

**42<sup>nd</sup> Annual  
WisconsinAIRS  
Conference**

**November 3<sup>rd</sup> & 4<sup>th</sup>, 2022**

**The Ingleside Hotel**

**2810 Golf Rd**

**Pewaukee, WI 53072**

**262-547-0201**

**[The Ingleside Hotel](#)**

**To Register: [WisconsinAIRS 2022 Conference](#)**

**CEU's Offered!**

**TM**



# 42<sup>nd</sup> Annual WisconsinAIRS Conference

November 3<sup>rd</sup> & 4<sup>th</sup>, 2022

## Conference Objectives

1. To provide opportunities for knowledge enhancement and skill development for professionals in the field of information and referral/assistance.
2. Promote excellence and professionalism in the fields of I&R and I&A.
3. Provide a vehicle for training, peer support and communication.
4. To convey the mission, purpose about WisconsinAIRS.
5. To offer opportunities for professionals in the field of information and referral/assistance to learn from each other and their experiences and background.

## Intended Participants

- 2-1-1 Centers
- Aging & Disability Resource Centers
- Alzheimer’s Agencies
- Area Agencies on Aging
- Brain Trauma Associations/Agencies
- Cancer Associations/Agencies
- Child Care Resource & Referral Agencies
- County/Tribal Aging Departments
- Crisis Centers
- Family Resource Centers
- Hospital Sponsored Information & Referral Programs
- Independent Information & Referral Agencies and Programs
- Independent Living Centers (ILC)
- Mental Health Resource Centers
- Parkinson’s Agencies
- Public Libraries
- Student Interns
- United Ways

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# 42<sup>nd</sup> Annual WisconsinAIRS Conference

## November 3<sup>rd</sup> & 4<sup>th</sup>, 2022

### CONFERENCE AGENDA

#### THURSDAY, NOVEMBER 3<sup>RD</sup>, 2022

TIME	ROOM	SCHEDULE
8:00a – 9:00a	Woodland	WELCOME! LIGHT BREAKFAST & CONFERENCE KICK-OFF
9:00a – 10:50a	Woodland	Keynote: Empower Yourself to Take Care of YOU!
10:50a – 11:00a		<b>BREAK</b>
11:00a – 12:00p	Woodland	What We Do & How We Work Together AIRS Board Member Panel – 211’s, ADRC (Aging & Disability Resource Centers), CCR&R’s (Child Care Resources & Referral Agency)
12:00p – 1:00p		<b>LUNCH/NETWORKING*</b>
S1: 1:00p - 2:00p	Lapham 1	988 in Wisconsin
S2: 1:00p - 2:00p	Lapham 2	Exploring Gender and the LGBTQ+ Identities
S3: 1:00p - 2:00p	Lapham 3	Respite Care: A Critical Public Health Intervention
2:00p – 2:15p		<b>BREAK</b>
S4: 2:15p – 3:15p	Lapham 1	Common Scams and Frauds
S5: 2:15p – 3:15p	Lapham 2	Compassion Resilience: Starts with YOU (A companion session to the Keynote)
S6: 2:15p – 3:15p	Lapham 3	Understanding Dementia and How it Impacts Communication & Behavior
3:15p – 3:30p		<b>BREAK – JOIN US FOR AN AFTERNOON SNACK!</b>
S7: 3:30p – 4:30p	Lapham 1	From Languishing to Flourishing – The Arc of Recovering from the Pandemic
S8: 3:30p – 4:30p	Lapham 2	Addressing Complex Issues within I&R: Homelessness
S9: 3:30p – 4:30p	Lapham 3	QPR – Question, Persuade, Refer
<b>FRIDAY, NOVEMBER 4<sup>TH</sup>, 2022</b>		
7:45a – 8:30a	Woodland	Light Breakfast
S10: 8:30a – 10:30a	Woodland	The Ethics & Boundaries of Self-Care
10:30a – 10:45a		<b>Break</b>
10:45a – 12:30p	Woodland	The Ethics & Boundaries of Self-Care

**\*Thursday, November 3<sup>rd</sup>, 2022 WisconsinAIRS Annual Membership Meeting: 12:15p – 12:45p**  
 An annual meeting of the Board of Directors together with the membership will be held at this time.  
 The primary purpose of the meeting is to:

- Receive annual reports of the officers and standing committees
- Elect board members
- Promote the purpose of WisconsinAIRS

### **KEYNOTE: Empower Yourself to Take Care of YOU!**

Mandi Dornfeld, Director, Area 8, UW-Madison, Division of Extension

Self-Care is much more than hot baths and rest. The decision to invest in your own health and well-being takes courage and commitment. Attend this fun and thoughtful session to dig deep into your values and learn skills to help you choose the right menu of strategies for your life. The information will challenge your thought patterns and habits. You will leave with a broader understanding of "why" self-care is critical.

Learner Objectives/Outcomes – Participants will leave with increased skills in:

- Time-management
- Decision-making
- Feel a deeper sense of self-awareness
- Have a broader understanding of the domains of holistic wellness

*Mandi Dornfeld is an Area Director for the UW-Madison Division of Extension-Winnebago County. Over the course of her career, she has worked with children, youth, families and communities. Her work focuses on mental health and resilience building across the life span. Mandi believes deeply in a strength-based approach to engagement and education and works to create opportunities for authentic inclusion and belonging. In her personal life, she is in consistent pursuit of the perfect cup of coffee, great conversations and creating a life shaped by joy and balance. In complete transparency, she is much better at the first two than the last one. Mandi lives in Little Chute with her husband and has a newly married daughter and son-in-law and a daughter who is a sophomore at the University of Wisconsin-Madison.*

### **Session 1: 988 in Wisconsin**

Jenna Suleski, Crisis Services Coordinator, Family Services/Wisconsin Lifeline

Starting on July 16, 2022, anyone experiencing mental health distress has been able to call or text 988, or use the chat function via 988lifeline.org to connect with a counselor. Wisconsinites who use 988 will connect with Wisconsin Lifeline, an in-state call center where trained counselors answer calls, chats, and texts. This new and easy way to access mental health support has many implications for behavioral health providers and county crisis programs.

Learner Objectives/Outcomes – Participants will:

- Gain an understanding about what services are provided through 988
- Have an understanding of how the state's 988 provider, Wisconsin Lifeline, Wisconsin Department of Health Services, and county crisis programs interact
- Learn about data relating to the 988 rollout since July 16<sup>th</sup>, 2022

*Jenna Suleski is a licensed clinician (LPC) and works as a statewide crisis services coordinator for Wisconsin DHS' Division of Care and Treatment Services. Jenna holds a master's degree in forensic psychology and much of her career has been spent working within the intersection of behavioral health and the criminal justice system. She spent years as a United States Probation Officer (federal law enforcement officer) with a focus on individuals with severe mental illness recently released to the community from incarceration. Jenna has worked in crisis services in both Milwaukee County and Dane County. As a crisis clinician in Milwaukee County, Jenna worked on a co-responder team with the Milwaukee Police Department responding to active behavioral health calls. Jenna lives in Milwaukee with her boyfriend and their two dogs. She enjoys traveling, kayaking, and spending time with her family.*

## **Session 2: Exploring Gender and the LGBTQ+ Identities**

Katherine Cullinan, Health Equity Consultant, Bureau of Aging & Disability Resources, State of WI DHS

Information and assistance/referral services involve talking with customers from a large array of backgrounds. Staff providing this service need to understand and be sensitive to the gender of the customer. Participants will leave this session feeling well equipped to ask customers questions about their gender as needed and to navigate sensitive discussions to reduce harm for members of the community who have been discriminated against because of their gender identity or sexuality.

Learner Objectives/Outcomes – Participants will learn:

- About various gender identities and sexualities
- The differences between gender identities and other identities such as biological sex
- The importance of gathering data on gender identities
- How to be inclusive of all identities within the LGBTQ+ community

*Katherine Cullinan (they/them, she/her) is the Health Equity Consultant in the Bureau of Aging and Disability Resources at the Wisconsin Department of Health Services. They are a trans non-binary Latinx person, based in Madison, Wisconsin. They work to bring equity to programs that impact the aging and disability network and advocate for all of the intersecting underserved identities.*

## **Session 3: Respite Care: A Critical Public Health Intervention**

Rachel Watkins-Petersen, Project Manager, Respite Care Association of Wisconsin (RCAW)

There are 45 million family caregivers in the United States that provide an estimated \$470 billion in uncompensated care each year. In a 2019 Family Caregiver state-wide survey, with 616 respondents, over 52% of primary caregivers said their first point of contact for resources regarding respite care are doctors, nurses, and social workers. Respite care is a critical public health intervention as the effects of round-the-clock caregiving often lead the caregiver to feel isolated, fatigued, depressed, and anxious. The mental health toll on primary caregivers often exacerbates physical health conditions. Data shows that caregivers report chronic health conditions, including heart attack/heart disease, cancer, diabetes, and arthritis, at nearly twice the rate of non-caregivers. This session will leave you with the tools to provide to your customers who are primary caregivers so they can take a break from their duties so that they can rest, refresh, and recharge.

Learner Objectives/Outcomes – Participants will:

- Understand RCWA's programs and grants and how they can assist your customer caregiver population
- Acquire knowledge of respite resources to provide to your customers
- Comprehend how respite care can be abuse prevention for those suffering from caregiver burnout and compassion fatigue

*Rachel Watkins-Petersen comes to us with a servant-leadership heart and as an advocate of primary caregivers. Before RCWA, her professional background was in senior living healthcare management, and she has held various director roles in CBRFs and SNFs overseeing Operations, HR, Dietary, Nursing, Marketing, and Life Enrichment. She is native to the Chicagoland area and earned her bachelor's degree from Northern Michigan University in Early Childhood Education and Spanish. In 2017, she completed the Nursing Home Administrator course through UW-Madison.*

*During her tenure serving older adults, Rachel has led various support groups and assisted in respite care resources. She has seen firsthand how caregiving can take a mental, physical, and emotional toll on individuals, stating, “Respite care is a critical public health intervention.”*

*Rachel lives in Appleton with her husband Matt, daughter Layna, and two German Shepherds. In her free time, she enjoys anything basketball.*

## **Session 4: Common Scams and Frauds**

Jeff Kersten, Agency Liaison, WI Dept of Agriculture, Trade and Consumer Protection

The Wisconsin Bureau of Consumer Protection will discuss the details of common scams that target seniors, the warning signs of a scam, and what to do if you or someone you know falls victim to a scam or fraud. Helpful factsheets from The Bureau of Consumer Protection will be available. As Wisconsin’s lead agency for consumer protection, the Bureau of Consumer Protection at the Wisconsin Department of Agriculture Trade and Consumer Protection provides information and education, mediates complaints, investigates cases, and takes enforcement actions to fight fraudulent and deceptive practices that harm consumers and honest businesses.

Learner Objectives/Outcomes – Participants will learn:

- To spot the red flags of a scam
- Who is the most vulnerable to scams
- How to file a complaint with the Bureau of Consumer Protection

*Jeff Kersten is the Agency Liaison for the Bureau of Consumer Protection within the Wisconsin Department of Agriculture, Trade and Consumer Protection. As the Agency Liaison, Jeff travels around the state to educate the public, businesses and law enforcement on privacy protection, data security, identity theft, and other areas of consumer protection. Jeff has over 12 years of experience as a police officer and is a prior Consumer Protection Investigator for the Bureau of Consumer Protection.*

## **Session 5: Compassion Resilience: Starts with YOU!**

Mandi Dornfeld, Director, Area 8, UW-Madison, Division of Extension

Compassion Resilience is the active model of being proactive in caring for yourself and others. Join this thoughtful companion to the keynote speech from this morning to dig a little bit deeper and assess your own well-being. After that, we will spend time creating a plan that you can take to work with you. You do not need to wait one more minute to self-elect yourself as the mayor of a healthy workplace.

Learner Objectives/Outcomes – Participants will leave with:

- A model they can share with their staff
- A deeper self-awareness of their own well-being and how to get there
- A chance to create a self-care plan to put to use

*See Bio above under Keynote.*

## **Session 6: Understanding Dementia and How it Impacts Communication & Behavior**

Kathryn Glaser, Dementia Care Specialist, ADRC of Waukesha County

During this session, attendees will learn how dementia differs from normal brain changes as we age. We will discuss different types of dementia and how dementia affects communication and behavior. Information about the Dementia Care Specialist program and community supports will be available.

Learner Objectives/Outcomes – Participants will learn:

- Basic information about Dementia, the different types and how it differs from normal brain changes as we age
- What types of challenges caregivers of persons with dementia experience
- Communication strategies for caregivers when caring for persons with dementia

*Kathy Glaser is a Dementia Care Specialist at the ADRC in Waukesha County. She had previously worked in that role in Ozaukee County. Her experience includes working in managed care, managing adult day programs, working with adults and children at risk of violence. Kathy believes the more we all know about the various types of dementia and how best to support people in our local communities, the better people impacted by dementia will be able to function and maintain their independence as long as possible.*

## **Session 7: From Languishing to Flourishing – The Arc of Recovery from the Pandemic**

Beth Clay, Executive Director, N.E.W. Mental Health Connection

This sessions draws from the insightful New York Times articles, “There’s a Name for the Blah You’re Feeling: It’s Called Languishing”, from April 2021, and “The Other Side of Languishing is Flourishing. Here’s How to Get There,” from May 2021.

Giving language to our experience is critical to our recovery from the collective trauma of COVID-19, the lockdowns, isolation, grief and the continuing vigilance against mutations, vaccine boosters, and hand sanitizing. As the pandemic has dragged on, the acute state of anguish we all shared in early 2020 has given way to the more chronic condition of languishing. After all of this...how long will it take before life finally feels good? The good news is the scientific evidence related to flourishing, a state of fulfilment, connection and joy that we are all seeking, is robust and offers simple activities that lead to marked improvement in overall well-being.

Learner Objectives/Outcomes – Participants will:

- Engage in rethinking our understanding of mental health: “not depressed” doesn’t mean you’re not struggling
- Gain an understanding of the language and goal of recovery from the pandemic: from languishing to flourishing
- Learn the practical activities, backed by science, that lead to a strong sense of meaning, mastery and mattering to others

*Beth Clay has been a “change maker” in the field of mental health in the Fox Valley for 20 years. After receiving her graduate degree in Counseling from Marquette University, she has been engaged at the grassroots level, and at the policy-makers tables; innovating, taking risks, and improving the mental health system of care. Beth has been a servant-leader for a variety of collective impact coalitions and was awarded the “2015 Fox Cities Woman Leader of the Year.” Beth currently leads the N.E.W.*

*Mental Health Connection, where she champions mental health for the community by supporting systems change projects that move the needle on our community's mental health and well-being.*

## **Session 8: Addressing Complex Issues within I&R: Homelessness**

Karen Hoffmann, 211 Contact Center Program Manager & Emily Kenney, Director of Systems Change, IMPACT, Inc.

Housing is a top need identified by 2-1-1's statewide. Accessing housing resources are complex and often there are complex eligibility requirements and intertwined agency partnerships to address housing and homelessness. This presentation focuses on how our local 2-1-1 works with local coalitions to best help people successfully access housing resources.

Learner Objectives/Outcomes – Participants will:

- Learn about the homeless/housing system statewide
- Understand the role of 2-1-1 in resolving complex community issues
- Know next steps to take locally to help with homelessness/housing issues

*Emily Kenney, LCSW, is the director of Systems Change at IMPACT, Inc. In her role she oversees two community collaboration programs in partnership with 2-1-1. Coordinated Entry and IMPACT Connect. Emily has been in her leadership role with IMPACT for the past 6 years and has worked in the field of homelessness and community social work for 13 years.*

*Karen Hoffmann is the Director of 2-1-1 Contact Center at IMPACT, Inc. She brings experience as a leader in other contact centers prior to coming to IMPACT. Karen has worked at IMPACT for the past eight years and has led the expansion of 2-1-1 from general Information & Referral to also include work in specialized areas such as mental health and housing. Karen hold a certification in Six-Sigma, a process that makes use of statistics and data analysis to analyze and reduce errors or defects.*

## **Session 9: QPR: Question, Persuade, Refer**

Dr. Joan Groessl, MSW, PhD, LCSW

The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical and proven suicide prevention training. Just like CPR, QPR is an emergency response to someone in crisis and can save lives. This training will provide an overview of the model and opportunity for role-play.

Learner Objectives/Outcomes – Participants will:

- Identify holistic practices for healing
- Describe the 3-step model
- Develop their own self-care plan using a body, mind, spirit perspective

*Dr. Groessl earned her MSW from University of Wisconsin-Milwaukee and her doctorate with an emphasis in Leadership Studies from Marian University in Fond du Lac, WI. She worked for 20 years in community mental health settings, both direct practice and administration, prior to joining the faculty of the University of Wisconsin – Green Bay in 2008. Her research interests center around ethics, leadership, organizational culture, and interdisciplinary practice. Dr. Groessl teaches ethics at the graduate level as well as continuing education workshops across the region. She has been a certified QPR instructor since 2018. Dr. Groessl is an active volunteer on a community response team.*



**Friday, November 4<sup>th</sup>, 2022**

## **Session 10: The Ethics & Boundaries of Self-Care**

Joan Groessl, MSW, PhD, LCSW/Associate Professor & Social Work Professional Programs Chair

This 4 – hour interactive workshop will address the need to be fully present with the clients we serve can be challenged when a worker is highly stressed or impaired due to burnout, compassion fatigue, or secondary trauma. In this workshop, self-care concepts will be examined to facilitate effective practice. Using the NASW Code of Ethics' 2021 discussion of self-care as an ethical responsibility, attendees will actively engage to examine how personal boundaries can be strengthened to promote effective self-care practices. This training is structured to meet the continuing education requirements as outlined under MPSW 19.

Learner Objectives/Outcomes – Participants will:

- Examine ethical requirements for self-care in practice
- Understand how compassion fatigue, secondary trauma, and burnout apply with professional self-care and ethical practice
- Link professional self-care to boundaries
- Develop strategies for improving professional self-care

*Dr. Joan Groessl, MSW, PhD, LCSW earned her MSW from University of Wisconsin-Milwaukee and her doctorate, with an emphasis in Leadership Studies, from Marian University in Fond du Lac, WI. She worked for 20 years in community mental health settings, both direct practice and administration, prior to joining the faculty of the University of Wisconsin –Green Bay in 2008. Her research interests center around ethics, leadership, organizational culture, and interdisciplinary practice. Dr. Groessl teaches ethics at the graduate level as well as continuing education workshops across the region.*

## **Join our Board**

The work of WisconsinAIRS is guided by a dedicated group of professionals who serve on the Board of Directors. We are actively looking for new members for the Board. Members of the Board come from roles as Information and Referral/Assistance Specialists, Resource Specialists, or Supervisors. They work around the state of Wisconsin in 2-1-1 Call Centers, ADRCs, Aging Units, or specialized referral/assistance agencies.

The Board meets a minimum of four times a year with a mix of in-person and virtual meetings. Members serve a three-year term and may be re-elected to a second three-year term. Members are expected to assist on one (or more) committees, which include: communications, conference, marketing, and membership. If you would like to join the board, please complete and return the WisconsinAIRS Board Member Application. For more information about serving on the Board of Directors of WisconsinAIRS, please contact the Board President at [wisconsinairs@gmail.com](mailto:wisconsinairs@gmail.com)  
For a WisconsinAIRS Board Member Application, please [Click Here!](#)

## GENERAL CONFERENCE & REGISTRATION INFORMATION

<b>TWO DAY CONFERENCE RATE (Includes 10 CEU's!) AIRS MEMBERS</b>			<b>OR</b>	<b>DAY ONE CONFERENCE RATE (Includes 6 CEU's!) AIRS MEMBERS</b>		
	“Early Bird” Registration On or Before 09/30/22	Registration After 09/30/22			“Early Bird” Registration On or Before 09/30/22	Registration After 09/30/22
<b>Individual</b>	\$150	\$175		<b>Individual</b>	\$100	\$125
<b>Gold or Silver</b>	\$142	\$166		<b>Gold or Silver</b>	\$95	\$118
<b>Corporate</b>	\$127	\$148		<b>Corporate</b>	\$85	\$106
<b>Platinum</b>	\$127	\$148		<b>Platinum</b>	\$85	\$106
NON-AIRS MEMBERS				NON-AIRS MEMBERS		
	\$200	\$225			\$120	\$145

**Day Two Only: Ethics and Boundaries \$100, no discount. (Includes 4 CEU's!)**

### **CANCELLATIONS:**

Cancellations must be received 72 hours prior to the start of the conference. To cover costs, \$25 of the registration fee is non-refundable. To cancel, please call 920-674-8140.

**No refunds will be provided within 72 hrs of the conference start time.**

**FOR CONFERENCE REGISTRATION GO TO: [Wisconsin AIRS 2022 Conference](#)**

# 2022 WisconsinAIRS Conference Scholarship Application

[Click Here for online Scholarship Application](#)

**Submission Deadline: Friday, September 30, 2022**

Any questions about the scholarship or application process, please contact [wisconsinairs@gmail.com](mailto:wisconsinairs@gmail.com)

**Eligibility:** Anyone who has not received a scholarship within the last two years and is a WisconsinAIRS member in good standing, either individually or through his or her employing agency.

**Award: (4)** scholarships (one scholarship winner per agency) will be awarded. The scholarship includes: the 2022 WisconsinAIRS Conference fee as well as **one night's lodging** in a standard double room at the conference location. Please note: WisconsinAIRS will reserve/pay for the hotel and conference fee.

**(Ethics and Boundaries fee not included in the scholarship).**

**How to apply:** Submit this application, a personal essay and a letter of reference. (See below)

Name of Applicant: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_ Length of time at agency: \_\_\_\_\_

AIRS ID/Membership Number (If applicable): \_\_\_\_\_

Work Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Have you applied for the WisconsinAIRS scholarship in the past? Yes \_\_\_\_\_ No \_\_\_\_\_

Have you ever been awarded a WisconsinAIRS scholarship in the past? Yes \_\_\_\_\_ No \_\_\_\_\_

Is yes, when: \_\_\_\_\_

Have you attended a WisconsinAIRS conference in the past? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, when: \_\_\_\_\_

Are you AIRS certified? Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes, which certification? \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_

Employer's Signature: \_\_\_\_\_

## **LETTER OF REFERENCE (4-5 sentences) SHOULD INCLUDE:**

Writer's relationship to applicant, and how applicant is an asset to the field of I&R/I&A.

## **YOUR PERSONAL ESSAY of 250 WORDS OR LESS SHOULD ADDRESS THE FOLLOWING:**

Describe your job duties as they relate to I&R/I&A. Please also address what you hope to gain from attending the conference.

**If for any reason the award recipient is unable to attend the conference please note the following:**

1. No substitutions will be allowed for scholarship award recipients.
2. If a recipient is unable to attend conference, if a **10-day** notice is given, there will be no forfeiture. The scholarship will then be awarded to a runner-up applicant.
3. If less than a **10-day** cancellation notice is given, the recipient or their employer will be billed for cost of the conference and the hotel room.

**PLEASE EMAIL THIS APPLICATION, ESSAY ANSWERS AND THE LETTER OF REFERENCE TO: [wisconsinairs@gmail.com](mailto:wisconsinairs@gmail.com)**

# Information about WisconsinAIRS

## What is WisconsinAIRS?



Today more than ever, information and referral and assistance programs fulfill a vital need in our communities and throughout Wisconsin. Human needs are more complex and having access to community resources oftentimes requires the guidance of information and referral professionals. To help meet the demands of the job, information and referral specialists turn to professional organizations for training and support. WisconsinAIRS is just that organization! Our mission is to promote the information and referral profession and support professionals engaged in Information & Referral and Information & Assistance.

WisconsinAIRS is a statewide, non-profit professional association of Information & Referral (I&R) and Information & Assistance (I&A) organizations and individuals. The association is dedicated to developing and maintaining a high quality, coordinated information and referral network for Wisconsin and is an affiliate of AIRS, the national organization.

## **The objectives of WisconsinAIRS are to:**

- Promote excellence and professionalism in the fields of I&R and I&A
- Provide a vehicle for peer support, regular communication, and training
- Support cooperation between information and referral providers
- Promote public awareness and understanding of the role and function of I&R services as a vital link between service seekers and service providers.

## **What will WisconsinAIRS do for you?**

- Reduced rates at trainings and conferences
- Opportunities for AIRS certification exams
- Networking opportunities
- Consultation and technical assistance from other WisconsinAIRS members
- Opportunities to become involved with board and committee activities
- Keep you up-to-date on current trends and information that impacts on-going initiatives
- Email listserv offers instant access to experts and peers
- Promote adherence to Alliance of Information & Referral Systems, Inc. (AIRS) standards for delivery of I&R/A services.

## **Who are our members?**

- 2-1-1 centers
- County/Tribal aging and disability agencies/departments
- Crisis centers
- Hospital sponsored information & referral programs
- Independent information & referral agencies and programs
- Public libraries
- United Ways



*Setting the Standards for Information and Referral Services*

The Alliance of Information and Referral Systems is the professional membership association for community Information and Referral (I&R). AIRS is the driving force behind the delivery of quality I&R services and the sole source for standards, program accreditation and practitioner certification for the I&R sector. Our diverse membership consists of individuals, agencies, community organizations, governmental departments and others, located primarily in the United States and Canada, who help connect people to the services they require. Thousands of I&R practitioners in our member organizations answer approximately 28 million inquiries a year about community, social and health services. For more information about AIRS visit their website at [www.airs.org](http://www.airs.org).

## AIRS CERTIFICATION TEST OPTIONS

[CLICK HERE to view current in-person testing opportunities](#)

Currently, most AIRS certification exams are being delivered remotely online through Examity: for your choice of location - at home or at work! Providing you have a webcam and a high-speed Internet connection, the AIRS Certification exam can be taken either at home or at work. AIRS is partnering with a commercial service called Examity that provides online one-on-one proctoring via webcam. Essentially, you log on to the system and connect with a staff member at Examity who will:

- Check your photo ID
- Ensure that your computer has no other programs running
- Ensure your work area is clear
- Observe you during the exam to make sure you remain in your chair and attentive only to the exam

There is a \$30 charge for this service that is included in the AIRS application fee. AIRS does not receive any revenue from this service. However, this is a viable option particularly for someone wanting a re-test or facing a long journey to another testing site. If this is your preference, you can select this option on the Certification Application Form.

[CLICK HERE for an AIRS Certification Application including Examity](#)

## Questions about the Conference?

If you have questions about registration please contact Erika Holmes at: [ErikaH@jeffersoncountywi.us](mailto:ErikaH@jeffersoncountywi.us)  
If you have general questions or questions about conference sessions  
please contact Mary Updike at: [mary.updike@co.barron.wi.us](mailto:mary.updike@co.barron.wi.us)

Email [wisconsinairs@gmail.com](mailto:wisconsinairs@gmail.com) or contact

Any WisconsinAIRS Board Member!

# The 2022 WisconsinAIRS Board of Directors

*would like to thank you for  
participating in the  
2022 Conference!*



**WisconsinAIRS**

*Bringing People and Services Together*