

You Are Cordially Invited  
to attend an

## **AIRS-Indiana Training Session**



### ***“Updating Your I&R Training Program”***

**- presented by 2-1-1 Staff**

(learning and working by national I&R standards)

**and**

### ***“Up to your Eyeballs in Alligators”***

**- presented by Mary Kay Hood (see bio next page)**

(a fun and interactive session about supervision and  
team-building in your I&R center)

**Tuesday, April 8, 2008  
10:30 am to 2:00 pmET  
American Red Cross  
441 East 10th Street  
Indianapolis, IN**

Lunch & Training Will Be Provided for

\$10 per member

\$15 per non-member

payable at the door

(no-shows will be charged)

Space is limited, so please  
RSVP as soon as possible to:

Stephanie Norrick

[snorrick@unitedwayswi.org](mailto:snorrick@unitedwayswi.org)

812-421-7484

Include “Training” in the subject line

Individuals or Organizations interested in becoming a member of AIRS-Indiana please  
contact: Stephanie Norrick, Chair at [snorrick@unitedwayswi.org](mailto:snorrick@unitedwayswi.org)

## Bio for Mary Kay Hood

With a BS degree in biology from Marian College and a Master of Science in Management from Indiana Wesleyan University, I have been involved in volunteer management for twenty years with a zoo and in the health care field. During that time, I completed the Management of Volunteer Programs course offered at University of Indianapolis, several supervisory training programs as well as the Indiana Hospital and Health Association's Management Institute offered by the Executive Education Program, School of Public and Environmental Affairs at Indiana University. I have served on the Nonprofit Training Center of United Way since 1993. During my tenure, I have taught many workshops for them as well as facilitated speaker arrangements for the Basic Volunteer Management series. Additionally, I have presented at various national and international conferences. I have served as president of the Central Indiana Association for Volunteer Administration (CIAVA) from 1993-1997 and the Indiana Society of Directors of Volunteer Services (ISDVS) from 2006-2008. I was also the recipient of the 1995 Outstanding Director of Volunteer Services Award and the 2002 United Way of Central Indiana Volunteer of the Year Award. I am currently on the Steering Committee for COVAA. With several published articles, I also have a book published titled *The One Minute Answer to Volunteer Management Questions*.



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## Background on AIRS-Indiana

AIRS-Indiana is a membership organization representing comprehensive and specialized information and referral (I&R) providers within Indiana. As an affiliate of AIRS, AIRS-IN helps to shape, inform and carry out the mission of AIRS at the local level in order to support and build excellence throughout I&R.

A member of AIRS is automatically a member of AIRS-IN. Membership information is available at [www.airs.org](http://www.airs.org). See welcome letter from President Stephanie Norrick.

## AIRS-Indiana:

- Sponsors trainings in April, June, August and October (usually the 2<sup>nd</sup> Tuesday, 10:30-2);
- Holds its annual meeting in October, at which time the board of directors is elected;
- Approves and hosts certification examinations;
- Represents the I&R field on the Indiana 211 Partnership;
- Provides feedback and guidance to AIRS on Standards, training needs, Taxonomy, and other issues in the field; and
- Promotes H.Res. 985 to create a National I&R Services Day and H.R.211 and S.211 to provide federal funding for 2-1-1.