

**2009 TAIRS Conference
Workshops & Events Schedule**

Wednesday, October 14

9:00 AM – 10:30 AM

Everybody Out of the Water!!Marlin Room-Conference Center
How quickly an agency can get back to business after a disaster depends on emergency planning done today. Come and learn how I&R staff from several agencies organized an emergency I&R center.—Co-Presenters: Beth Wick, MSSW, LCSW, CIRS—Heath and Human Services Commission/2-1-1 Texas I&R; Janna Shoe, LBSW, CIRS—United Way of Greater Houston; LaJuan Hollis, CIRS-Community Council of Greater Dallas and Amy Price, MSIS, CRS,-United Way of Capital Area
--EM/Disaster

Stress Management in a Stressful World.....Dolphin Room-Conference Center
Learn what causes stress and the reactions our bodies have to stressful situations. Develop coping mechanisms to deal with stress.—Presenter: Kimber Daniel, BBA—United Way of Amarillo and Canyon
--Professional Development/Management

The Basics of Creating a Website..... Tarpon Room-Conference Center
Learn the basics of creating a website. Just like any successful plan or objective you must acquire the right tools for success.—Presenter: Toran Lacy, MCSA, A+ and CCNA—Community Council of Greater Dallas
--Resource Management

AIRS Standards: 6.0!.....Seabreeze Room
What are “Standards” and why do they keep bothering us? This session will focus on one of the unique features of I&R – the long term evolution of the AIRS Standards for Professional Information and Referral an in particular, the key changes behind Version 6.0 of the Standards – what has changed and why? Questions will be welcome!
Presenter: Clive Jones, BA—Alliance of Information and Referral Systems, workshop sponsored by Texas Information & Referral Network
--General I&R

Working with Service Members Affected by TBI and Their Families....Sand Dollar Room
TBI (Traumatic Brain Injury) is prevalent among veterans in Texas, and is the “signature injury” of combat operations in Iraq and Afghanistan. Workshop includes description of TBI and discussion of Texas resources, tools and techniques for assisting victims of combat related TBI.—Presenter: Suzanne Waddingham, RN, BSN, IBCLC—Navy Marine Corps Relief Society

-- Special Populations

Wednesday, October 14

10:45 AM – 12:15 PM

**☐ Electric Market Programs for At-Risk Customers-Presented by TXU Energy
..... Dolphin Room-Conference Center**

Attend this session to learn more about the at-risk customer programs within the Texas electric market and TXU Energy.—Presenter: Kim Campbell, Senior Manager-Customer Advocacy—TXU Energy

--Special Populations

☐ Reaching Out to Veterans and Their Families..... Tarpon Room-Conference Center

This course will offer an informative look and interactive discussion designed to address how to identify and meet the needs of today’s veterans and military families in Texas.—Presenter: John House, BA, AAS-Director of Marketing and Training—Texas Veterans Commission

-- Special Populations

☐ Customer Service: You must be Kidding!..... Seabreeze Room

You’ve had that call, the one that causes you to grit your teeth, nervously pat your feet, and make you want to scream. What do you do? How do you respond effectively and in a customer-friendly tone while “under fire?” This course will provide you with specific techniques to help you handle the difficult call with more grace, ease and diplomacy.—Presenter: Elisa Hendricks, BA, MPA, Certified Management Professional, HHS Ombudsman/Director—HHSC Office of the Ombudsman

--General I&R

☐ Barrier Breakers: Advocacy, Linking and Letting Go.....Sand Dollar Room

As part of our mission to impact our communities through effective and accurate I&R come learn how to move forward in creating and implementing innovative team strategies. Learn how to empower individuals and families through the development of a “Barrier Breakers Committee,” through follow-up calls, advocacy procedures and 360° degree communication. –Presenter: Misty Miller, MSW, CIRS—2-1-1 Texas/United Way Helpline, United Way of Greater Houston

--General I&R

☐ Continuity of Operations Plan-Do You Have One?.....Marlin Room-Conference Center

Can you re-open your business after a major disaster? Not sure? Review your plan. Can you improve it? Or create a new plan.—Presenter: Nevada Linford, Director of Preparedness and Response—American Red Cross Coastal Bend – Texas Chapter

--EM/Disaster

Lunch On Your Own

2:00 PM - 4:00 PM AIRS Certification Tests.....Outrigger
CIRS/CRS/CIRS-A Testing*must be pre-approved by AIRS for testing

2:00 PM – 5:00 PM

Intensive Workshops-(\$30.00 fee; space is limited)

Making Taxonomy a Breeze..... Marlin Room-Conference Center
Navigating the AIRS/211 LA County Taxonomy doesn't have to be a scary journey. We will chart a course for smooth sailing to teach you how to better use this important tool. Bring your bills of lading (tough indexing scenarios) for inspection! Presenter: Cathleen Kelly, BA, CRS, CIRS—CDK Consulting

--Resource Management

The ABC's of I&R.....Seabreeze Room
Learn the fundamental skills needed to assess the requests of callers through effective communication, problems solving, referral, follow-up and advocacy.—Co-Presenters: Cindy Cornish, MA, CIRS, CIRS-A and Geneva Bortel, CIRS—Golden Crescent Regional Planning Commission/Area Agency on Aging and 2-1-1

--General I&R

Four Lenses..... Dolphin Room-Conference Center
The Four Lenses seminar helps one to understand their personality preference and how it effects their perception and perspective. The class discussion will focus on how personal communication, leadership and work styles relate to personality types and how to effectively use this information to foster workplace and relationship success.—Co-Presenters: Terryca Fuller, BA—Airmen and Family Readiness Flight, Lackland AFB, Jose Martinez, GS-11 Community Readiness Consultant, Brooks City Base

--Professional Development/Management

Dynamics of Crisis Call Handling-Beyond the Lethality Forms.....Tarpon Room-Conference Center
The course will provide an overview of a Basic Helping Model for a telephone call and the recommended attitudes when answering the call. Also, the common errors a crisis worker makes during the call will be identified.—Co-Presenters: Janie L. Harwood, RN and Harry Williams, LCSW, LCDC—Avail Solutions, Inc.

-- Special Populations

7:00 PM – 9:00PM Welcome Reception & 2009 TAIRS Annual Meeting.....Kokomos

Join us for some fiery South Texas hospitality and get the conference off to a great start. See your I&R friends and make new contacts while you enjoy heavy h'ordourves and

desserts. Attend the presentation of the I&R distinguished service awards and wrap it all up with the Annual TAIRS business meeting.

Thursday, October 15

7:30 AM - 4:00 PM Registration Open

7:30 AM-8:30 AM Continental Breakfast.....Beachcomber/Driftwood Ballroom
(Exhibitor visitation in same location)-delete

8:30 AM – 10:00 AM

Making Your Advisory Council Work for You.....Sand Dollar Room
If it's not a legal, governing board, why spend your precious time on an Advisory Council? Learn how an advisory group can multiply the power of advice and support for your organizational goals.—Presenter: Mary Cooksey, BA, CIRS, CRS—United Way of Abilene 2-1-1 Texas A Call for Help
--Professional Development/Management

IRis 4.0 and AIRS Taxonomy.....Dolphin Room-Conference Center
This course is for resource specialists working with the IRis 4.0 I&R/A system. Review of features and best practice procedures instruction for using the 2-1-1/AIRS Taxonomy system within IRis 4.0—Presenter: Debbie Petty, Vice President of Account Development—IRis Software Products/Bowman Systems
--Resource Management

Asking the Second Question.....Seabreeze Room
Learn to define the “second question” according to AIRS Standards and understand why going beyond the stated need is important. Objectives include: methods for how to probe for additional information without offending the individual who needs assistance; determine when to follow-up on calls that have multiple needs and learn to close calls when multiple needs have been disclosed.—Presenter: Sandra Ray, MS, CIRS—United Way of Greater Houston
---General I&R

Resources for People with Disabilities Through Centers for Independent LivingMarlin Room-Conference Center
Participants will gain knowledge about Centers for Independent Living and as a result will be better able to provide referral information and assistance to people with disabilities, their families, caregivers and the general public about available resources and opportunities for people with disabilities to live independently. Participants will be introduced to a collaboration of aging, disability, transportation and community-based organizations in emergency preparedness and evacuation, and role of the community CIL in that effort.—Presenter: Judy Telge, BE—Coastal Bend Center for Independent Living
--Special Populations

Thursday, October 15

10:00 AM- 10:15 AM Exhibitor Visitation.....Beachcomber/Driftwood

10:15 AM – 11:45 AM

☐Land Ho?—Intermediate Taxonomy.....Seabreeze Room

The basics of using the AIRS Infoline Taxonomy are one thing; once you've used it for a little while, you can feel adrift, even rudderless. This workshop will review indexing principles and offer an interactive forum to discuss difficulties and challenges in working with the Taxonomy. Participants are encouraged to come with questions and difficult scenarios.—Presenter: Cathleen Kelly, BA, CRS, CIRS—CDK Consulting

--Resource Management

☐Bridging the Gap: The Generations at Work.....Tarpon Room-Conference Center

There is help to overcome the generation gap. In this workshop, participants learn how to effectively understand the differences and similarities in the generations to maximize team performance.—Presenter: Sue Fielder, BE-Director of Human Resources, Driscoll Children's Hospital

--Professional Development/Management

☐I&R is More Than a Number.....Sand Dollar Room

Conference attendees will gain a better understanding of the skills needed to effectively engage callers in the assessment and referral process. Presenter: Vicki Mize, LBSW, CIRS—United Way of Tarrant County/2-1-1 Texas

--General I&R

☐Texas Military Family Access Project or Military 211.....Dolphin Room-Conference Center

In response to the myriad of health and human services related issues communities are experiencing incident to Operation Iraqi and Enduring Freedom, the United Way of San Antonio developed highly specialized information and referral that is commonly called military 211. This program is currently being replicated in various parts of Texas.—

Presenter: Rick Salgueiro, BSBA, MHSA, FACHE—United Way of San Antonio and Bexar County

--Special Populations

☐State of Texas Emergency Management 101.....Marlin Room-Conference Center

This session will provide an overview of the emergency management process in the State of Texas. Get to know your RLO and get suggestions on key partnerships that you may not have known existed. Presenter: Danielle Hale, Regional Liaison Officer—Texas Division of Emergency Management

--EM/Disaster

Thursday, October 15

12:00 PM – 1:15 PM

☐ Networking Lunch – The Gorilla Story.....Beachcomber/Driftwood

In this activity, a short story entitled “The Gorilla Story” is used to emphasize how the status quo frequently keeps organizations from making changes or approaching things differently.—Presented by Telma Longoria, LMSW, CIRS—Community Council of the Rio Grande Valley

Thursday, October 15

1:15 PM- 1:30 PM Exhibitor Visitation.....Beachcomber/Driftwood

1:30 PM – 3:00 PM

☐ Outside the Razor Wire Revisited: Resources for Prison Families... Marlin Room-Conference Center

Information on the growing prison family population in the US. Learn the limitations of referral-making and what state and national resources are available (NOTE: This workshop does not focus on ex-offenders.)—Presenter: Sandra Ray, MS, CIRS—United Way of Greater Houston

--Special Populations

☐ Treasure Hunting 101: How to Effectively ReSearch I&R Best Practices, Policies and Procedures..... Sand Dollar Room

This workshop will expand your competency in basic research techniques related to I&R operations and increase your awareness of specialized I&R search engines and collaborative tools. Participants will also increase awareness of value of a professional social network for resource specialists.—Presenter: David Smith, BA—United Way of Greater Houston

--Resource Management

☐ The Forgotten Americans: Serving Families in Colonias.....Tarpon Room-Conference Center

This presentation will provide an overview of the HHSC Colonias Initiative, a partnership of HHS state agencies and various state and community programs working together to provide outreach services in border colonias.—Presenter: David Luna, M. Ed, LBSW—Texas Health and Human Services Commission

--Special Populations

☐ Hiring and Firing Practices.....Dolphin Room-Conference Center

Commiserating tissues and letters of congratulations-learn some practical advice on when and how to let people go and how to hire new I&R staff who you hope never to terminate. Participants will be encouraged to share their own experiences.—Presenter:

Clive Jones, BA—Alliance of Information and Referral Systems, workshop sponsored by Texas Information & Referral Network
--Professional Development/Management

Introduction to Medical Special Needs Sheltering.....Seabreeze Room
Sooner or later evacuation affects every community in Texas. Find out how your community can meet the needs of the most vulnerable citizens in this time of crisis.—
Presenter: Kari Tatro, BS—Executive Director, BCFS
--EM/Disaster

Thursday, October 15

3:00 PM- 3:15 PM Service Break....Beachcomber/Driftwood

3:15 PM – 4:45 PM

**Look! There’s a Pearl in this Oyster: Discovering the Leader within Yourself
.....Marlin Room Conference Center**
The field of I&R is in need of good emerging leaders...leaders who will lead their team into the future of I&R, new technology and adherences of the AIRS standards. This workshop will focus on leadership from the “inside-out” and examine how a leader’s own personal views can impact and inspire those around them.—Presenter: Alison Smith, ME—2-1-1 Texas/United Way of the Brazos Valley
--Professional Development/Management

2-1-1 and ADRC Collaborative.....Tarpon Room-Conference Center
Through a group of panelists, conference attendees will gain a better understanding of the work of 2-1-1 information and referral and the Aging and Disability Resource Centers through local, statewide and national perspectives.—Panelists: Vicki Mize, LBSW, CIRS-United Way of Tarrant County/2-1-1 Texas; Beth Wick, MSSW, LCSW, CIRS—Health and Human Services Commission/2-1-1 Texas I&R Network; Don Smith, MA—Tarrant County Area Agency on Aging; Winnie Rutledge, BA—Access and Intake/Texas Department of Aging and Disabilities Services.
--Special Populations

Choosing Quality Childcare.....Dolphin Room-Conference Center
This workshop will teach about simple steps to follow when choosing quality childcare. It will also provide hands on activities to show why it is important to choose quality childcare and to strive for the best.—Co-Presenters: Heather McQueen, BS and Leticia Aleman, BA—Education Service Center, Region 2
--Special Populations

Setting Up Integrated Statewide I&R Networks with ReferNET 7.5..... Seabreeze Room

Facilitating the implementation of statewide I&R networks with the new ReferNET 7.5 software from RTM Designs.—Presenter: Ed Toomey, Windows System Manager—RTM Designs

--Resource Management

☐ State of Texas Mass Care Support and Services Referrals.....Sand Dollar ROOM

This workshop will explain the State of Texas Mass Care Emergency Support Function to include resources, services and ministries provided by the professional team of state and voluntary agencies that comprise this critical emergency response operation during times of disaster.—Presenter: Nancy Bass, Mass Care Coordinator—State Emergency Management Council, The Salvation Army Disaster Services

--EM/Disaster

6:00 PM- 9:00 PM Viva La TAIRS Fiesta! Host City Dinner & Event.....

Beachcomber/Driftwood Ballroom

Friday, October 16

8:30 AM – 10:00 AM

☐ Texas AgriLife Extension Service...A Partnership for You!.....Dolphin Room-Conference Center

Locate a wealth of resources offered by Texas AgriLife Extension Service which educates families on topics like financial management, parenting, family safety, nutrition and disease prevention/management.—Presenter: Rusty Hohlt, MS—Texas AgriLife Extension Service

--Special Populations

☐ Out of Thin Air: Creating Community Partnerships that Work Like MagicMarlin Room-Conference Center

Learn the tricks behind successful community partnerships. Make solutions magically appear; obstacles can disappear into thin air. Effective community partnerships are no longer an illusion with innovative strategies using I&R as your assistant.—Co-Presenters: LaDelle Kay, CIRS—INFOnline of Gregg County, Greater Longview United Way and Karen Cline, MBA, CIRS-A—East Texas Council of Governments

--General I&R

☐ Keeping More than Dreams Alive-Youth Suicide Awareness and PreventionSand Dollar Room

It is frightening to realize that youth suicide is the THIRD leading cause of death among young people ages 15-24 and SECOND for college aged youth. This workshop will focus on providing information, tools and resources for professionals that will enable early detection of at-risk behavior and how to utilize resources within communities to help break the silent epidemic.—Presenter: Terri McBryde, MA—The Jason Foundation at The Oaks Treatment Center

--General I&R

☐ **Dealing with Pandemic Influenza.....Seabreeze Room**
This presentation will provide an overview of pandemic influenza, including its impact; surveillance activities; laboratory diagnosis; vaccination and antiviral treatment; and public health intervention.—Presenter: Vivienne Heines, MPH—Texas Department of State Health Services, HSR 11
--EM/Disaster

☐ **Reading and Understanding Non-Profit Financial Statements.....Tarpon Room-Conference Center**
This course will provide description of key components of a financial statement for a non-profit organization and ratios used in financial analysis. Additionally information on basic concepts in accounting and those found in the notes to the financial statements.—Presenter: Steven Hall, EdD, MBS, BBA, CPA, CGFM—Texas A&M University-Corpus Christi
--Professional Development/Management

Friday, October 16

10:00 AM – 10:15 AM Continental Breakfast Break.....Beachcomber/Driftwood

10:00 AM - 12:00 PM AIRS Certification Testing.....Outrigger
CIRS/CRS/CIRS-A Testing *must be pre-approved by AIRS for testing

Friday, October 16

10:15 AM – 11:45 AM

☐ **GDEM Transportation Assistance Registry (TAR) Process.....Seabreeze Room**
Learn about the Transportation Assistance Registry (TAR) from the time of registration to the point that I&R specialists pull TAR information during a hurricane evacuation.--Presenter: Mary Mays, BS, MA—HHSC Texas Information and Referral Network
--EM/Disaster

☐ **Conflict Resolution or Mediation Among Staff.....Marlin Room-Conference Center**
This workshop will teach tips to set the tone for success, attack workplace problems (not the people), move people to their real interests and resolve disputes.—Presenter: Ruth Reid, MA—Dispute Resolution Services
--Professional Development/Management

☐ **Communicating with the Brain Injured Population.....Sand Dollar Room**
This session will provide an overview of behaviors and communication limitations of the brain injured population. Participants will gain insight into effective strategies in

communicating with brain injured individuals and information about available resources for families dealing with brain injured loved ones.—Presenter: Terri McBryde, MA—Texas NeuroRehab Center

--Special Populations

☐USDA Rural Development: Creating Economic Opportunity and Improving Quality of Life for Rural Texas.....Tarpon Room-Conference Center

This seminar will feature the broad array of services offered by the USDA Rural Development with particular attention to the application and eligibility criteria for its housing program.—Presenter: Jake Sheeran, BS—USDA Rural Development

--Special Populations

☐Resource Database Best Practice Panel: Beyond Completing the Database FormsDolphin Room-Conference Center

Panelists will highlight their local processes of developing relationships with their community contacts through database tools and products. Best practice tips on how to expand I&R database work beyond form completion. Panelists: Cathleen Kelly, BA, CRS, CIRS—CDK Consulting; Clive Jones, BA—Alliance of Information and Referral Systems; LaShandra M. Denson, MS—2-1-1 Texas Community Council of Greater Dallas; Andrea Cruce, Database Manager-2-1-1 Texas South Plains

--Resource Management

Conference concludes at 12 Noon.