

VIRTUALLY YOURS PROVISIONAL SCHEDULE:

Wednesday September 16th (all times eastern)

Time	Event Type	Content	
10:00 am	Virtual Hall		
11:00 am	Plenary - Keynote	Welcome Keynote - Sonya Wares Diversity, Equity and Inclusion At the Personal And Organizational Level	
12:00 pm	Break - Virtual Hall		
12:30 pm	Session 1	We're All Okay Right Now; Radical Acceptance in a Time of COVID	Strategies for Partnership: State Agencies and 211's
1:30 pm	Break - Virtual Hall		
2:00 pm	Session 2	Say What?! How To Communicate Anything to Anyone	The Impact of COVID-19 on Transportation Services for Older Adults and People with Disabilities
3:00 pm	Break - Virtual Hall		
3:30 pm	Session 3	Confidence in Any Weather: Saying No and Managing Difficult Calls	We Need to Talk About Data
4:30 pm	Close Conference for the Day		

VIRTUALLY YOURS PROVISIONAL SCHEDULE:

Thursday September 17th (all times eastern)

Time	Event Type	Content	
10:00 am	Virtual Hall		
11:00 am	Plenary - Power Speaker	What COVID Uncovered About Privilege (Paul Iarrobino)	
11:30 am	Plenary - Power Speaker	We invite you to join: The AIRS Annual General Meeting as required by AIRS Bylaws	
12:00 pm	Break - Virtual Hall		
12:30 pm	Session 1	Database Curation: How the Work Has Changed ... and Will Change	Tools for Navigating Effective Communication – Active Listening, Empathy and Beyond
1:30 pm	Break - Virtual Hall		
2:00 pm	Session 2	Using Integrative Thinking to Work With Difficult Clients and Situations	Success in Crisis - Disaster Masters Share Their Lessons Learned and How They Applied It to COVID Response
3:00 pm	Break - Virtual Hall		
3:30 pm	Session 3	Exploring Text I&R: From Tier 1 Two-Way SMS, to Community Push Programs to Best Practice API Integration	Person-Centered Caregiver Encounters: Communication Techniques for Optimal Outcomes
4:30 pm	Close Conference for the Day		

VIRTUALLY YOURS PROVISIONAL SCHEDULE:

Friday September 18th (all times eastern)

Time	Event Type	Content	
10:00 am	Virtual Hall		
11:00 am	Plenary - Power Speaker	Personal Freedom from Cultural Myths (Lisa Dion)	
11:30 am	Plenary - Power Speaker	Keynote Reflection: Sonya Wares Diversity, Equity and Inclusion At the Personal And Organizational Level	
12:00 pm	Break - Virtual Hall		
12:30 pm	Session 1	A Modern 211 for the Modern United Way	Evolving I&R; Instagram and Referral
1:30 pm	Break - Virtual Hall		
2:00 pm	Session 2	Crisis Intervention in I&R: The Basics	You've Served Us, Now Let Us Serve You: Understanding Military Culture to Deliver World-Class Service for Veterans
3:00 pm	Break - Virtual Hall		
3:30 pm	Plenary	Celebrations - Awards, Acknowledgements and Victories	
4:00 pm	Plenary - Power Speaker	Kathy Gruver - From Worrier to Warrior	
4:30 pm	Close Conference for the Day		