

## Virtually Yours (October 12th, 13th and 14th) Agenda DRAFT

Tuesday				
10:45: AM	Pre Session Mini Class Group Meditation			
11:00: AM	Opening Session	Welcome Session and Keynote		
		Featuring Dr Kathy Gruver		
12:30: PM	Break			
1:00: PM	1 hour Session	Shattered Glass: Challenging Assumptions and Implicit Bias	Multiparty Resource Data Management	Texting Models of I & R Service Delivery, Quality Assurance & Phone Traffic Support
		Ana Hollander, 211 LA, Los Angeles, CA	Greg Bloom, Open Referral, Miami Beach, FL; Tim Sullivan 211 Washington, Seattle, WA; Kate Lambacher, OpenCIOC, Burlington ON	Quinton Askew, 211 Maryland, Baltimore, MD
2:00: PM	Break			
2:30: PM	1 Hour Session	Trauma-informed Communication	Veterans Justice Outreach Program and the Health Care for Reentry Veterans Program	How Internet Search Engines Work and How to use that to Your Advantage
		Leanne Lytle, United Way of Greater Richmond & Petersburg, Richmond, VA	Matthew Miller, St. Louis VA Healthcare System, St. Louis, MO	Anna Finch, Toronto, ON
3:30: PM	Break			
4:00: PM	1 hour session	Tools of the Trade: Tips for Making It	Ontario 211's Taxonomy	How to Train Your Supervisor

		a Good I&R Day	Customization Transition	
		Lacey Hanson, ADRC of Oregon, Portland, OR	Corinne Gallois, Findhelp Information Services/211 Central, Toronto, ON	Margaret Telsch-Williams, 211 Virginia, Roanoke, VA
<b>Wednesday</b>				
10:15: AM	Pre Session Mini Class - Chair Yoga			
11:00: AM	1 hour session	Combating Workforce Burnout and Compassion Fatigue Remotely: Coffee Time Conversations	The Role Resources Play in Hispanic and LatinX Suicide Prevention	Making the Connection: Transportation, Aging and the ADA.
		Sandra Ray, CRS, Manager of Quality Assurance and Training, United Way of Greater Houston, 211 Texas/United Way Helpline, Houston, TX	Nichole Angel and Maricela Alcala, Gryphon Place, Kalamazoo, MI	Heather Edmonds, Sara Tribe Clark from n4a, District of Columbia; Ken Thompson from Easter Seals, District of Columbia
12:00: PM	Break			
12:30: PM	1 hour sessions	Responding to the Needs of LGBT Older Adults in Rural Communities	Two Sides of The Same Coin: Call Efficiency and Connection With Callers	Get Back to Living the Good Life
		Sherrill Wayland, SAGE, HeadQuarters in New York City, NY, remote office	Ari Breeding and Kimberly Curnan, 211 Tampa Bay Cares, Clearwater, FL	Mary C. Turner, MSW, LCSW, CCDP-D, University of Missouri Kansas City, UCED-

		in St. Louis, MO		Missouri Family to Families, Kansas City, MO
1:30: PM	Break			
2:00: PM	(2 hours) INTENSIVES/SYMPOSIUM	<b>Disaster</b>	<b>Serving the Military</b>	<b>Aging and Disability</b>
		HOST: Chad Veerer	HOST: Lucinda Lorei	HOST: Nanette Relave
4:00: PM	Break			
4:30: PM	25 minutes session	Agents of Change: Using Motivational Interviewing to Make a Difference	Self-Care in the Workplace and Beyond: 211 San Diego's Virtual Calming Room	Tools, Tips and Tricks: Getting Your Community Partners to Update Their Own Information
		Shadé Owolabi, Emory Prevention Research Center, Atlanta, GA	Marcy Greenberg, 211 San Diego, San Diego, CA	Cathleen Dwyer, CDK Consulting, New York, NY
<b>Thursday</b>				
10:15: AM	Pre Session Mini Class - Chair Yoga			
11:00: AM	45 minute session	<b>Taxonomy 101</b>	The Effectiveness of Active Listening in a Crisis: Why It Works	Creating Inclusive Workspaces for Both Staff and Clients of all Diverse Gender Identities
		Laura "LJ" James, United Way North Carolina, Cary, NC; Kathy Sheridan, Michigan 211, Rochester, MI	Sherrard Crespo, LMSW. VIA LINK, Inc. New Orleans, LA	Gabriela Cano (she / her), Community Service Council Tulsa, Tulsa, OK
11:45: AM	Break			

12:15: PM	Session (1 hour)		Behind the Curtain: The Multifaceted Impacts of Stress (and How to Get a Handle of Them!)	Dread them no more - Working with Challenging Calls
			Lynn Breuer LMSW, Jewish Family Service of Metropolitan Detroit, West Bloomfield, MI	Julie Nurmi - Canadian Mental Health Association - Edmonton Region - Edmonton, AB
1:15: PM	Break			
1:45: PM	45 minute session	Resilience - The Foundation and Personal of Professional Development	Social Media as an Engagement Asset	Super Heros of Data Quality
		Camica Credle, Credle Consulting, Toano, VA	Connie Melendez, MCCS Marine & Family Programs, MCAS Miramar, San Diego, CA	Dr. W. Douglas Zimmerman, Visionlink, Boulder, CO
2:30: PM	Break			
3:00: PM	Closing Session	Annual General Meeting Closing Keynote		
		Featuring Janice Burt		