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## The Texas Alliance of Information & Referral Systems (TAIRS) ANNUAL TRAINING AND EDUCATION CONFERENCE



### Exciting conference workshops for 2010!

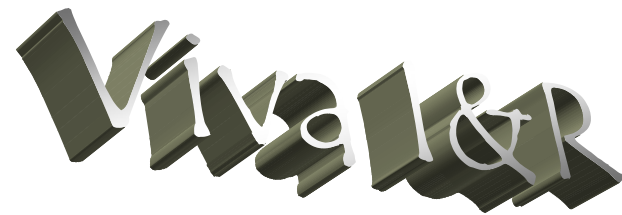
Sessions beginning at 8:30am on Tuesday, October 19 to maximize continuing educational hours.

#### Offsite Tours:

San Antonio Office of Emergency Management,  
Haven for Hope,  
Wounded Warrior and Family Support Center

Let us come together to Celebrate I&R San Antonio Style!

# TEXAS



2010 TAIRS CONFERENCE  
October 19-21, 2010  
San Antonio, Texas



# REGISTRATION BROCHURE

October 19-21, 2010

The Menger Hotel  
On the Riverwalk in Historic Downtown  
San Antonio, Texas

[WWW.TAIRS.ORG](http://WWW.TAIRS.ORG)



# Welcome to San Antonio

With more twists and turns than the River Walk – and more faces than the façade of the Alamo – San Antonio proudly wears its culture on its sleeve. From modern museums and old world missions to walking tours and architectural wonders, this city is bursting with cultural history, character and charm.

- Catch a truly cinematic glimpse into San Antonio and the rest of Texas at the Institute of Texan Cultures on the eastern edge of HemisFair Park.
- What remains of the largest concentration of missions in North America provides an interesting look into Texas' history. Remember the Alamo!
- San Antonio military bases, Fort Sam Houston, the birthplace of military aviation, Lackland Air Force Base, one of four Air Force training centers nationwide are an important part of the city.
- At San Antonio's theme parks, you'll find fun, family activities, as well as attractions that even grown-up kids can't resist. Play with whales and sea lions at SeaWorld San Antonio or scream at the top of your lungs at Six Flags Fiesta Texas.

## Who Should Attend

I&R Specialists, Resource Specialists, Managers & Program Administrators, Military I&R, Health & Human Service Providers, Social Workers, Case Managers, Counselors, First Responders and emergency management professionals.

## Conference Attire

Suggested dress for the conference and social events is casual/business casual. Bring a sweater or jacket for your room temperature comfort.

**Conference Registration** Please visit the TAIRS website to register: [www.tairs.org](http://www.tairs.org) **Click REGISTER!** TAIRS' low conference rate has remained the same for 2010! Information is on the website regarding multiple payment method including Purchase Order forms. The 2010 TAIRS annual business meeting will be held during the evening Welcome Reception on Tues, October 19.

AIRS Member	By September 17	After September 17
◆ Premium Level	\$185	\$200
◆ Enhanced Level	\$195	\$210
◆ Standard Level	\$205	\$220
◆ Basic Level	\$215	\$230
Non-Member	\$265	\$280
<b>INTENSIVES</b>	\$ 30	
<b>OFFSITE TOURS</b>	\$ 40	(3-different tour options; ONLY 1-tour/person; 25 capacity/ tour
<b>AIRS Certification Tests</b>	\$ 0	(\$20.00 charged if not attending conference)
<b>CEUS (Texas license only)</b>	\$ 20	

## Registration Fee Includes:

Welcome Reception	October 19
Breakfast	October 20 & 21
Lunch	October 20
All Conference Workshops	October 19-21 *workshops begin at 8:30am on Oct 19

## Registration Confirmation

Confirmation will be sent by email immediately. For questions please contact Ms. LaJuan Hollis, [LHollis@ccgd.org](mailto:LHollis@ccgd.org) or (214)954-4253.

## Cancellation/Refund Policy

Full conference refunds, less a \$100 processing fee, will be honored for all cancellations received at least 30 days prior to the first date of the conference. There will be no refunds for any cancellations received after the 30 day deadline. However, substitutes are encouraged and welcomed.

## Conference Hotel:

### The Menger Hotel

204 Alamo Plaza  
San Antonio, TX 78205  
1-800-345-9285  
Tel: (210) 223-4361  
Fax: (210) 228-0022  
<http://mengerhotel.com/>

## Conference Room Rates:

\$90.00 single occupancy/double occupancy  
**Conference Group Booking code: TAIRS 2**  
Book early! Conference rates expire: **Sept 30, 2010**

## Travel Arrangements

San Antonio International Airport link:

[www.sanantonio.gov/airport](http://www.sanantonio.gov/airport)

All major airlines and rental car agencies available.

- Avis, Advantage, Dollar, National and Hertz rental car agencies in terminal.

## Ground Transportation

*Airport Express Shuttle* service departs daily to downtown hotels every 15 minutes.

- Passengers may purchase tickets at the airport's baggage claim area.
- Ticket rates are \$18.00 per person to downtown hotels or \$32.00 for a roundtrip ticket.
- Call 210-281-9900.

Taxi cab rides estimated \$20-23 one-way to downtown area.

## Financial Assistance

TAIRS Scholarship Policy: A maximum of 3 scholarships (to cover conference registration and conference expenses) totaling \$500.00 each will be awarded to individuals attending the 2010 TAIRS Conference.

All scholarship requests should be submitted to the  
2010 Education & Training Conference Co-Chair  
Janna Shoe  
[jshoe@unitedwayhouston.org](mailto:jshoe@unitedwayhouston.org)  
or  
TAIRS Scholarship  
Attn: Janna Shoe  
3714 Topeka St., Corpus Christi, TX 78411

**Deadline for submission is September 17 and must include information below.** One scholarship per agency will be awarded under the following guidelines:

- Is member in good standing with AIRS
- Has an I&R budget of \$300,000 or less
- Has never received a scholarship to attend a TAIRS Conference
- Submits a signed letter by Executive Director verifying the above.

## Testing

The Alliance of Information and Referral Systems (AIRS) offers the only performance-based internationally recognized credential program in the field of information and referral. The Certified Information & Referral Specialist (CIRS), Certified Referral Specialist (CRS) and Certified Information & Referral Specialist in Aging (CIRS-A) tests will be offered during the conference at the following times and locations:

Tuesday, October 19th 2:00pm  
Thursday, October 21st 10:00am  
The Menger Hotel

To be eligible for testing, one must submit completed application and appropriate fees to AIRS 30 days prior to the exam date.

Applications, eligibility requirements and instructions for applying are available at [www.airs.org/certification](http://www.airs.org/certification) or by calling 703-218-AIRS, ext.201.

There are no additional testing fees for paid conference attendees. An additional \$20 fee will be assessed for those not attending the conference.

## Conference Intensive Workshops

October 19, 2010 2:00-5:00pm \$30.00 each

**The ABCs of I&R**— Kay Parker, United Way Brazos Valley. Learn the fundamental skills needed to assess the requests of callers through effective communication, problems solving, referral, follow-up and advocacy.

**AIRS/InfoLINE Taxonomy Training**— Test Prep, featuring, Cathleen Kelly, NY AIRS, certified AIRS trainer who specializes as a consultant in reviewing information and referral databases and taxonomy coding.

**Volunteer Management 101**—Rachel Leventon, American Red Cross, will present principles and demands of designing and building a successful volunteer program.

## Examples of Workshops for 2010 Conference...

### Tours to see the Best of Class in operation:

Tuesday, 10:30 AM— San Antonio Office of Emergency Management  
2:00 PM— Haven of Hope  
Wednesday, 3:00 PM—Wounded Warrior and Family Support Center

### Special Populations:

Human Trafficking  
Post Conviction: Services for Crime Victims  
Texas Homeless Education Office

**A User's Guide to Refer**—User's Group Session, led by Andrea Cruse, Tuesday, Oct 19, 5:30-6:45pm

### Resource Database:

Mejor Manera de Mantenerse Informado! The Best Way to Stay Informed  
Using Social Media Tools

### I&R General:

Active Listening Skills  
Crisis Intervention Skills  
Putting a Face on Poverty for the Media

### Emergency Management/Disaster Response:

Behavioral Health in a Disaster  
Collaborating to Ensure Effective Service Delivery