



Registration is open for the AIRS 2022 E-Conference

**Virtually Yours 3.0: EPIC Successes**  
to be held April 26th, 27th, and 28th

All times Eastern

For additional information, visit <https://learn.airs.org/epic-successes-home>

## Tuesday, April 26th

**11am – 11:30am**

### **EPIC MINI – Mindfulness for Work-Life Balance**

This class explores the concept of work-life balance and how to develop it mindfully. We'll look at two data-backed strategies for improving work-life balance, even when working from home! Learn how to use mindfulness to determine what is most important to you. No special equipment or clothing is required.

**12pm – 12:45pm**

### **Keynote with Lisa Dion – Too Stressed to Help**

*Lisa Dion, Founder*

As front-line workers, you spend a lot of time learning about how to be of service to others. But what about you? What happens when you are too stressed to help?

This keynote will help guide you back to you. With the help of neuroscience, you will discover how to identify your states of dysregulation and burn-out beyond the familiar common warning signs. You will learn that it is possible to

leave each day with a deeper connection to yourself and with more energy.

**1:15pm – 2pm**

**Reducing Mental Health Stigma: Using Recovery Oriented Language**

*Emma Potter, Crisis and Navigation Support Services Manager*

This session will provide information and learning on mental health stigma and the language that helps to reduce this stigma. We will also model welcoming speech to create open and inclusive communication about mental health and recovery-oriented language to support those experiencing mental health concerns in a strength-based way. This session is relevant to everyone. We all have a role to play in reducing stigma.

**1:15pm – 2pm**

**Reducing Mental Health Stigma: Using Recovery Oriented Language**

*Peak Wellness*

Self-care is essential to maintaining positive mental health and reducing stress. And self-care isn't just about bubble baths! This class will look at two techniques to improve your self-care and support others around you.

**12:30pm – 3:15pm**

**Collaboration Across Organizations In Resource Directory Information Management**

*Ryan Ward, Kate Lambacher*

Resource directory information is increasingly managed through collaborative partnerships among different organizations and information systems. This session will explore what works well, and consider emerging challenges, to ensure that resource data can be consistent, precise, and reliable even when maintained through collaboration among multiple parties. We'll start by considering the practices of formerly aligned statewide I&R networks, sharing best practices and troubleshooting tactics. Then we can apply these lessons to the more complex challenges posed by collaboration across sectors.

**12:30pm – 3:15pm**

**Empowering Callers from Vulnerable Populations: Three Perspectives**

*Dr. Carmen Castro, Rose Ortega, Tanesha Roberts, Paula Silva, Keith Taylor, Libby Pham*

Resource directory information is increasingly managed through collaborative partnerships among different organizations and information systems. This session will explore what works well, and consider emerging challenges, to ensure that resource data can be consistent, precise, and reliable even when maintained through collaboration among multiple parties. We'll start by considering the practices of formerly aligned statewide I&R networks, sharing best practices and troubleshooting tactics. Then we can apply these lessons to the more complex challenges posed by collaboration across sectors.

**3:45pm – 4:30pm**

**Equalizing Access to Resources; Providing a Better Experience For the Deaf and Blind Communities**

*Kim Bianco Majeri, Nikki Soukup*

The presentation will touch on the nationwide lack of accessibility to resources and services for the Deaf, Hard of Hearing, and DeafBlind populations. The workshop will dig deeper into what access to resources and services looks like for our people and how that can cause frustration and a decline in quality of health. The workshop will touch on the roadblocks and discuss unintentional consequences in the decision-making process that does not involve people who are deaf, hard of hearing, or deafblind. A closer look at how to make the information and referral process more accessible, seek out culturally responsive resources and services, and develop a partnership with local, statewide and national programs and services will occur. The presenters will share tools and help with the audience.

**3:45pm – 4:30pm**

**We Built a Custom Database: A Hub and Spoke Model of Resource Collaboration**

*Brian Tiefenburn, Ashley Peltier*

We want to share our hub and spoke model for our shared resource database. It was custom built and allows multiple I&R providers to share and access resource information. The presentation would include an overview and discussion with the database architect.

**3:45pm – 4:30pm**

**Not All Contacts Are Created Equal**

*Dennis Smithe*

In our work with the public, beneficiaries or caregivers may come to us for assistance in an emotional or behavioral state, which can create hurdles that must be addressed either upfront or throughout the session. It is the counselor's responsibility to ensure the session's safety and help the individual work through these hurdles and not escalate the situation further. In this presentation, we will look at three categories of hurdles primarily based on the nature of the task at hand. We will explore seven techniques that can minimize, as much as possible, the impact of these challenging hurdles, whether assisting in-person, by phone, or virtually.

**Wednesday, April 27th**

**11am – 11:30am**

**EPIC MINI – Mindfulness for Boosting Focus**

On average, employees who work on computers are distracted every 11 minutes, and many workers have found increasing distractions when working from home. Learn how to use mindfulness meditation, "deep work," and "batch work" to find focus and make the most of your workday.

**12pm – 12:45pm**

**You Don't Have to Answer That - Four Key Principles For Gathering Sensitive Demographic Information**

*Chiara Cameron-Wood, Sara Tribe Clark, Marta Garcia, Ana Meneses, Rebecca Cornwall, Que\_Suan Whitney*

As trained professionals in Community Resource Specialist roles, funders and others who want information about referrals in the community require us to gather demographic information. These are sensitive questions, and it isn't easy to ask for details of a person's life that they may usually prefer to keep private. Our primary goals during a call include building rapport and then providing referrals. It feels like asking demographic questions gets in the way of those goals. If we keep in mind that the answers we get from asking those questions can change the course of human services in a community by informing decision-makers about the reality of need, it makes the "why" of question asking more clear. But what about the "how"?

Join AIRS DEI Council members to outline four basic principles of asking demographic questions and then demonstrate this using role plays. Then practice your skills as we work through a scenario together!

**12pm – 12:45pm**

### **Identifying Community Partners: Building a Community of Champions**

*Juanita McDaniel*

A community partnership is a working relationship we form with other service providers or informal support persons that may be helpful for the clients we work with. It's a formal agreement between agencies to work together productively. In our varied and, at times, oversaturated landscape, it is challenging to build healthy working relationships with community partners. We all remain in our lane, and at times the mutually beneficial components of our relationships fall by the wayside. How do we build a community of champions, maintaining the connectivity we need to fully serve our communities and provide a holistic approach to service delivery? Relationship cultivation takes time and effort and must go beyond the walls of our contact centers and the text of a survey. We hope to outline effective methods to maintain communication and build lasting synergy within our community and amongst our community partners during this session.

**1:15pm – 2pm**

### **Psychological Safety in the Workplace and Community**

*Camica Credle, J. Lamont Harris*

Psychological safety in the workplace refers to a team climate in which staff feels comfortable expressing their opinions, admitting mistakes, giving and receiving feedback, suggesting improvements, and pointing out problems without fear of embarrassment, punishment, or rejection by the rest of the team.

In a psychologically safe team, all members have equal rights to express themselves, regardless of their position, job title, or rank. We want to present actionable steps and strategies for the participants to increase their motivation, productivity, engagement, and morale -- and to help the participants develop a psychologically safe climate at work and in the community.

**1:15pm – 2pm**

**To Include or Not to Include; For-Profit Organizations in Your Database**

*Tom Buckley, Cathleen Cooney*

In a specialized I&R, the resource database must meet the unique and critical needs of the specialized community. For-profit resources are sometimes considered for inclusion. We will present some examples of for-profit resources and describe the process we've used to evaluate them for inclusion. We will also share how our Inclusion/Exclusion policy has evolved to cover our community's critical needs. From a needs-based framework, we will help participants identify critical needs in the community they serve and offer examples to help participants develop inclusion language for for-profit agencies they may include in their database.

**1:15pm – 2pm**

**Supporting Those in Grief: Connection through Validation**

*Sherrard Crespo*

This presentation will give insight and understanding on how to work with callers/texters/chatters and clients experiencing grief. The presentation will explain how to recognize grief, things to avoid when supporting someone in grief, and provide tools and tips on communicating connection and support to someone in grief.

**2:30pm – 3:15pm**

**Moving Forward with Intention: Pandemic Related Burnout, Trauma and Growth**

*Lynn Breuer*

The past two years have been extraordinarily challenging for health, political and societal reasons. Our worlds were suddenly turned upside down, and we are all still living through this traumatic experience. To move forward into our Next Normal, we'll need to unpack that trauma, share our experiences and learn from them. By doing this, we'll become more resilient, better able to manage our stress, and ready to handle what's next. This presentation is designed to get us talking and taking the next steps toward healing.

**2:30pm – 3:15pm**

**Personal and Family Disaster Preparedness**

*Russ Jensen*

Earthquakes, Hurricanes, Tornadoes, Floods, Wildfires, Lions & Tigers & Bears, oh my! Learn how to be as ready as you possibly

can be, given that we never know what may come next. Be as prepared personally and as an agency as you can.

**2:30pm – 3:15pm**

**Ask Me Anything: The Taxonomy and Database Curation Committee Answers Your Questions**

*Lindsay Paulsen, Kathy Sheridan, Mathieu Chaurette*

You asked - We'll try to answer! Two weeks before the conference we invited attendees to submit questions about using the 211 taxonomy and database curation. Join us for a panel discussion where 3 members of the Taxonomy and Database Curation Committee respond to as many of those questions as we have time for!

**3:45pm – 4:30pm**

**Going the Distance: How to Be Successful Individually and as a Team When Working Remotely**

*Dana Grayson*

At the start of the COVID-19 pandemic, many businesses and non-profit organizations rapidly adopted remote working conditions for the safety of their teams and the public. Many thought a temporary situation has become more permanent for many. Now that we're past that initial panic point and drastic overnight shift in work style, what have we learned? What's working and not working about remote work? Can remote work options be the solution to "the great resignation?" We'll ask participants to look into any feelings of resistance to remote work as an option and evaluate whether those feelings are well-founded, based on assumption, or perhaps a general resistance to change/the unfamiliar. This presentation is aimed at an audience of remote workers and their team leaders/supervisors and those who are just now considering implementing remote work for their workforce or trying to decide if they should make remote work a permanent option for their volunteers and staff. We'll explore what the experts are saying about remote work and look at worker feedback. How can workers and managers be successful even when not in an office together full-time? What are some tips, tricks, and best practices for staying on track as an individual and as a team when remote work is not temporary but a long-term practice? What communication tools and techniques are in place to help everyone stay successful?

**3:45pm – 4:30pm**

**Dial into Community Transportation Resources**

*Heather Edmonds, Sara Tribe Clark, Ken Thompson*

Access to information about transportation options is often the first transportation barrier for older adults, people with disabilities, and caregivers. I&R programs are increasingly asked for resources to address transportation needs. This session will focus on transportation resources for I&R/A programs to connect older adults and people with disabilities to transportation services in their community. Topics will include developing partnerships with other I&R/A services, the importance of mobility managers, aging and disability services such as Area Agencies on Aging and Centers for Independent Living (CILs), and connecting with local transportation programs. This session will also highlight the Disability Information and Access Line (DIAL), a national I&R/A resource funded by the Administration for Community Living and administered by USAging. DIAL was launched in May 2021, initially to assist people with disabilities with COVID-19 vaccine access. However, it has expanded to connect callers with a much more extensive range of community service options, including referrals to appropriate local transportation considering their unique mobility needs.

**3:45pm – 4:30pm**

**Into Ableism: Everything You Know About Disability Is (Probably) Wrong!**

*Miranda Grunwell*

There is no question we live in an ableist world. Most people are unaware they are ableists or that this even exists. In its simplest form, ableism is the belief system that tells us it is better to be non-disabled than to be disabled. Ableism also examines disability discrimination on a systemic level by looking at how our society designs physically and socially segregated systems. Unless you are a person with a disability or closely connected to someone with a disability, you likely go about your business giving little thought to how your actions, language, and attitudes may impact people with disabilities. In most cases, individuals and organizations don't realize they contribute to the marginalization of people with disabilities; awareness is the first step to creating positive change. As a society, we can't fix a problem until we acknowledge it exists and understand what started it. Let's get serious about fixing this problem.



## Thursday, April 28th

11am – 11:30am

### **EPIC MINI – Emotional Intelligence 101**

Emotional Intelligence helps us to understand and notice emotions in the workplace. Learn a mindfulness tool to increase empathy, communicate effectively, and reduce conflict. Practice mindful listening to improve communication and relationships within the office.

12pm – 12:45pm

### **Providing Better Service for People who have Autism Spectrum Disorder**

*J-Jaye Hurley, Janelle Moore, Antonio Gabriel Hernandez Pumarejo, Andrew Nelson*

Our session will give attendees a strong foundation in Autism Spectrum Disorder definitions, prevalence, strengths and challenges, and common I&R requests of those with ASD. Audience members will learn specific communication and interaction approaches that help when a client discloses an autism diagnosis. Strategies for identifying and supporting clients who may be neurodiverse but do not disclose will also be shared. Our session will ultimately teach service providers unique ways to listen to needs, set goals and next steps, deliver referrals, and follow up with clients with ASD. The Autism Response Team at Autism Speaks resources will conclude the presentation.

12pm – 12:45pm

### **Conflict Resolution: When Planning Is Difficult**

*Mary Turner*

Using Charting the Life Course Tools, Transformational Change, and Motivational Interviewing skills to guide person-centered thinking; person-centered planning to guide individual clients to create their plans for their self-defined Good Life in the community.

12pm – 12:45pm

### **Supporting our Veterans: Crisis Prevention and Intervention**

*Jennifer Watson, Senior Manager, Christy Kenady*

This training will cover military culture, developing skills to communicate and build rapport with the military and veteran population by learning some of the language they use and common terminology. This training will offer best

practices for crisis intervention de-escalation techniques to implement over the phone.

**1:15pm – 2pm**

### **Reigniting Your Passion For Work**

*Chiara Cameron-Wood*

"In a fast-paced, performance-driven society, working long hours and enduring perpetual stress is inevitable. However, if you constantly stay on the go by never finding time to rest and reflect, you face burnout. Burnout is, unfortunately, a common experience that few people know how to address appropriately. "

As we face a third year of a Covid stress divine life, you may have found yourself overwhelmed and on the edge of losing any passion for our work. We'll talk through the seven steps you can take post-burnout to feel better about work. Attendees will be a significant part of the conversation and share their own experiences and insights while garnering support and ideas from others.

**1:15pm – 2pm**

### **Social Security: Breaking Down Financial Barriers for Seniors and People with Disabilities**

*Lydia E. Chévere*

Social Security benefits provide economic security to millions of Americans, including workers and their dependents, when a debilitating illness or injury strikes. Our Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs provide critical financial assistance and access to healthcare through Medicaid and Medicare programs, as well as other federal assistance programs like the Supplemental Nutrition Assistance Program (SNAP). Join us to learn the differences between the SSI and SSDI programs and how you can help others apply for these significant benefits.

**1:15pm – 2pm**

### **Virginia is for Lovers: How Love, Care, and Social Connections Make Communities Stronger**

*Sara A. Link, Erika Okonsky, Sara Stowe*

Virginia is for Lovers, but how do you find love in your community? This session will share the concept of love as the sixth Social Determinant of Health and how to find love in your community. Finding love in your neighborhood requires you to go beyond the typical information and referral and locate your

community's informal supports. We will identify and define informal supports in our communities to form deep connections that are more than a social opportunity; it is an opportunity to find love. As we all know, finding love is no easy feat; the approach has to be caring and appropriate. We will showcase our 8-part course on trauma-informed care to educate community-based organizations on the various types of trauma, resilience, the importance of social connection, and organizational change.

**2:30pm – 3:15pm**

### **A Guide to Inclusive Writing for Database Curators**

*Day Catalano, Avalon 'Mal' Mallory, Amanda Arrasmith Kerr, Chiara Cameron-Wood, Beth Diamond, Daynell Marbury*

One of the critical things a database curator does every day is write descriptions of services and eligibility guidelines. Our goal is to enhance the application of service terms and clarify what an organization is providing and who can access it. I&R Specialists use this information to make referrals. Other human services professionals use it to support clients. People in our communities who can't meet their most basic needs use it to find help. We aim to be concise, clear, and accurate, but what about inclusive? Consider the following: Are you writing for readability so anyone who reads it can understand despite language or developmental limitations? Are you using person-first language to define eligibility? Are you using gender-neutral pronouns? Are you monitoring your use of regional phrases and cultural references? Making your database as understandable as possible to as many people as possible is vital. It's not easy. There are so many aspects to consider! You can improve your writing and make your database more inclusive. You will walk away from this session with actionable ideas that will inform language choices and help create a real connection with all people.

**2:30pm – 3:15pm**

### **Anatomy of a Good Call**

*Faed Hendry*

An abundance of factors distinguishes a successful information and referral call from a merely mediocre one. In this interactive session, participants will explore the essential elements of a well-handled inquiry. It starts with preparation and purpose.

The session will identify the 5 stages of the I&R process and incorporate actual calls for review and evaluation. The workshop will also address the imperative performance-based competencies for Community Resource Specialists in the domains of knowledge, skill, and work-related attitudes and behaviors.

**3:45pm – 4:30pm**

**Keynote: How to Thrive: Living With Intention and Finding Your Big Why**

*Charles Clark*

With each level of success, there is a higher degree of commitment involved and a lower threshold of excuses. Learn how to handle the magnitude of your responsibilities by doing the little things that matter. Charles' real and empowering presentations impact tens of thousands each year. With a personal message, energetic delivery, and experience as one of the fastest men in the world, Charles will guide you on a SELF-HELP journey to find clarity, master habits, and channel the confidence to thrive.