Information and Referral (I&R) is the art, science, and practice of bringing people and services together. I&R providers connect people with resources that can help them.

The nonprofit Alliance of Information and Referral Systems (AIRS) is the professional membership association for community I&R providers and promotes standards-driven information and referral.

More than 600 nonprofit and government organizations of all types and sizes rely on AIRS for performance and quality standards, individual professional certification, organizational accreditation and educational networking and training opportunities.
Dear Members,

As I write this, we are at the midway point of 2023 and the prior year seems like a distant memory! I had the privilege of assuming leadership of AIRS in November of 2022, following the amazing legacy of Clive Jones as AIRS’ longtime director and Chiara Cameron-Wood as interim leader. My first days at AIRS were at the Baltimore conference which was an immersion training like no other. First impressions are often true and mine of AIRS have held firm almost a year later:

The potential of this organization is palpable.

The members are truly a community.

I was drawn to the opportunity to lead AIRS because I could pair my expertise and experience to the ways I thought the organization could grow and advance...

...new technology for a better member experience.

...a modern brand that would keep the organization relevant and competitive.

...increased focus on professional development and cutting-edge training.

Now, deep into 2023, the team is in heavy pursuit of these goals and others.

When you start something new, it’s easy to focus on what could or should change. Whether it’s the human desire for impact or simply an outsider’s perspective that drives that behavior, I have no idea. What I do know is that there is wisdom in recognizing what can change to improve and what must be protected and preserved at all costs.

In all my experiences, I have never witnessed a community as united and bonded as the AIRS membership. Which is astonishing, considering the diversity of people, disciplines, and geography represented across the U.S. and Canada. This community is the greatest asset of the organization. It must be protected and preserved at all costs, while being encouraged and positioned to grow. Therein lies the great challenge. I think we’re up for it. How about you?

With gratitude,

Katie Appold
Executive Director
Board of Directors

OFFICERS

PRESIDENT
DAVID JOBE
Retired | United Way of Houston

VICE-PRESIDENT
PAMELA HILLIER
Community Connection/211 Central East Ontario

TREASURER
DAVID ERLANDSON
Rice University

SECRETARY
LINDSAY PAULSEN
2-1-1 United Way of the Midlands

APPOINTED POSITIONS

AFFILIATES COUNCIL CHAIR
MIKE MARTIN
United Way of West Florida/211Northwest Florida

INFORMCANADA LIAISON
ROBYN ROMANO
Distress Centre Calgary

MILITARY LIAISON
LUCINDA LOREI
US Marine Corps Headquarters

ADVANCING STATES LIAISON
NANETTE RELAVE
ADvancing States

USAGING
SARA TRIBE CLARK
USAGING

DIRECTORS

MARCUS LOGAN
Oakville Public Library

KAREN MARC
United Way of Central Maryland

JOSH PEDERSEN
United Way Worldwide

JENNIE POLLAK
Michigan 2-1-1

COURTNEY SMITH
United Way of Rhode Island

SHIRLEY SOUTHWORTH
211 Northeast Michigan

GINA STRAFFORD-AHMED
DuPage County Department of Community Services

ALTISE STREET
DentaQuest

LEXIE BARTUNEK
Washington State DSHS/HCS- State Unit on Aging

ZURI BENDER
Aloha United Way

TOM BUCKLEY
Epilepsy Foundation of America

KIM CLARK
Council on Aging of Southwestern Ohio

MARTA GARCIA
National Rehabilitation Information Center (NARIC)

MIKE LIGHTBODY
Iowa Compass, Center for Disability and Development
Recruitment for AIRS Committees occurs annually. Serving on a committee is a great way to elevate your professional experience and understanding of I&R. If you're interested in serving on a committee, please email info@airs.org.


**Statement of Activities for year ended December 31, 2022**

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>2022</th>
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<tbody>
<tr>
<td>Membership Dues</td>
<td>$332,679</td>
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<tr>
<td>Conference</td>
<td>320,294</td>
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<tr>
<td>Training</td>
<td>143,604</td>
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<tr>
<td>Certification</td>
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<tr>
<td>Accreditation</td>
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<tr>
<td>Miscellaneous</td>
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<tr>
<td>Interest Income</td>
<td>261</td>
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<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td>1,039,430</td>
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<table>
<thead>
<tr>
<th>EXPENSES</th>
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</thead>
<tbody>
<tr>
<td>Program</td>
<td>1,027,204</td>
</tr>
<tr>
<td>General &amp; Administrative</td>
<td>84,137</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>1,111,341</td>
</tr>
</tbody>
</table>

**Change in Net Assets**       -71,911

**Net Assets, beginning of the year** 758,927

**Net Assets, end of year** $687,016
Conference Success

The annual conference is one of the staples of The Alliance of Information and Referral Systems. The AIRS Conference is the premier event for providers of community navigation services from multiple sectors and over the course of the pandemic, was unable to meet in person. Envision I & R 2022 was the first in-person conference for AIRS in over two years; over 375 attendees were registered. With 33 sessions over two days, attendees had a fantastic selection of topics. Some of the favorites included "Bridges Out Of Poverty, "Understanding Hearing Loss," and "Tools and Experiences To Cope With Workforce Issues in an Inflationary Environment." The attendees also enjoyed planned excursions, the first-ever Honors Banquet, and abundant networking opportunities, which are always a treasured and pivotal part of each conference.

Person of the Year Recipients

**CRS-A/D Person of the Year Nominees (Winner in Bold):**

- Janice Berry, I&R Specialist SARCOA, Dothan AL
- Julie Sullinger, Franklin County Office on Aging, Columbus OH
- Pam Hall, Ohio Benefits Long Term Service & Support, Cambridge OH

**CRS-DC Person of the Year Nominees (Winner in Bold):**

- Jennifer Palmer, United Way of Southwestern PA, Millville PA
- Jordan Marsh, Goodwill of the Finger Lakes, Rochester, NY
- Katie Mangenello, United Way of Southeastern Michigan, Troy MI

**CRS of the Year Nominees (Winner in Bold):**

- Debbie Washington, United Way of Houston, Houston TX
- Lavon Wilkerson, United Way of NE Florida, Jacksonville FL
- Madhu Bector, Findhelp, Toronto ONT
2022 Highlights

Accreditation Honors
Twenty-five organizations received AIRS Accreditation in 2022, including:

- 211 - United Way of Connecticut, from Rocky Hill, CT
- 211 Ashtabula County - Ashtabula County Community Action, from Ashtabula, OH
- 211 Eastern Oklahoma - Community Service Council of Greater Tulsa, from Tulsa, OK
- 211 Helpline - Helpline Center, from Sioux Falls, SD
- 211 Hudson Valley Region - United Way of Westchester and Putnam, from White Plains, NY
- 211 Kern County - Community Action Partnership of Kern, from Bakersfield, CA
- 211 Nova Scotia Information and Referral Services Association, from Dartmouth, Nova Scotia
- 211 Texas - United Way for Greater Austin, from Austin, TX
- 211 Texas A Call for Help - United Way of Abilene, from Abilene, TX
- 211 Texas of the Concho Valley - Concho Valley Council of Governments, from San Angelo, TX
- 211 Texas Rio Grande AIC - City of El Paso Department of Public Health, from El Paso, TX
- 211 Texas South Plains - South Plains Association of Governments, from Lubbock, TX
- Canadian Mental Health Association - Edmonton Region, from Edmonton, Alberta
- ElderSource - The Area Agency on Aging for Northeast Florida, from Jacksonville, FL
- Fairfield County 211, from Lancaster, OH
- Franklin County Senior Options - Franklin County Office on Aging, from Columbus, OH
- Greater Columbia 211 - People for People, from Yakima, WA
- Help Line 211 - Aiken County Help Line, Inc., from Aiken, SC
- LifeStream Services, Inc., from Yorktown, IN
- NJ 211 Partnership, from Cedar Knolls, NJ
- PA 211 - United Way of Southwestern Pennsylvania, from Pittsburgh, PA
- Texoma Area AIC, from Sherman, TX
- United Way 211 - United Way of Northeast Louisiana, from Monroe, LA
- United Way 211 of Lee, Hendry and Glades, from Fort Myers FL
- United Way of Central and Southern Utah 211, from Provo UT
2022 Highlights

Certification Honors

1,267 CRS
307 CRS Canada

1,819 CRS-AD

287 CRS-DC
67 CRS-DC Canada

60 Micro-Certifications

The Certification Commission oversaw the transition to a new online proctoring service in early 2022, resulting in a vastly improved user experience. A complete audit of all exams and questions was undertaken, and the process to refresh the CRS-A/D exams was 80% completed. A review of the question numbering system was also completed, and a plan to improve it was developed with the help of a psychometrician. Two cohorts for the new I&R Coaching Micro-Certification were conducted, and ideas for several others were set aside for future consideration.
A New Era of Information and Referral

In August of 2023, AIRS will rebrand to become Inform USA. This new name marks a new alignment with our partner, Inform Canada, and a clearer depiction of our role in standardizing the flow of information between community resources and those who need them.

Watch for further updates in the newsletter and on the new website launching in early August, 2023.

New Contact Information as of 8/1/23
Inform USA National Office
4800 Hampden Lane, Suite 200
Bethesda, MD 20814

Phone: 240-744-4742
Email: info@informusa.org