

V.A.I.R.S
Virginia Alliance Of
Information & Referral Systems

Spring 2009 Training & Education Conference

“Weathering the Storm”

Friday, May 1st, 2009
Richmond, VA

Sheraton Richmond West Hotel
6624 West Broad Street
Richmond, Virginia 23230
800-325-3535

The following trainings and seminars will be offered:

Session 1-- 9:30am-11:00am

What's In Your I&R Toolbox?

Presented by Sharon Doner-Feldman, President, Training For You

A quality toolbox contains not just one hammer, screwdriver and wrench, but should have a variety of sizes and tools that are available to do many functions. Strong I&R skills are crucial for a successful information specialist; however, to be outstanding, one needs more than basic skills. Networking, brainstorming and superior customer service skills provide a strong platform for handling any kind of customer need. This is a hands on workshop, utilizing case studies and role plays designed to sharpen even the seasoned I&R professional's skills.

Introduction to Disaster and the “NIMS” Process – Part I

Presented by Anna McRay Deputy Coordinator for Emergency Management with the County of Henrico Division of Fire.

This seminar will introduce and provide an overview of the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.

At the end of this 2 part seminar, participants will be able to:

1. Describe the intent of NIMS.
2. Describe the key concepts and principles underlying NIMS.

3. Describe the purpose of the NIMS Components including: Preparedness, Communications and Information Management, Resource Management, and Command and Management.
4. Describe the purpose of the National Integration Center.

Assisting Military Veterans

Presented by Mary Livingston Azoy, Director of Community Education and Crisis Response at CrisisLink

This workshop will focus on some of the stresses and challenges that many military veterans face upon return from active duty in Iraq, Afghanistan and other areas of conflict overseas – and how these issues may impact their calls to I & R specialists. Topics will include an overview of the military “Battlemind” mentality, PTSD and traumatic brain injury (TBI) – all of which may create communication challenges that a sensitive I & R specialist can learn to recognize and overcome.

Session 2-- 11:00am-12:30pm

No Wrong Door & The Aging Population

Presented by Charlene Cole, No Wrong Door Coordinator, Virginia Department for the Aging

Hear about the structure, benefits, and tools of Virginia’s “No Wrong Door” one-stop initiative, where Virginia’s citizens can turn for information on a full range of support options for meeting long term care needs. Virginia’s “No Wrong Door” initiative connects public and private agencies and providers through the development of single, coordinated systems of information, referral, and access to aging and disability long-term support services. See a demo of “Virginia Easy Access”, an easy-to-use resource available 24 hours a day, 7 days a week to provide information about topics and programs of particular interest to seniors, adults with disabilities, and those who care for them.

Working with the Suicidal Caller: Best Practices in Lethality Assessment

Presented by Margaret Mathis, Director of Hotline Services and Training, and Emily Allen, Trainer, from CrisisLink

In this economic crisis, suicide is on the rise, and with vets returning home more at risk of suicide than ever, even if you’ve never gotten a suicide call before, you probably will get them now. Because of their accessibility, Information & Referral Specialists are in a unique position to intervene when people are considering suicide in the minutes and hours immediately preceding an attempt. This unique chance to save a life is undermined if the I & R Specialist does not realize the caller is suicidal, and if the I & R Specialist is reluctant or unable to ask about suicidal thoughts and explore feelings. Recent research shows that use of standardized, evidence-based suicide risk assessment results in significant reduction in suicidality during calls and beyond. CrisisLink’s experienced suicide-prevention hotline trainers will offer an evidenced-

based training on conducting lethality assessments—risk factors and protective factors, how to ask callers about suicidal thoughts and feelings, and how to establish and maintain rapport with callers to enhance lethality assessment and rescue when necessary.

Shelter From the Storm - Difficult Interactions

Presented by John Plonski, Database and Training Coordinator for Covenant House's NineLine

Most of our interactions with consumers are like sailing on a calm sea. Someone calls with a need and we provide them the information to resolve that need. However, there are times when those moments are not so golden and we are confronted with a Nor'easter. To ignore the existence of such circumstances is not conducive to quality I&R and it can exacerbate staff effectiveness as well as induce burnout. To borrow from Bob Dylan:

"Now there's a wall between us, somethin' there's been lost
I took too much for granted, got my signals crossed.
Just to think that it all began on a long-forgotten morn.
'Come in,' she said,
'I'll give you shelter from the storm.' "

This workshop's goal is to provide a comfortable forum where these stormy interactions will be discussed. We will look at what we "control" in such interactions and how to leverage that control into something that will empower us to work "with" these situations instead of feeling victimized by them. We will:

- Examine what makes certain interactions difficult (In some cases "We have met the enemy and they are us")
- Discuss the need to interact assertively
- Look at what the worker controls in a difficult interaction and leverage those aspects in such a manner as to assertively control the interaction
- Examine how current situations can affect the way we interact with consumers and them with us.

Introduction to Disaster and the "NIMS" Process – Part II

Please see seminar description above.

Session 3-- 2:00pm-3:30pm

Roundtable Discussion on Veteran Services

Presented by Cathy Wilson of the Wounded Warrior Program and featuring Veteran Services Advocates from around the Commonwealth.

Virginia ranks third in the number of veterans deployed since 9/11, and we know from all the recent news reports these veterans and their families face increasing stress, not

only from the impact of multiple deployments during the Iraq and Afghanistan wars, but also from the economic downturn.

Veterans from other wars face challenges as they age as well. Come hear this panel discussion led by native Virginian Capt. Cathy Wilson, USN (retired), now Executive Director of Virginia's Wounded Warrior Program.

The panel will provide various perspectives on the unique aspects of working with veterans and their families.

Doing More with Fewer Resources: Stormy Weather on the Sunny Side of the Street

Presented by John Plonski, Database and Training Coordinator for Covenant House's NineLine

Today's world can have us singing:

*Grab your coat and get
your hat
Leave your worries on the
doorstep
Life can be so sweet
On the sunny side of the
street*

Or

*Life is bare
Gloom and misery everywhere
Stormy weather
Just can't get my poor self together
It's Rainin' All The Time*

The tune changes with the news headlines. As we strive to serve our callers, many of whom are confronting the social service system for the first time, we find that we are doing much more with much less. It is hoped this workshop can become a forum for the discussion of the new challenges facing the I&R industry as well as the methods we are using to combat the "Stormy Weather" so we can enjoy the "Gold dust at our feet, On the sunny side of the street!"

Best Practices in Aging Information & Referral

Presented by Bernice Hutchinson from the National Association of State Units on Aging and Mary Jane Barney-Butler from the Loudoun County Area Agency on Aging and Mike Guy, Executive Director, District Three Governmental Cooperative

Hear about best practices from 3 diverse perspectives: a national organization, the National Association of State Units on Aging, which works with all states; an area agency on aging (AAA) serving a large 6-county/2-city area in Southwest Virginia; and a AAA serving a fast-growing one-county urban/suburban area in Northern Virginia.

Connecting Faith-Based and Community Organizations to Workforce Development through the SHARE Network Program and 2-1-1 VA

Presented by Kathy H. Thompson, State SHARE Network Coordinator

The SHARE Network Session will provide the participants with a background on SHARE; the role of the State; the SHARE Network Teams/local workforce investment boards; Access Points and their relationships with One-Stop Career Centers; and the role of 2-1-1 Virginia in the implementation of SHARE.

VAIRS 2009 Conference: Speaker Bios

Catherine A. Wilson, CAPT, NC, USN, RET - Executive Director, Virginia Wounded Warrior Program



A native Virginian, Catherine Wilson currently serves as the Executive Director of the Virginia Wounded Warrior Program. Established in July 2008, this program is operated by the Virginia Department of Veterans Services in cooperation with the Department of Mental Health, Mental Retardation and Substance Abuse Services and the Department of Rehabilitative Services. Through networks of public and private partnerships the program ensures timely assessment, treatment and support services for persons recovering from the effects of stress-related injuries or traumatic

brain injuries.

Serving in the United States Navy for nearly 30 years, she retired in October 2008. At the time of her retirement she was the Commanding Officer (Chief Executive Officer) of Naval Hospital Bremerton. Prior to that assignment she was deployed and served as the Commanding Officer of U.S. Military Hospital Kuwait (a tent hospital) and nine Troop Medical Clinics located throughout Kuwait and in Qatar. Prior to deployment, CAPT Wilson served as the Executive Officer, Naval Hospital Camp Pendleton where she also commanded its Fleet Hospital.

Past assignments include Naval Medical Center Portsmouth where she was the Director of Fleet and Family Medicine. Her Directorate was staffed by over 2,600 personnel. CAPT Wilson also served as Deputy Director of the TRICARE Mid-Atlantic Region Lead Agent Office where she had direct impact on health care for over a million beneficiaries in Virginia and North Carolina. She had responsibility for the administration of a \$3.1 billion dollar managed Care Support Contract.

Selected as the Congressional Detail to Senator Daniel K. Inouye of Hawaii in 1999, she served as the advisor to the Senator on all health related issues. CAPT Wilson was a staff assistant for the Senate Appropriations Committee, Subcommittee for Defense and the Labor, Health, and Human Services and Education Committee.

CAPT Wilson served at the Pentagon on the staff of the Assistant Secretary of Defense (Health Affairs). During this tour, she was Deputy Director for Force Management, Senior Policy Analyst for TRICARE Operations Policy, and ultimately served as Chief of Staff for the Deputy Assistant Secretary of Defense (Health Affairs) for Health Services Operations and Readiness. At the time, the Military Health System was a \$15.5 billion dollar system, the Nation's second largest, and included the integrated delivery of health care to more than 8.2 million DOD beneficiaries worldwide. Other executive management positions include a four-year tour at the Bureau of Medicine and Surgery as the Deputy of Enlisted Force Management and the Navy Surgeon General's representative for HIV and AIDS prevention education. Former duty assignments include Naval Hospital Guantanamo Bay, Cuba; Naval Hospital Philadelphia; and National Naval Medical Center, Bethesda, Maryland.

CAPT Wilson's educational background includes a Bachelor of Science degree in Nursing, a Master of Science degree in Trauma/Critical Care Nursing with a minor in Education, and a Master of Science Degree in Human Resources Management and Health Policy. Certified in managed care by the Academy of Healthcare Management and earned a Certificate in Legislative Studies from Georgetown University. Her awards include the Legion of Merit, Defense Meritorious Service Medal (third award), Navy Meritorious Service Medal (fourth award), Navy Commendation Medal, Navy Military Unit Commendation (second award), Overseas Service Ribbon, the national Defense Service Medal (second award), and the Global War on Terrorism Expeditionary Medal. She is the recipient of the USUHS Meritorious Service award and the distinguished Hewlett Packard award.

Emily Allen, Assistant National Director for AARP Foundation Workforce Programs and Trainer for CrisisLink

Emily Allen is the Assistant National Director for AARP Foundation Workforce Programs. Since 1995, Ms. Allen has served as AARP's Project Director, Area Manager, and then Assistant National Director for their Senior Community Service Employment Program, before being named Director of the Workforce Programs for AARP in 2005. As Director, Ms. Allen manages the development and implementation of older worker programs, as well as integrates programs into a comprehensive system to help low to moderate income seniors increase their financial security. After joining CrisisLink as a volunteer in early 2005, Ms. Allen rapidly rose through the volunteer advancement track. As a Volunteer Listener, an Interviewer, an On-the-Job Trainer, and a Hotline Trainer, not only does she volunteer on a regular hotline shift, but she also helps select, mentor, and train new volunteers to work on CrisisLink's Hotlines.

Karen W. Brown M.Ed., CRC, CBIS, Executive Director, Brain Injury Services, Inc.

Karen Brown is a Certified Rehabilitation Counselor, Certified Brain Injury Specialist, and Adjunct Faculty at George Washington University. Ms. Brown has spent over 35 years in the rehabilitation field working in Alabama, Texas and Virginia. In the 1970's, Ms Brown worked out of the VA Hospital in Richmond, Virginia providing vocational rehabilitation services to veterans with spinal cord injuries and psychiatric disorders. Ms. Brown is the current Executive Director of Brain Injury Services, Inc., a non-profit organization that provides community-based rehabilitation services and programs to individuals with acquired brain injuries. This was the first community-based organization of its kind in Virginia serving individuals with traumatic brain injury. She is past Chair of the Virginia Brain Injury Council and Virginia Alliance of Brain Injury Services Providers, and presently serves as Chair of the Fairfax County Long Term Care Council, as well as President of the Board of Directors for CarefaxLTC and on the Board of Wesley Housing. Ms. Brown is on George Mason University's College of Health and Human Services Advisory Board, and on Ohio Valley Center for Brain Injury Prevention and Rehabilitation Advisory Council at Ohio State University.

Mary Livingston Azoy, Director of Community Education and Crisis Response at CrisisLink

Mary Livingston Azoy, LPC, CPT, is the Director of Community Education and Crisis Response at CrisisLink, a non-profit social services agency that operates the leading crisis, suicide and referral hotline for the Washington metropolitan area, and is the 2-1-1 VIRGINIA provider for Northern Virginia. She is a licensed professional counselor who focuses on issues concerning crisis response, suicide prevention, grief and trauma. For the past two years, Mary has provided in-depth trainings to the call center staff of the Army's Wounded Soldier and Family Hotline. She also has worked directly with victims of 9/11, Hurricane Katrina, and other individuals and groups impacted by traumatic loss, including suicide. She also offers depression awareness, suicide prevention and postvention workshops throughout the region. Mary has graduate degrees in both psychology and anthropology, is a certified poetry therapist, and is an adjunct professor at George Mason University.

Mary Jane Barney-Butler, Elder Choices Coordinator, Loudoun County Area Agency on Aging

Mary Jane Barney-Butler CIRS-A has been an AIRS, (Alliance of Information and Referral Systems) Certified Information and Referral Specialist in Aging for over a decade. She currently serves on the VAIRS (Virginia AIRS affiliate) board of directors and on the Loudoun Community Action Advisory Board.

Ms. Barney-Butler has worked for Loudoun County Government since 1990. Her first position was with the Area Agency on Aging as therapeutic activities programmer, in what was then the new Alzheimer's Respite Care program. A few years later she took the position of Senior Café Program Supervisor in Purcellville, then went to work at the Department of Social Services administering a variety of public benefits programs.

Ms. Barney-Butler also worked for over 9 years as a night counselor in the field of domestic violence and sexual assault and as on-call staff for shelter admittance for The Loudoun Abused Women's Shelter. She returned to the Area Agency on Aging in 1995 and took the position of *Elder Choices Coordinator*, in order to structure and administer a new program delivering Older Americans Act, Title 111-B funded services. The program included implementation and maintenance of the AIM database, public education and outreach, information & assistance, care coordination, and elder abuse prevention. Ms. Barney-Butler has held primarily the same position since then, responding to inquiries daily from elders, caregivers and allied professionals.

Charlene Cole, No Wrong Door Coordinator, Virginia Department for the Aging

Charlene Cole has served as the *No Wrong Door* Coordinator for the Virginia Department for the Aging since July 2008. Prior to joining VDA, Ms Cole was employed by Senior Connections, the Capital Area Agency on Aging (Richmond) from 2001 – 2006 as the Congregate Nutrition Coordinator. She subsequently served as Senior Connections' local *No Wrong Door* Coordinator from 2006- 2008. Ms Cole has over thirty years of experience in the fields of Health and Human Resources and Information Technology.

Sharon Doner-Feldman was the creator and the director of the Jewish Information and Referral Service for 20 years. She managed a program that responded to calls from both the Jewish and non-Jewish community of the Metropolitan Washington Area, the eighth-largest *metropolitan area* in the country and was the first Jewish information service to develop an informational database on the web. Sharon also served as the founding Director of two United States Air Force Family Support Centers at Bolling Air Force Base, Washington, DC and RAF Alconbury Air Force Base, England. The services provided by these Centers to two military communities of 100,000 included financial, relationship and employment counseling, information and referral, stress, and time management workshops. She served on the AIRS board member and is a recognized trainer in the field of information and referral providing workshops for both national and local conferences. She is also a professional speaker, trainer and consultant for numerous state information and referral service organizations.

Mike Guy, Executive Director, District Three Governmental Cooperative

Mike Guy has served as Executive Director of District Three Governmental Cooperative since 1980. With an annual budget of \$5 million and 160 employees, the multi-purpose agency serves six counties and two cities in Southwestern Virginia. District Three is both an Area Agency on Aging and a rural public transportation provider.

Mike holds a bachelors degree from Virginia Tech and a certificate in non-profit management from Radford University. He serves on the boards and advisory councils of several other public and non-profit organizations including a workforce investment board, a regional health planning agency, a long-term care coordinating committee, and a regional dental clinic.

Bernice Hutchinson, Senior Policy Advisor for the National Association of State Units on Aging (NASUA)

Bernice Hutchinson is a Senior Policy Advisor for the National Association of State Units on Aging (NASUA) a public interest organization representing the nation's 57 state and territorial agencies on aging, headquartered in Washington, DC. As part of the NASUA staff, Bernice provides technical supports to the nation's state aging leaders. She is a nationally recognized speaker on consumer education, outreach, diversity, and information and referral systems development. She has worked in the field of aging for over two decades. For the past 18 years, she has served in many leadership capacities at

NASUA, including directing two national resource centers and one innovative national demonstration project.

Among her many contributions, Bernice served on the development team that designed the government's national toll-free directory assistance service, The Eldercare Locator, used by millions of Americans to locate aging services in every state and community. She is a frequent guest speaker at national, state and local conferences, and has crisscrossed the country advising leaders and providing technical assistance to groups in nearly every state. During the past half decade she has led her organization's membership in an evolving dialogue on diversity in aging.

Most recently, Bernice was cited as one of America's leading experts on Medicare Prescription Drug Coverage policy issues in *Covering Health Issues 2006*, a Sourcebook for Journalists, produced by the Alliance of Health Reform. In addition, she has authored and served as a consultant on many works, including Nora Jean Levin's bestseller *How to Care for Your Parents: A Handbook for Adult Children*.

Bernice is an honors graduate of Williams College and holds a Bachelors degree in Psychology.

Margaret Mathis, Director of Hotline Services and Training, CrisisLink

Since joining CrisisLink in 1999, Ms. Mathis has worked to develop, facilitate, evaluate and oversee all aspects of CrisisLink's Hotline and internal training programs. Her focus is on quality assurance and maintaining CrisisLink's Hotlines at the forefront of the rapidly evolving crisis center field. Ms. Mathis serves on the Program Planning Committee for the national American Association of Suicidology Conference, and has presented communication skills and suicide prevention workshops locally as well as at national conferences. She is a certified ASIST trainer for the internationally recognized Applied Suicide Intervention Skills Training Program, and is a member of local and national crisis teams. Ms. Mathis was presented with the first ever American Association of Suicidology Crisis Center Staff Excellence Award in 2003 for her work on CrisisLink's response in the aftermath of 9/11.

Anna McRay has served as the Deputy Coordinator for Emergency Management with the County of Henrico Division of Fire since 2007. She has worked for the Virginia Department of Emergency Management as a State Shelter Planner, and as the state's Community Emergency Response Training (CERT) and Citizen Corps Trainer and Coordinator. She also served as the Communications Center Supervisor for the University of Richmond Police Department, and has been involved with emergency medical services for 19 years. Anna began the Henrico County's Community Emergency Response Training program as a citizen volunteer in 2002.

Anna graduated from the University of Richmond with a Bachelor of Science degree in Emergency Services Management, and is completing her Master's Degree in Disaster Sciences. She lives in Henrico County with her husband of 13 years and their 4-year old daughter.

John Plonski, Database and Training Coordinator for Covenant House's NineLine

John has been involved in crisis intervention since 1984, beginning as an overnight volunteer crisis counselor for six years at Response of Suffolk County. Since 1989 John has worked for the Covenant House Nineline, a national crisis hotline for youth under 21 and their families. Over the years he has served Nineline as a crisis worker, shift supervisor, and is currently Nineline's 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 a member of 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 e311/2-1-1 Advisory Committee and serves as the Co-Chair of the New York State 2-1-1 Policy Board.

Kathy H. Thompson, State SHARE Network Coordinator

With over 25 years experience in local and state government and higher education, Kathy has held management positions in state and local government and has expertise in economic development, workforce development and higher education.

Prior to joining the Virginia Community College System, Kathy was a professor of political science at the University of Richmond where she taught courses in public policy, public administration and leadership.

Kathy has a Ph.D. in public policy and administration, Virginia Commonwealth University, Center for Public Policy; a master's degree in public administration, Auburn University; and a bachelor's degree in social work, University of Alabama.