

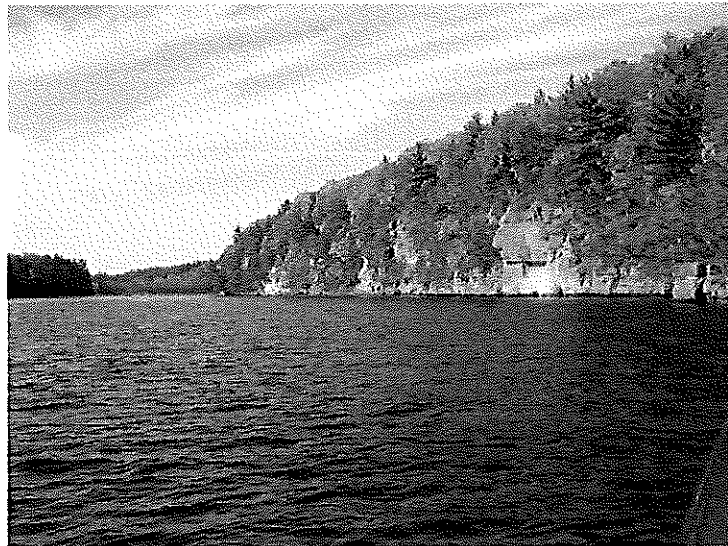
Pennsylvania AIRS

“Today’s Keystones for
Becoming Pennsylvania’s Best”

**PAIR’S INFORMATION AND REFERRAL
TRAINING CONFERENCE**

October 2, 2009

**CONTACT HELPLINE OFFICES
HARRISBURG, PENNSYLVANIA**



Keystone: “Something on which associated things depend for support.”

PENNSYLVANIA ASSOCIATION FOR INFORMATION AND REFERRAL TRAINING CONFERENCE

October 2, 2009

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 PAIR.
5. To offer opportunities for professionals in the field of information and referral/assistance to learn from each other and their experiences and background.

CONFERENCE AGENDA

FRIDAY, OCTOBER 2

8:00 – 8:45	Registration (Continental Breakfast included)
8:45 – 9:00	Welcome to Conference Participants and Introductions
9:00-10:30	Workshop Series A
	The Basics of I&R
10:30-12:00	Crisis Management and I&R (Part 1) Workshop Series B Building A Relationship Between Your I&R and Your Local Emergency Management/Red Cross Crisis Management and I&R (Part 2)
12:00-12:30	Lunch (included)
12:30-1:15	Luncheon Speaker-Bob Blancato, Public Policy Consultant to AIRS
1:00 – 3:00	AIRS Certification Exam
1:30 – 3:00	Workshop Series C
	Resource Management/Taxonomy Training
3:00-4:00	Advocacy/Follow-up (content and presenter to be announced) Roundtable: Best Ideas Exchange

The Basics of I&R

As Pennsylvania gets ready to launch 2-1-1, let's make sure we are all on the same page in regards to the basics for information and referral. Critical for all levels of I&R Specialists, and for staff who regularly answer questions from callers about where to get help, this training explains the theory and practice of information and referral. Topics include: an overview of I&R, its philosophy and components, but especially focusing on practical techniques for problem assessment and communication, giving information and making referrals and the role of advocacy and empowerment. The class is also a valuable refresher for more experienced I&R staff, especially those who may be taking a CIRS or CIRS-A exam.

Presenter: Cathleen Dwyer Kelly, CRS, CIRS

Ms. Kelly is the principal for CDK Consulting, specializing in information and referral solutions. CDK Consulting was created out of Cathleen's passion for working with not for profit organizations, especially information and referral. Cathleen has offered workshops at the Alliance of Information and Referral Systems (AIRS) national conference, as well as a variety of local and regional conferences. She is recognized for her work in best practices of resource development and management and is an AIRS-certified Taxonomy trainer.

Hearing A Call for Help: Crisis Intervention for Information and Referral Providers

Just because you provide I&R doesn't mean you don't interact with people in crisis calls...with apologies to Tom Waits a person "Trying to find someone to tell my troubles to." It is the intent of this two-part workshop to provide the basic tools to assess and meet the immediate short-term needs of the client in crisis by expanding on listening skills you already know.

This workshop will discuss the reasons for learning the basics of crisis intervention, define crisis and the nature of the continuum of crisis as it relates to the normal state and coping, and the basics of client centered crisis intervention. The workshop will then show how these basics allow us to develop a practical, structured Crisis Intervention Model that will enable us to

- De-escalate and stabilize callers in crisis
- Enable the caller to talk about and work through their feelings to facilitate assessment, problem-solving, and appropriate referral
- Maintain contact with the caller pending referral
- Prepare the caller to follow through with any referrals given
- Comply with AIRS standard on Crisis Intervention

Presenter: John Plonski

Mr. Plonski has been involved in crisis intervention since 1984, beginning as an overnight volunteer crisis counselor for six years at Response of Suffolk County. From 1989 to 2009 John worked for the Covenant House Nineline, a national crisis hotline for youth under 21 and their families as a crisis worker, shift supervisor, and Database and Training Coordinator.

John has presented basic and advanced crisis intervention skills training for his own and other agencies. His presentations of various topics at training conferences on the national, state and local level have been well received as have his skills development trainings for individual agencies. John's workshops focus on applying I&R Active Listening Skills in a manner that ensures the consumer receives the services they need but empowers the I&R specialist to develop confidence in their own ability to meet the needs of the consumer.

John has consulted on several of the AIRS on-line training modules as well as the AIRS/United Way *"Managing the Surge: 2-1-1 Volunteer Surge Management Curriculum"*. He is an AIRS Board Member and serves on the AIRS/United Way 2-1-1 Disaster Response Team. He has been a board member of the New York State Alliance of Information and Referral Systems (NYS AIRS) since 2000 and is currently their President. He is a member of the New York City 311/211 Advisory Committee and serves as the Co-Chair of the New York State 2-1-1 Policy Board.

Building A Relationship Between your I&R and Your Local Emergency Management/Red Cross

A national disaster can occur anywhere/anytime. Residential fires are the majority of disasters experienced by communities within Pennsylvania but local disasters may also include floods, sink holes, hazardous materials spills and other disasters. Do you know how your local Emergency Management and local Red Cross responds to these disasters? Do you know that your I&R can be an extremely valuable resource and partner as these organizations continue to work with families after the disaster to access other available community resources. This workshop will provide the information you need to establish a relationship with those organizations that can help.

Presenter: Cordelia E. Miller

Ms. Miller is the Director of Emergency Services for the American Red Cross of the Greater Lehigh Valley, Bethlehem, PA. Ms. Miller has been employed by the American Red Cross for 34 years. She has offered presentations at a number of local and regional I&R conferences. Ms. Miller currently serves on the Board for PA 2-1-1. Ms. Miller is certified as a Terrorism Specialist through Homeland Security. She has responded to many national disasters and sits as a member on numerous boards in her local community.

Resource Management/Taxonomy Training

How do you maximize your Resource Department (or staff person)? Come and learn why the Resource Management function is key to the success of your organization and learn what the key responsibilities are for this department and how to make sure you can fulfill those responsibilities. Indexing using the taxonomy will also be addressed. Come and learn and ask questions. Whether you are from a large or a small agency, you will benefit from this workshop.

Presenter: Cathleen Dwyer Kelly, CRS, CIRS

Registration Fees

The fee for this one day conference is \$25.00. Yes, you read right...\$25.00 per person. PAIR is committed to providing the opportunity to expand your knowledge as a professional of Information and Referral and provide you the opportunity to come together with other Information and Referral professionals to learn from each other. For this reason we have kept the fees reasonable with the hope that finances will not keep you away. The fee covers all meals and workshops. Send your registration form, along with your payment, to PAIR, Attn: Carol Lewis. The address is listed on the registration form.



2009 PAIR Information & Referral
Conference
Friday, 10/02/2009

REGISTRATION FORM

REGISTRATION DEADLINE: September 18, 2009

**LOCATION: CONTACT Helpline Offices
Harrisburg, PA**

**Note: Directions to conference site will be
provided upon receiving registration and payment.**

Name:

Organization:

Address:

E-mail Address:

Phone:

Fax:

**NOTE: Conference checks should be
Made payable to "PAIR"**

Mail, fax or email completed form and payment to:

Carol Lewis

American Red Cross of the

Greater Lehigh Valley

2200 Avenue A, Bethlehem, PA 18017

Phone: 610-865-4400, Ext 221; Fax: 610-332-1597

LewisCa@usa.redcross.org

Questions About the Conference?

Contact Carol Lewis at 610-865-4400, Extension 221 or email at
LewisCa@usa.redcross.org