

February 2016



# Journeys

A Newsletter of Travelers Aid International

## OUR NEWS

### **Asselin Encourages More Airports to Start Volunteer Programs**

Travelers Aid International President Dave Asselin participated in the recent Association of American Airport Executives/Airports Council International-North America's Airport Customer Experience Symposium in Fort Lauderdale. As part of a panel discussion on best practices in volunteer programs, Dave presented a report on how to start an airport volunteer program. More than 150 airport representatives attended the conference. Andrea Itkin, our director of airport programs, also attended the symposium in an effort to expand the Travelers Aid network of airport programs. [View Dave's presentation.](#)

### **Mid-Atlantic Travel Aid Network Helps Nearly 10,000 Stranded by Blizzard**

The blizzard of 2016, dubbed "Snowzilla" on social media, pummeled the East Coast with the largest blizzard in years; spanning across two days and dumping more than 2 feet of snow across the region. The blizzard significantly impacted our region's airports, including the 4 managed by Travelers Aid International - Washington's Reagan and Dulles, New York JFK and Newark Liberty. [Read the full story.](#)

### **Agenda Taking Shape for 2016 Annual Conference**

The 2016 Travelers Aid Annual Conference will be held June 13-15 at the New York, New York Hotel & Resort in Las Vegas. We have reserved a great hotel group rate of \$58 per night Sunday through Wednesday. Travelers Aid members will be meeting in mid-March to plan the educational sessions. Registration will open in late March.

# BEST PRACTICES

## Information Sessions Help 3 Members Reach Out to Their Communities

Community outreach is always a challenge for a nonprofit agency. Three Travelers Aid members - Crisis Center of Tampa Bay, Homeless and Travelers Aid Society of Albany and Travellers Aid Australia - have developed outreach tools - "in-house tours" - that have set them apart from others.

[Read the report.](#)

## YOUR NEWS



### Jim Wilding, TAI Board Member, Honored by Washington Airports

The Metropolitan Washington Airports Authority in January voted to rename the International Arrivals Hall at Washington Dulles International Airport as the James A. Wilding International Arrivals Hall. Wilding is the first chief executive of the airport authority and guided creation of the authority as the federal government phased-out its ownership of Dulles and Reagan airports. Among the many modernization projects Wilding started at both airports, was the building of the arrival hall 25 years ago. The Committee for Dulles and the Washington Airports Task Force organized a commemorative luncheon to mark the occasion last Friday. Among his community commitments, Wilding serves as a Travelers Aid International board member. [View video.](#)

### Upward Transitions Donates Funds to Repair School Instruments

Upward Transitions has donated \$39,000 to the Oklahoma City schools' music program to repair the program's instruments. "We want to serve children from low-income families. Kids who otherwise might not have a chance to learn to play a musical instrument, this gives them the opportunity." said Ray E. Bitsche, Jr., Upward Transitions CEO. Some schools have upwards of 40 instruments that cannot be used because of need repairs and the lack of funds. [See story.](#)

### Chicago Travelers Aid on Local TV

Travelers Aid Chicago was featured on a local news program, 24/7 Chicago that aired in January. Staff member Emily Thompson was interviewed. [View the segment.](#)

### Walker Explains Hunger Gap to Tampa Newspaper

In an extensive report on hunger in the Tampa Bay region, the *Tampa Bay Times* interview Daystar Life Center's CEO Jane Walker. [Read the story.](#)

## Ontario Volunteers Give to Local USO Unit

Volunteers of the Travelers Aid of the Inland Empire donated \$800 to the Bob Hope USO Ontario plus over 100 USO wish list items of which was collected at the December holiday luncheon. USO Center Manager Kristen Ramirez was invited to the luncheon and presented with the gifts. Ramirez joined the Travelers Aid board in November.

## Washington Reagan Volunteers to Learn Role in Active Shooter Situations

Program Manager Leanne Omland and Coordinator of Volunteers Priscilla Carey will be attending a March 7 seminar on creating an employee assistance program to respond to critical incidents, such as an active shooter situation. On March 15, all volunteers will attend a training seminar on how volunteers should respond during an active shooter situation. Earlier, in February, the Metropolitan Washington Airports Authority's Reagan Fire Department provided CPR training to 33 volunteers and 3 staff members.

## MILESTONES

### *New Hires, Promotions and Retirements*

**Chicago** - *Bryan Van Rees* has joined Travelers Aid Chicago as social services supervisor at O'Hare International Airport. He previously counseled students with special needs for Chicago Public Schools.

**Daytona Beach** - Two long-time employees of Halifax Urban Ministries, *Donna Dooley*, the operations director, and *Michele Hurley*, a case manager, are now working directly assisting stranded travelers and the homeless through the agency's Travelers Aid program.

**DFW** - *Cairol Worley*, a Travelers Aid DFW case manager, passed away earlier this month following a long illness. She had been with the agency since January 2011 and worked primarily with emergency travel requests.

**Oklahoma City** - Upward Transitions' *Bonnie Harrison*, the family outreach director, retired in January after 24 years of service.

**Tampa Bay** - Crisis Center of Tampa Bay has added new members to its board of directors: *Roger Boothroyd*, professor at the University of South Florida's Department of Mental Health Law and Policy at Louis de la Parte Florida Mental Health Institute; *Nancy Sternitzky*, vice president, technology solutions and program management at GTE Financial; *Timothy J. Sweeney*, of Sweeney Interventions; and *Dr. Kaley Tash*, University of South Florida's division of infectious disease and international medicine.

## FUNDRAISING

### *Notes and Future Events*

**March 3**, Community Link will benefit from a networking reception at the Charlotte City Club. [Learn more.](#)

**March 5**, Baltimore Catholic Charities hosts Our Daily Bread Employment Center's 25th Taste of Maryland event and silent auction. [Learn more](#).

**March 6**, Daystar Life Center will participate and benefit from the Crop Walk to End Hunger. [Learn more](#).

**March 8**, Upward Transitions will host a Celebrity Wait Night at Hideaway Pizza in Oklahoma City. [Learn More](#).

**March 10**, FamilyAid Boston hosts a first, Craft Beer, Cheese & Chocolate for Charity Event. [Learn more](#).

**March 10**, Hope Atlanta will host an open house and silent auction at its new offices. [Learn more](#).

**March 30**, Baltimore Catholic Charities hosts its annual recognition dinner. [Learn more](#).

**April 8**, Family Services of Northwest Wisconsin will host a fundraising event, Dancing for Little Stars. [Learn more](#).

**April 13**, Daystar Life Center will host a fundraising prayer breakfast, With These Hands. [Learn more](#).

**April 14**, Baltimore Catholic Charities hosts its first time Wine and Paint night fundraising event. [Learn more](#).

**April 14**, Travellers Aid Australia hosts its 6th Trivia Night. [Learn more](#).

**April 15-16**, Travelers Aid DFW will host its annual ChocolateFest fundraising event. [Learn more](#).

**April 16**, Community Link will host its annual Sweet Escapes, a chocolate fundraising affair. [Learn more](#).

**April 18**, FamilyAid Boston will again have a team of runners in the Boston Marathon trying to raise \$100,000. [Learn more](#).

**April 23**, Catholic Charities in Jacksonville will host its fundraising gala at Hyatt Regency Riverfront. [Learn more](#).

**April 30**, Baltimore Catholic Charities hosts its 2016 Sarah's House Annual Bull and Shrimp Roast. [Learn more](#).

**April 30**, Halifax Urban Ministries will host its annual Blue Diamond Celebration. [Learn more](#).

**May 11**, Baltimore Catholic Charities hosts its 14th Bridesmaids Bingo benefiting My Sister's Place Women's Center. [Learn more](#).

**May 19**, San Diego Travelers Aid will host A Day on the Green, annual golf tournament followed by A Night in White, annual gala. [Learn more](#).

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