



May 2019

# Journeys

A monthly newsletter of Travelers Aid International

In this edition:

- Final deadlines for 2019 Annual Conference
- New *Impressive* feature
- Volunteer Activity

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## Get Involved in Planning Travelers Aid

We're excited that the Travelers Aid Annual Conference in Charlotte will begin at 1:30 p.m. on Wednesday, June 12, and conclude with lunch on Friday, June 14. For more information visit the [website](#) and check out the finalized [agenda](#).

Join board, staff, and volunteers as they build a vision of the Travelers Aid network, while learning best practices in the *Renewing and Rebuilding the Travelers Aid Network* session. Spaced over two days, you can be part of the discussion about common challenges facing our members, and you can help suggest ways to strengthen and leverage the Travelers Aid community. This two-day session will be led by David Sinski, Heartland Human Care Services, Chicago, Kathleen Baldwin, President & CEO, Travelers Aid International, and Maria Suggett, Mountaintop, Highland Ranch, Colorado. Besides, we promise you'll have fun while doing all of this.

## Conference Deadlines Fast Approaching

The Springhill Suites Uptown has extended the deadline to obtain our discounted room rate until 5 p.m. (Eastern) today, May 31. We have a block of rooms for Wednesday, June 12, through Friday, June 14, available at \$149 per night plus taxes. A free hot breakfast buffet and free wi-fi are included in the nightly room charge. [Reserve your room now](#).

Next Wednesday, June 5, is the [deadline to register](#) for the conference. The Federal Reserve Bank is our host for the educational sessions and we need to provide them with the registration information on June 6 in order to obtain security badges for everyone who attends.

If you require special dietary lunches on Thursday and Friday, please let us know by next Tuesday, June 4, so that we can [pass that information](#) along to the caterers.

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## Member News

### Crisis Center Benefits from Student Talent Show

The Crisis Center of Tampa Bay's Suicide Prevention Service benefitted from an April 23

talent show at Plant High School in South Tampa. For the second year in a row, Emily Surak organized the *Be the Voice of Hope* event. The show was put on entirely by students, many of whom wanted to be involved because of their own personal experiences related to mental health. Emily is preparing undergraduates to take over the event to ensure that the show will go on after she graduates this spring.

## Red Vests Move On

The old red vests of Travelers Aid of the Inland Empire were recently donated to the Ontario area Salvation Army. The Travelers Aid volunteers at Ontario International Airport last month were presented with new navy blue uniforms. In other news, Travelers Aid assisted the USO in feeding more than 1,000 Marines passing through the airport on May 17.

## Dulles Interns Take the Next Step

On May 29, the staff of Travelers Aid/Dulles Airport attended program graduation ceremonies for their interns from nearby Chantilly High School. The students are part of the Secondary Transition to Employment program for students with disabilities. The interns develop instructional, community and employment skills as well as expand their exposure to the communities in which they live.



## Seeking Partners

Jane Mrosko, Travelers Aid at JFK, and Kathleen Baldwin, President & CEO, toured Miami after meeting with Global Ties Miami to discuss forging a partnership in the region.

## Impressive

### Travelers Aid Going Beyond Expectations

*This new feature highlights reports of our volunteers and staff members going above and beyond expectations in assisting our passengers.*

### A Sad and Solemn Duty

On April 24, **Travelers Aid** volunteer Julie Beatus at Will Rogers World Airport assisted passenger Toshiko Utsinger, who was returning to Oklahoma City with the remains of her son, Kenneth Utsinger, a police officer from Montebello, Calif. Julie partnered with the Oklahoma City Police Department to welcome Mrs. Utsinger and be a friendly face during her time of grief.

### Calming First Flight Jitters

**Travelers Aid/Bradley Airport** volunteer, Eileen Longhi, partnered with an airline to assist a senior citizen who was flying for the first time. The passenger was very anxious when she arrived at the airport so Eileen escorted her up to the ticket counter and showed her which security line to join. At one point, the passenger broke down in tears and shared with Eileen that she was flying to California because she was about to be a grandmother for the first time. Eileen congratulated her and told her she was going to make a *great* grandmother and this

was a great reason to be taking her first flight!

## Hold that Flight - Dad is Heading to the Wrong City

A woman called **Travelers Aid Chicago** in a last ditch attempt to keep her 85-year-old father from boarding a flight to the wrong Rochester. Her father was mistakenly booked on flight to Rochester, Minn., when he should have been flying to Rochester, N.Y. After the airline was unable to help, she called Travelers Aid and relayed that the flight was about to board. In an effort to reach the passenger as soon as possible, Travelers Aid provided the woman with the local paging phone number for the airline. Fifteen minutes later the daughter called back and reported that she successfully reached her father before he boarded the wrong flight. She then sent an email: "I wanted to let you know that your employee Brian was so incredibly helpful to me this morning. He saved my 85-year-old papa from getting on the wrong flight by providing me with information that I greatly needed to find him. No one else at the airport was willing to help me find him and without his (Brian's) help my papa would have flown to the wrong city and state. He should be rewarded for his above and beyond service. Thank you very much!"

## Critical Documents Found in Time

Intern Chaewon L. and Volunteer Anna N. of **Travelers Aid/Newark Airport** assisted an extremely anxious woman searching for her misplaced passport and boarding pass. Quick thinking Chaewon re-checked the restroom, contacted lost and found, and also spoke with nearby housekeeping workers. Meanwhile Anna stayed with the woman and helped her remain calm. After initially not finding the documents, they returned to the airline counter, where the documents were found and the passenger raced off for her flight!



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## By the Numbers

*A random review of monthly reports submitted by Travelers Aid members.*

The 55 **Travelers Aid/Bradley Airport** volunteers assisted 19,485 travelers in April.

The 131 volunteers of **Travelers Aid Chicago** provided 2,545 hours of service in April assisting 93,047 passengers.

**Travelers Aid/Dulles Airport** volunteers provided 4,257 hours of service to assist 115,435 travelers in April.

The volunteers of **Travelers Aid of the Inland Empire** provided 1,649 hours of service assisting 7,345 guests at Ontario International Airport.

**Travelers Aid/JFK Airport** volunteers assisted more than 26,000 travelers in April.

In April, 28 **Travelers Aid/Newark Airport** volunteers assisted 10,653 passengers.

The 214 **Travelers Aid/Reagan Airport** volunteers assisted 60,605 passengers in April, the second month in a row that the volunteers assisted more than 60,000 individuals.

In April, 35 **Travelers Aid/Will Rogers World Airport** volunteers contributed 565 hours

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## Volunteer Activities

### Appreciation Events

The **Commission for Economic Opportunity** in Wilkes-Barre held a volunteer appreciation celebration on May 29 at the Luzerne County Community College in Nanticoke, Pa.

The **Travelers Aid/Dulles Airport** Spring Volunteer Appreciation Event on May 14 was attended by 223 people. The Metropolitan Washington Airports Authority hosted the event at the departures level event space inside the airport. In addition, a volunteer breakroom is being set up at Dulles across from the Travelers Aid office and it opens tomorrow, June 1.



The **Travelers Aid/Reagan Airport** Spring Volunteer Appreciation Event on May 13 was attended by 110 people. The Metropolitan Washington Airports Authority hosted the event at Sam & Harry's restaurant in the airport. Airport Director Paul Malandrino provided an updated on the ongoing terminal construction project.

The **Travelers Aid/Milwaukee** annual volunteer appreciation lunch on April 27 was attended by 21 volunteers. Milwaukee General Mitchell International Airport hosted the event.

**Heartland Alliance** hosted a volunteer appreciation event on April 6 for 30 **Travelers Aid Chicago** volunteers at Second City. During National Volunteer Appreciation Week, April 7-13, the Travelers Aid staff at O'Hare International Airport provided homemade treats to volunteers all week. Also, volunteers took candid photos in a "pop up" photo booth designed by the staff

**Travelers Aid at Will Rogers World Airport** in Oklahoma City held their Spring Volunteer meeting on April 2. The event included a tour of the Will Rogers World Airport Fire Department. Thirty-one information booth volunteers attended.

### Tours and Training

Twenty-five **Travelers Aid** volunteers at **Tampa International Airport** participated in a training program on human trafficking. Speakers included members of the airport's police force and a counselor from the Crisis Center of Tampa Bay, the parent of the



**Travelers Aid/Bradley Airport** volunteers at the end of April participated in an Active Aggressor Training hosted by the TSA and facilitated by the Connecticut State Police. At the end of the day, participants had the option of joining a self-defense course hosted by Integrity Martial Arts. Pictured is John Kelling practicing his defensive moves.



**Travelers Aid/JFK Airport** volunteers hosted area high school students, giving them the opportunity to develop skills and gain customer service experience. The new TWA Hotel opened on May 15 and the students enjoyed touring the vintage TWA "Connie" Constellation aircraft.

On May 4, **Travelers Aid/Reagan Airport** Volunteer Coordinator Manon Carle, led a group of volunteers on an Around the World Embassy Tour, in the District of Columbia. They visited: Belize, Bolivia, Brazil, Cote d' Ivoire, The Islamic Center, South Korea, Myanmar, and South Africa.



A couple **Travelers Aid of the Inland Empire** volunteers on May 4 dressed up in support of "May the Fourth be with you" activities.

On May 16, the Connecticut Airport Authority hosted Customer Appreciation Day and 17 **Travelers**

**Aid/Bradley Airport** volunteers helped out during the event by handing out give-a-ways to passengers. Passengers had a great time participating in activity stations including a putting green, aquarium touch tank, face painting and hanging out with various mascots and entertainers from around the state. Pictured is Shirley Belcher with a passenger.



**Travelers Aid/Tampa** volunteer Gail Crawford (right) was recently recognized as the volunteer of the month for outstanding service for 11 years. Beverly Johnson, the Travelers Aid volunteer coordinator, the Travelers Aid coordinator, and Clara Reynolds (center), CEO of Crisis Center of Tampa Bay, make the presentation.

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## Fundraisers

### A 60-day snapshot of future events

**June 8, Heartland Alliance**, Home and Garden Tour, Michigan's Harbor Country. [Learn more.](#)

**June 15, Family Services of Northwest Wisconsin**, Butterfly Festival, Downtown Appleton, [Learn more.](#)

**June 17, Baltimore Catholic Charities**, 32nd Annual Blase Cooke Golf Tournament, Baltimore Country Club. [Learn more.](#)

**June 20, HATAS**, Lunch and Learn, The Furniture Bank. [Learn more.](#)

**June 21, Upward Transitions**, American Tourist 2019: New York, New York gala, Oklahoma City's Historic Farmers Public Market. [Learn more.](#)

**June 27, Travelers Aid Society of San Diego**, Sail into Summer gala, the Marine Room at Marina Village. [Learn more.](#)

**July 19, Family Guidance Center of Alabama**, Diamonds & Denim: A 60th Anniversary Celebration, RSA Activity Center. [Learn more.](#)

**July 15, Baltimore Catholic Charities Golf Open**, Chartwell Country Club, Severna Park. [Learn more.](#)

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