

2011 ILLINOIS AIRS CONFERENCE

**CONNECTING
To
CARE:
INFORMATION
AND
REFERRAL**

SEPTEMBER
22 & 23
2011

HOTEL
PÈRE MARQUETTE

*Where History Lives
and Service is Still in Style*

PEORIA, IL

28TH
ANNUAL
CONFERENCE

Sponsored by:



IL AIRS Business Office
201 E. Grove St., Suite 200, Bloomington, IL 61701

Illinois AIRS Professional Certification



Illinois AIRS provides an opportunity to take the following AIRS professional certification examinations on Friday morning.

- Certified Information and Referral Specialist (CIRS)
- Certified Information and Referral Specialist for Aging (CIRS-A)
- Certified Resource Specialist (CRS)

In order to take any of these examinations at the conference you must have:

- Completed the application process with the AIRS Virginia office (including submitting payment of application registration fees) at least 30 days prior to the Illinois AIRS Conference (applications for these exams are available on the AIRS website listed below).
- Registered to attend the Illinois AIRS Conference in one of three ways:
 1. Full conference
 2. Single day registration for Thursday September 22nd or Friday September 23rd (includes lunch)
 3. Test only

For further information about the CIRS, CIRS-A or CRS process, contact AIRS directly:

AIRS

11240 Waples Mill Road, Suite 200
Fairfax, Virginia, 22030
(703) 218-AIRS ext. 201
Website: <http://www.airs.org>

NOTE: If you are not registered with AIRS for the test, you are not eligible to sit for the exam. Exceptions to this ruling will not be allowed.

SPECIAL NOTICE

We are offering two basic study sessions on Thursday for individuals taking the CRS, CIRS and CIRS-A exams. This session will provide a review of the ABC's of I&R and serves as additional preparation for the certification exams for the seasoned professional.

To make the most of the study time allotted, all participants who sign up for this training must read the *AIRS Standards for Information & Referral*, and the *AIRS Study Tools*; both available at www.airs.org. We strongly encourage you to also read, *The ABC's of I&R* and to take advantage of the additional study suggestions available on the National AIRS website.

Your cooperation will make for a better study session for everyone involved.

NATIONAL AIRS IS...

... the international voice of Information and Referral (I&R).

... a professional membership association of more than 1,200 organizations, bringing people and services together.

... in partnership with the United Way of America, the architect of the 2-1-1 movement that has transformed access to human services.

... the driving force in the development of clear and consistent professional standards that benchmark every aspect of quality I&R.

... the credentialing authority behind an accreditation program that measures an organization's ability to meet the AIRS Standards, and a certification program that evaluates the competence of I&R practitioners.

... a touchstone of training, support and technical assistance that culminates in an annual international I&R conference.

... an integrated membership structure that supports state and regional Affiliates.

... an acknowledged leader in human services working in partnerships with organizations such as the United Way of America, the National Association of State Units on Aging, the National Emergency Number Association, the American Association of Suicidology and InformCanada.

... a membership organization, created by its members to serve its members. AIRS has a single integrated membership structure whereby an individual or organization becomes a member of both AIRS and their appropriate state and/or regional Affiliate. A tiered membership structure offers a choice of benefit options.

... a nonprofit 501(c)(3) that was incorporated in 1973 to improve access to human services for individuals, families, and communities.

Conference Schedule

THURSDAY SEPTEMBER 22ND

9:00—10:30 Concurrent Sessions

- ◆ Overview of the Social Security and Medicaid Disability Process (Part 1)*
- ◆ Self Neglect/Hoarding
- ◆ Certification Study Session

10:45—12:15 Concurrent Sessions

- ◆ Overview of the Social Security and Medicaid Disability Process (Part 2)*
- ◆ Customer Service/Volatile Callers
- ◆ Employment Services

12:15—1:30 Lunch

- ◆ Keynote Speaker—Alan Shiller
“Respectful Communication”

1:30—2:45 Concurrent Sessions

- ◆ Overview of Medicaid Spend Down, Veterans Benefits and the Appeal Process (Part 1)*
- ◆ Certification Study Session
- ◆ Homeless Teens

3:00—4:30 Concurrent Sessions

- ◆ Overview of Medicaid Spend Down, Veterans Benefits and the Appeal Process (Part 2)*
- ◆ Understanding the Low Income Population
- ◆ Veteran’s Issues

CEU’s available for the *Making the Connection* Overview Sessions -
\$20 includes all 4 sessions.

FRIDAY SEPTEMBER 23RD

8:00 Certification Registration

8:30—10:00

- ◆ Certification Testing

9:00—10:30 Concurrent Sessions

- ◆ Senior Medicare Patrol Program: Empowering Seniors to Prevent Healthcare Fraud
- ◆ Strengthening Families

10:45—12:15 Concurrent Sessions

- ◆ Community Engagement
- ◆ Working Well in Sandbox/Toxic Co-Worker
- ◆ Relatives Raising Children

12:15—1:30 Lunch & Annual Meeting

CALL FOR NEW BOARD MEMBERS

If you are interested in serving on the Illinois AIRS Board of Directors, we want to hear from you. It is a time commitment and board members must be able to travel to attend meetings every other month. We ask for a current resume and a letter from your Director or Board of Directors acknowledging the commitment and agency support for your role on the board. For more information contact Christina Fulton at 618-222-2561.

CASUAL ATTIRE IS WELCOME FOR ALL SESSIONS/ACTIVITIES.

Explore Peoria



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STATE PARK

Native Illinois Animals • Unique Lodging
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309-676-0998
www.wildlifeprairiestatepark.org

FRIDAY NIGHT

WATER STREET FIESTA

Exciting things are happening on Water Street! Enjoy Peoria's riverfront by attending the Friday Night Water Street Fiesta. It is a weekly street festival that has good food, variety street entertainment, and lots of vendors with cool stuff that you can shop for. This event is free and family-friendly so come on down and join us every Friday night between June 3 and Sept. 30.

For more information visit http://web.me.com/jamnjay/WATER_STREET_FIESTA/HOME.html

Get Information from Local Experts

Visit the Riverfront Visitors Center



- Area brochures
- Souvenirs
- Snacks
- Located in a historic building
- Friendly Staff

110 N.E. Water Street • Peoria • 866-896-6853

PEORIA COUNTY

There are so many ways to play in Peoria County you'll have to plan additional visits! You'll find the best of all worlds - natural beauty and outdoor recreation, stimulating cultural experiences, distinctive restaurants and shops, and a contagious spirit of fun. Take in the breathtaking views along Grandview Drive, coined the "world's most beautiful drive" by then-president Teddy Roosevelt. Enjoy your choice of a trolley tour, a cruise aboard the *Spirit of Peoria* paddle wheeler or a variety of music during our Peoria River Front summer concert series. There is a wealth of events, shopping, artistic venues, professional sports teams and more. For a visit just outside the city limits, plan a trip to Peoria Heights for boutique shopping and unique eating or visit Princeville's Heritage Museum. Your possibilities are endless! www.co.peoria.il.us



Get Wild at **PEORIA ZOO**

Open Daily
10 am to 5 pm!

2218 N. Prospect Road
in Glen Oak Park next to
LUTHY BOTANICAL GARDEN
www.peoriazoo.org



Explore Peoria

Where **Fun, Food & Friends Meet!**

www.peoriariverfront.com







Dining & Nightlife

- Cafe 401
- Hooters
- Joe's Crab Shack
- Martinis on Water Street
- Old Chicago Pizza
- Rhythm Kitchen Music Café

Arts & Entertainment

- Academy of Fretted Instruments
- Carriage Classics
- CEFCU Center Stage
- Contemporary Art Center
- Illinois Antique Center
- Music Together
- Peoria Art Guild
- RiverPlex
- Spirit of Peoria
- Wabi Sabi
- The Waterhouse
- World on Wheels



Visit the Riverfront Market every Sat. June thru Sept 8am - noon!

Find a complete list of our festivals, concerts and events at www.peoriariverfront.com

RINGLING BROS. AND BARNUM & BAILEY PRESENTS BARNUM 200

- Date(s): 09/23/2011 - 09/25/2011
- Times: 7 p.m. on Fri.; 11 a.m., 3 p.m. and 7 p.m. on Sat. and 1 p.m. and 5 p.m. on Sun.
- Location: Peoria Civic Center Arena
- Admission: \$15, \$20, \$32 (VIP floor seats) and \$67 (Circus Celebrity seats)

OLD QUARTERS SUMMER FEST ON WATER STREET

- Date(s): 07/07/2011 - 09/30/2011
- Recurring weekly Wednesday—Saturday
- Times: 5:00 PM to 12:00 AM
- Location: Water Street and State

Live entertainment every Wednesday thru Saturday during the summer on Water Street between State and Walnut. See schedule of bands at <http://www.kellehersirishpub.com/index.php?section=24>

Tommy Emmanuel—Anthony Snape



Thursday September 22, 2011
At the Peoria Civic Center
201 Southwest Jefferson Avenue
Peoria, IL 61602
Cost: \$60

<http://www.stubhub.com/tommy-emmanuel-peoria-9-22-2011-1098756?gclid=C12289x912>



PAR-A-DICE HOTEL CASINO
EXPERIENCE THE DIFFERENCE

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- Award winning menus and professional planning assistance
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For information and reservations:
Visit paradicecasino.com or call (800) 727-2342





PAR-A-DICE HOTEL CASINO
A BOYD GAMING EXPERIENCE

If you or someone you know has a gambling problem, crisis counseling and referral services can be accessed by calling 1-800-GAMBLER (1-800-426-2373).



Conference & Lodging Information

HOTEL PÈRE MARQUETTE



Where History Lives
and Service is Still in Style

501 Main Street, Peoria IL 61602
309-637-6555

Reservations 800-447-1676
www.hotelperemarquette.com/

HOTEL AMENITIES

- Complimentary high-speed wireless Internet access
- Free daily hot breakfast buffet
- 18,000 sq. ft. convention & events center
- Pet friendly hotel
- Complimentary parking in covered deck

Whether you are visiting Peoria for a romantic weekend, a family vacation or an important business trip, the historic *Hotel Père Marquette* features distinctive, turn of the century architecture, pet friendly rooms, deluxe hotel features, and fabulous on-site dining for every guest to enjoy. With elegant surroundings, a warm and inviting atmosphere and genuine old world hospitality, you're sure to enjoy your stay at our iconic Peoria hotel that offers bed and breakfast style hospitality combined with luxury lodging amenities and unique event facilities all in the heart of vibrant downtown Peoria, Illinois.

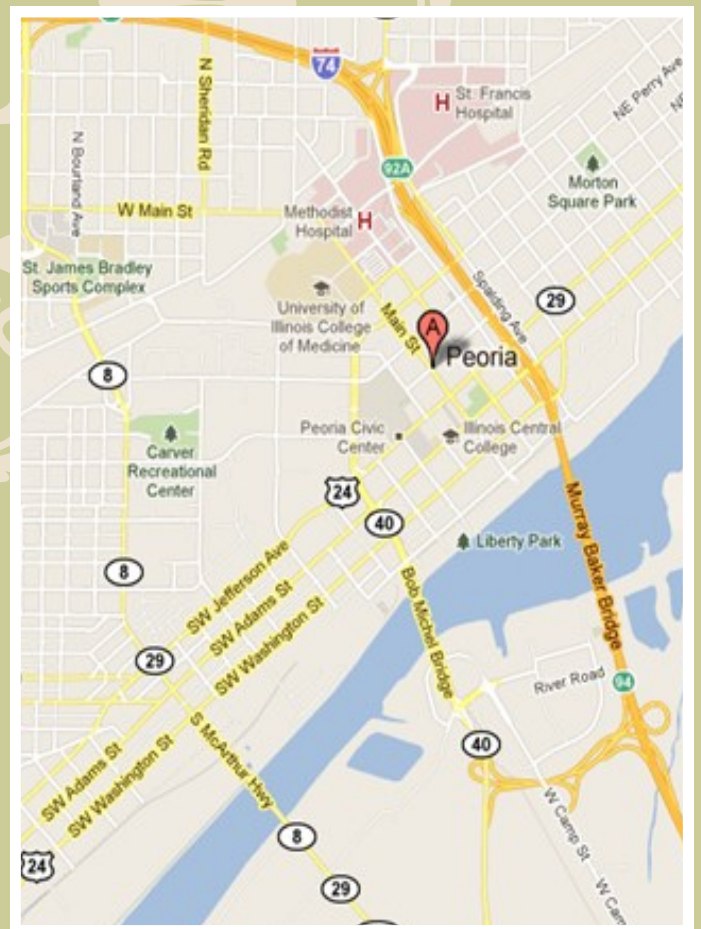
RATES:
SINGLE \$70
DOUBLE \$85
plus tax

Our conference block is reserved under "IL Alliance of Information" and will be held until 8/31/11.

2011 ILLINOIS AIRS CONFERENCE

Illinois AIRS, Inc. is a network of public and private human service organizations and individuals throughout the state of Illinois dedicated to increasing professionalism in the field of information and referral.

Illinois AIRS offers a professional umbrella for all information and referral specialists. We provide training opportunities, technical assistance, and regular communication on issues important to the field. Illinois AIRS also offers test sites throughout the year for individuals pursuing the CIRS, CIRS-A, or CRS professional certification (see page 2 for more information.) The annual Illinois AIRS conference is your opportunity for training, updates, testing and networking.



Conference Registration

Check the appropriate box(es):

- Illinois AIRS Member Conference Registration
- Non-Member Registration
- Single Day Registration
- Test Only (*See guidelines on page 2)
- CEU's for Making the Connection Sessions

By September 7

- \$190
- \$275
- \$100
- \$25
- \$20

After September 7

- \$240
- \$325
- \$125
- \$25
- \$20

- ◆ Please note registration cost does not include Illinois AIRS membership. Membership is January 1 through December 31, 2011. Please contact the National AIRS office at www.airs.org or 703-218-2477 for membership information.
- ◆ Agency Membership allows up to five people to attend the conference at the member cost. If more than five people attend, add an additional \$25 per person to register.
- ◆ Registration information is needed by the above date, if there is an issue with processing payment by that date please contact our business office.

Please mark the sessions you will be attending:

Thursday, September 22nd

CONCURRENT SESSIONS

- Overview of the Social Security & Medicaid Disability Process (Part 1)
- Self Neglect/Hoarding
- Certification Study Session

CONCURRENT SESSIONS

- Overview of the Social Security & Medicaid Disability Process (Part 2)
- Customer Service/Volatile Callers
- Employment Services

LUNCH

CONCURRENT SESSIONS

- Overview of Medicaid Spend Down, Veterans Benefits & the Appeal Process (Part 1)
- Certification Study Session
- Homeless Teens

CONCURRENT SESSIONS

- Overview of Medicaid Spend Down, Veterans Benefits & the Appeal Process (Part 2)
- Understanding the Low Income Population
- Veteran's Issues

Friday, September 23rd

CERTIFICATION EXAM

- CIRS
- CIRS-A
- CRS

CONCURRENT SESSIONS

- Senior Medicare Patrol Program: Empowering Seniors to Prevent Healthcare Fraud
- Strengthening Families

CONCURRENT SESSIONS

- Community Engagement
- Working Well in Sandbox/Toxic Co-Worker
- Relatives Raising Children

LUNCH & ANNUAL MEETING

CERTIFICATES: Certificates of Attendance will be provided.

Notes:

Any Cancellation after September 12th will be subject to a \$50 processing fee.

No refunds after September 16th.

If you have any questions, please contact the Illinois AIRS business office at 877-414-4054.



IL AIRS
Business Office
201 E. Grove St., Suite 200
Bloomington, IL 61701

2011 ILLINOIS AIRS CONFERENCE



Payment Information:

Mail to: Illinois AIRS
201 E. Grove St., Suite 200
Bloomington, IL 61701

- Check payable to Illinois AIRS
- Purchase Order
- State Voucher



Reminders: Any Cancellation after September 12th will be subject to a \$50 processing fee. No refunds after September 16th. If there is an issue with processing payment by the due date or if you have questions please contact the Illinois AIRS business office at 877-414-4054.

Please type or print in black ink:

Name: _____ Name to appear on name tag: _____

Title: _____ Agency Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Telephone Number: _____ E-mail: _____

Special Accommodations Needed: _____
