

WisconsinAIRS



“Change...
Surviving or Thriving?”

*Continuity gives us roots; change gives us branches,
letting us stretch and grow and reach new heights.*

~Pauline R. Kezer

WISCONSINAIRS 31st ANNUAL CONFERENCE

October 21 - 22, 2010

Hotel Sierra

333 Main Street, Green Bay, WI



Bringing People and Services Together

Our mission is to promote the Information and Referral profession and support professionals engaged in Information & Referral and Information and Assistance



WisconsinAIRS 31st Annual Conference
October 21 & 22, 2010
Hotel Sierra, Green Bay

CONFERENCE AGENDA

10/18/10

THURSDAY, OCTOBER 21

8:30 – 9:30	Registration (w/ Continental Breakfast)	Ballroom 3
9:30 – 9:45	Welcome to Conference Participants & Introductions	Ballroom 3
9:45 – 10:00	Break	
10:00 - Noon	AIRS Certification Test	Meeting Rm 6B
10:00 – 11:30	Workshop Series A	
A1	Telephone Skills: Effective High-Impact Communications	Meeting Rm 1
A2	Assisting Clients with Consumer Debt	Meeting Rm 2
A3	Enrollment Counseling w/ a focus on Family Care, Partnership & IRIS	Meeting Rm 3
A4	Living with Parkinson's – Diagnosis, Treatment and Resources	Meeting Rm 4
11:30 – 12:15	Buffet Lunch	Ballroom 3
12:15 – 1:15	Keynote	Ballroom 3
1:15 - 1:30	Break	
1:30 – 2:30	Idea Exchange Roundtables	Ballroom 3
2:30 – 2:45	Break	
2:45 – 4:15	Workshop Series B	
B1	Handling Difficult People: Dealing with People You Can't Stand	Meeting Rm 1
B2	QPR-Question, Persuade, Refer (suicide crisis)	Meeting Rm 2
B3	Database Partnerships That Work: How To Create Partnerships That Reduce Duplication and Capitalize on Expertise	Meeting Rm 3
B4	Ethics and Boundaries (Part 1) <i>(This session is two full hours, ending at 4:45)</i>	Meeting Rm 4
5:15 to 5:30	After Hours Activity: Green Bay Packer/Lambeau Field Tour	Meet in Lobby

FRIDAY, OCTOBER 22

8:00 – 8:30	Registration (w/ Continental Breakfast)	
8:30 – 10:15	WisconsinAIRS Annual Membership Meeting and Keynote	Ballroom 1
10:15 – 10:30	Break	
10:30 – 12:00	Workshop Series C	
C1	Benefits 101 For Helpline Staff	Meeting Rm 1
C2	Strategic Thinking in Marketing Information & Assistance	Meeting Rm 2
C3	Communicating With Person With Dementia/Alzheimer's	Meeting Rm 3
C4	Introduction to Medicare and Part D and Low Income Subsidy	Meeting Rm 4
12:00 – 12:45	Buffet Lunch	Ballroom 1
12:00 – 12:45	WisconsinAIRS Board Meeting	Champions Club
1:00 – 2:30	Workshop Series D	
D1	Ethics and Boundaries (Part 2) <i>(This session is two full hours, ending at 3:00 pm)</i>	Meeting Rm 1
D2	Begin With The End In Mind: Programs That Support Youth Transitions	Meeting Rm 2
D3	Introduction to the AIRS InfoLine Taxonomy	Meeting Rm 3
D4	What are Medicare Advantage Plans?	Meeting Rm 4
2:30	Conference Concludes	