ROSTER PERMISSION: May your name be included in the participant roster Yes No

Note: Lunch on October 8th and breakfast on October 9th and all conference materials and conference participant certificates are included in the registration fee.

NOTE: Conference Checks Should Be Made Payable To “GWAAR”



Information About WisconsinAIRS

Welcome to the Wisconsin Alliance of Information & Referral Systems
WisconsinAIRS Is The Professional Association For
Community Information And Referral/Assistance Providers

What is WisconsinAIRS?

Today more than ever, information and referral and assistance programs fulfill a vital need in our communities and Wisconsin. Human needs are more complex and having access to community resources require the guidance of information and referral professionals. To help meet the demands of the job, information and referral specialists turn to professional organizations for training and support. WisconsinAIRS is just that organization! Our mission is to promote the information and referral profession and support professionals engaged in Information & Referral and Information and Assistance.

WisconsinAIRS, formerly IRPW, is a statewide, non-profit professional association of Information & Referral (I&R) and Information and Assistance (I&A) organizations and individuals. The association is dedicated to developing and maintaining a high quality, coordinated information and referral network for Wisconsin and is an affiliate of AIRS, the national organization.

The objectives of the organization are to:

- Promote excellence and professionalism in the fields of I&R and I&A
- Provide a vehicle for peer support, regular communication, and training
- Support cooperation between information and referral providers
- Promote public awareness and understanding of the role and function of I&R services as a vital link between service seekers and service providers.

What will WisconsinAIRS do for you?

- Reduced rates at trainings and conferences
- WisconsinAIRS newsletter
- Consultation and technical assistance from other WisconsinAIRS members
- Opportunities to become involved with board and committee activities
- Keep you up-to-date on current trends and information that impacts on-going initiatives
- Email listserv offers instant access to experts and peers
- Promote adherence to Alliance of Information and Referral Systems, Inc. (AIRS) standards for delivery of I&R services.
- Opportunities for AIRS certification exams
- Networking opportunities — both locally and statewide

Who are our members?

- *Independent information & referral agencies and programs
- *Public libraries
- *United Ways
- *Crisis centers
- *Area agencies on Aging
- *Hospital sponsored information & referral programs
- *2-1-1 centers
- *County/Tribal aging departments

Information About Alliance of Information & Referral Systems (AIRS)

Alliance of Information & Referral Systems (AIRS) is the professional association for over 1,200 community Information and Referral (I&R) providers, primarily in the United States and Canada - *helping to bring people and services together for over 30 years*. AIRS is **the** organization for **all** I&R/A providers.

A major membership benefit is a free hardcopy and electronic version of the 450-page "ABC's of I&R 2008" for everyone joining at the Enhanced and Premium Levels. This new version includes revisions to the existing material, as well as additional test questions on all subject areas and a new section on working in an I&R call center. The price for AIRS members at the Basic and Standard Levels will be \$450 (whereas Enhanced membership costs \$500 and **includes** the ABCs plus other benefits).

There are four membership levels - Premium, Enhanced, Standard and Basic. The greatest cost benefit for most agencies will come at the Enhanced Level.

A single integrated membership structure provides automatic membership for both AIRS and an applicable state/regional Affiliate. For example, a Wisconsin-based agency becomes a member of both AIRS and Wisconsin AIRS for the same price!

For more information about AIRS visit their website at www.airs.org.



The Board of Directors of WisconsinAIRS and the WisconsinAIRS Conference Committee thanks you for participating in its 2009 conference.

*Knowledge is of two kinds. We know a subject ourselves,
Or we know where we can find the information.
Samuel Johnson~*

WisconsinAIRS

2009 Board Member Application

WisconsinAIRS is a statewide, non-profit association whose mission is, "To promote the profession and support the providers of Information & Referral." The organization is a recognized affiliate of the Alliance of Information and Referral Systems (AIRS). WisconsinAIRS offers members opportunities for networking and continued professional growth in the field of Information & Referral/Assistance (I&R/A). Our shared objective is to provide quality I&R/A services to our customers.

We are pleased that you have taken the opportunity to submit this application. Elections are held at our Annual Board meeting, which typically takes place at our yearly conference. There are approximately four in-person Board meetings per year; members serve for a three-year term and may be re-elected for a second three-year term. Officers include the President, Vice-President, Secretary, and Treasurer. Standing Committees have included: Executive, Communications, Conference, Marketing and Membership.

Membership in AIRS is required of agencies for which board members work and all board members must hold current documentation of AIRS certification.

Please provide the following (Please Print):

Your Name:	Title:
Phone (w)	E-mail (w):
Mailing Address (w)	
Agency:	How Long Employed: _____yrs.____ mo.
Mailing Address (<i>if different</i>):	
Main Phone (w):	Fax (w)

Agency Membership Number Applicant's Certification Level Effective Dates (on Certificate)

Please tell us a little about your professional work in the field of I&R/A that supports your candidacy. What are your interests in this field, and how might you use your previous experiences in furthering the goals and objectives of our organization?

If interested in submitting an application or if you have questions, please contact:

WisconsinAIRS President
 Matricia Patterson, MSW, MSM
 Telephonic Services Coordinator, 2-1-1 @ IMPACT
 (414) 302-6626

WisconsinAIRS Conference Scholarship Application

Submission due no later than July 17, 2009

Eligibility: Anyone who is a WisconsinAIRS member in good standing, either individually or through his or her employing agency.

Award: A limited number of scholarships are available. Scholarship will pay the 2009 WisconsinAIRS Conference fee as well as one night's lodging in a standard double room at the Kalahari Resort and Conference Center in the Wisconsin Dells. Please note: WisconsinAIRS will reserve/pay for hotel and pay conference fee.

How to apply: Submit this application, a personal essay and a letter of reference. (See below)

Name of Applicant: _____ **Title:** _____

Organization: _____ **AIRS Membership #** _____

Address: _____

City, State, Zip Code: _____

E-mail: _____ **Phone:** _____ **Fax:** _____

Length of time at agency: _____

Employer's Signature _____

Please mail/email/fax this application, essay answers and a letter of reference by July 17, 2009 to:

Lisa Clark, Brown County United Way
1245 Main Street, PO Box 1593
Green Bay, WI 54302
Phone: 920-593-4769, Fax: (920)432-7144
Email: lisa@browncountyunitedway.org

Any questions, please contact Lisa directly. Recipients will be announced by July 24, 2009.

LETTER OF REFERENCE SHOULD INCLUDE:

Writer's relationship to applicant, description of applicant's position, and how applicant is an asset to the field of I & R/ I & A. (Limit to one page maximum)

YOUR PERSONAL ESSAY SHOULD ADDRESS THE FOLLOWING:

Describe your job duties as they relate to I & R/ I & A. Please also address what you hope to gain from attending the conference and how you hope to use the information in the future. (Limit to one page maximum)

CANCELLATION/NO SHOW POLICY

If for any reason the award recipient is unable to attend the conference please note the following:

- 1. No substitutions will be allowed for award recipients.**
- 2. The recipient's employer will be billed for cost of the conference and the hotel room.**

Current WisconsinAIRS membership is required for this scholarship.

TIPS For Conference Attendees

- Dress is business casual; it is helpful to bring a pad of paper, pen/pencils and highlighter.
- Upon arrival, go to the registration table to check in and receive your nametag, conference proceedings, etc.
- If possible, arrive early, take time to browse through the conference proceedings, check agenda to note any changes and check the hotel map to know where the sessions you plan to attend are located.
- Some sessions are very popular so try to get to the session as early as possible to be sure of having a seat.
- Take time to browse the exhibits; talk to the vendors.
- Take time to network with others; breaks and lunch are a great place to do this.
- Realize that rooms will be too warm/cool for some, just right for others. Dress in layers.
- WisconsinAIRS will make every effort to accommodate your individual needs. If you require assistance to fully participate in this conference, please notify the conference committee representative.

Questions??? **Questions???** **Questions???**

Questions About the Conference Packet Content?

Contact Julie Seeman at 608-758-8455 or email at seeman@co.rock.wi.us.

Questions About Exhibit Opportunities?

Please contact Jayne Mullins at the Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR) for vendor packet at: jayne.mullins@gwaar.org or call 608-224-6305.

NOTE! Registration checks must be made payable and mailed to “GWAAR” (*see the registration page for details*)