



Bringing People and Services Together

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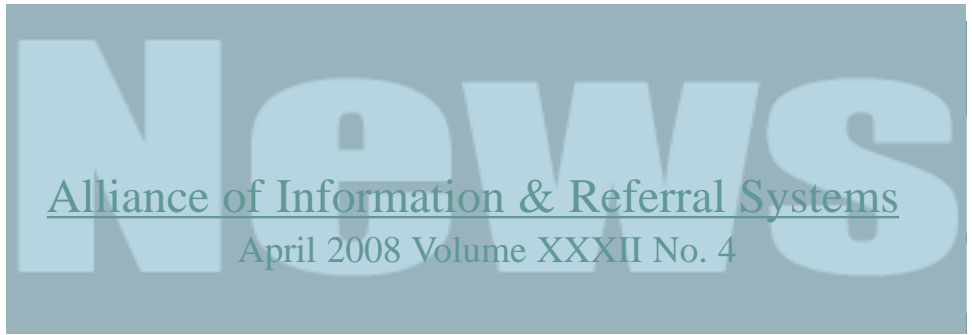
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Contact Us
info@airs.org



Speakers announced for AIRS conference in Houston

Anna Babin assumed responsibilities as President of the United Way of Greater Houston the same day



Anna M. Babin, President and CEO United Way of Greater Houston

Opening Breakfast Speaker Monday, May 19 8:00 am - 9:45 am Galleria 1, 2, 3

A long time supporter of the United Way, Ms. Babin is passionate about the organization's mission to "increase the organized capacity of people to care for themselves and others and to mobilize our community to make lasting improvements in critical social needs areas." Ms. Babin benefited from United Way services in her teen years and recalls that time as both pivotal in saving her life and determining her future success.

that a massive evacuation of Hurricane Katrina survivors was converging on Houston. Her appointment marked a homecoming as she returned to the organization where she had once served as Chief Financial Officer.

Anna blends strategic thinking and business acumen with a wealth of social service expertise. This unique blend of skill and experience proved invaluable in United Way's coordinated social service response to hurricanes Katrina and Rita. A respected community leader, she is able to convene corporate, nonprofit and public sectors to strategically plan for United Way's future. Vision 2012 is one example, with its \$100 million goal to improve lives, tackle key community issues and make a lasting difference.

"The Digital Television Transition: Educating and Empowering Older Adults and Persons with Disabilities"

Sponsored by: National Aging I&R/A Support Center, NASUA.

Anthony G. Wilhelm is responsible for the National Telecommunications and Information Administration's (NTIA) consumer education and public information efforts for the TV Converter Box Coupon Program.

He was formerly the senior director of the Schools and Libraries Division at the Universal Service Administrative Company, which is

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Officers of the Corporation

*Jamie Moore, President
Tim Sylvia, Vice President
Roberto Armijo, Treasurer
Georgia Sales, Secretary*

The Alliance of Information & Referral Systems, Inc., was incorporated in 1973 to improve access to human services for all people through the mechanism of information and referral. It is a member organization serving I&R interests.

The AIRS Newsletter is provided as a benefit to all AIRS members. For information about membership contact us at (703) 218-AIRS (2477).

AIRS accepts paid advertising for inclusion in its publications for products and/or services which are related to the purposes of AIRS and its members. The products and services advertised in AIRS publications do not necessarily imply endorsement by AIRS or its membership.

For more information about placing an ad or article in the AIRS Newsletter, contact:

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Anthony G. Wilhelm, Ph.D., Director, Consumer Education & Public Information TV Converter Box Coupon Program, United States Department of Commerce Washington, D.C.

**Aging Luncheon
Keynote Speaker
Tuesday, May 20th
12:15 pm -2:00 pm
Galleria 1,2,3**



Frank Kelley, Manager, Fisher House Katy, Texas

**Department of Defense Keynote Speaker
Wednesday May 21
- 7:30 am - 8:45 am
Galleria 1,2,3**

based in Washington, D.C. He was responsible for the day-to-day operations of a \$2.25 billion annual rebate program. Prior to his work there, Mr. Wilhelm directed NTIA's Technology Opportunities Program. Previously, Mr. Wilhelm was vice president for programs at the Benton Foundation, a private foundation based in Washington, D.C., helping communities and non-profit groups harness communication technology from broadcasting to the Internet. While at Benton, he launched several influential public information campaigns to expand the public's knowledge of the impact and opportunity presented by the transition from analog to digital television. Mr. Wilhelm also has served as policy director for the Tomas Rivera Policy Institute as an expert in Hispanic telecommunications usage.

"The History & Purpose of Fisher House" Sponsored by the Department of Defense

Frank Kelley is a retired twenty year Air Force veteran with ten years as an enlisted man and ten years as an officer. His areas of service were in the Accounting and Finance field and an eventual cross training venture into the business of Manpower Management as a Health Services Resources Analyst. He retired from the Air Force in 1993 and in 1996 was selected to run the Fisher House on Keesler Air Force Base in Biloxi, Mississippi. He was selected to run the Fisher House in Katy, Texas before the ground was broken and has been involved with the process since 2004. A Fisher House is a "home-away-from-home" for families of patients receiving care at major military and VA medical centers. The typical house can accommodate up to 40 family members and features a common kitchen, dining room, living room, library and laundry facilities. Each Fisher House is run independently based on the

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Not too late to register for AIRS conference

AIRS members wishing to attend the AIRS conference must register before the conference begins so we can have your badges and packets ready for you! The Intensive sessions on Sunday are filling up quickly and due to the nature of the sessions, space is limited. We will be unable to accept registrations for the Intensives at the conference, so please be sure to register for them today!

Registration fees are as follows:

2008 AIRS Training & Education Conference "EXPLORING NEW FRONTIERS OF I&R" May 18-21, 2008, Houston, Texas Westin Galleria & Westin Oaks Hotel	AIRS Members:
	Basic Level \$525 Standard Level \$504 Enhanced Level \$483 Premium Level \$461 TAIRS Member \$461 Aging Network Member \$525 Non-Member \$675 Single Day \$280 TAIRS member Single Day \$180 Non-Member Single Day \$380

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mission of the location where they are based. Fisher Houses are located on Army, Air Force, Navy and Veterans Hospital locations. Currently there are 38 houses in operation, including two in Germany and the goal is to have 50 by the end of 2010.

Since its inception in 1990, the program has assisted more than 65,000 families by providing temporary lodging in a caring environment that allows military and veterans' families to face a medical crisis together.

Tentative conference schedule at a glance

Saturday, May 17, 2008

6:00pm - 8:00pm	Registration Open
1:00pm - 5:00pm	Affiliate Council Meeting

Sunday, May 18, 2008

7:00am - 6:00pm	Registration Open
8:00am - 5:00 pm	State Units on Aging Retreat (SUA)
8:00am - 5:00pm	Area Agency on Aging Retreat (AAA)
9:00am - 4:15pm	Intensives
8:00am - 5:00 pm	211 State Directors Session
1:30pm- 3:30pm	CIRS Test
4:30pm - 5:30pm	Military Orientation & Welcome
4:30pm - 5:30pm	Newcomer's Orientation & Welcome
5:30pm - 6:30pm	Opening Reception in Exhibit Hall

Monday, May 19, 2008

7:00am - 6:00pm	Registration Open
8:00am -9:45am	Opening Breakfast
9:30am -5:00pm	Exhibits Open
10:00am - 11:30am	Concurrent Workshops
1:00pm - 2:30pm	211 Assembly

Schedule, Continued on page 4

Welcome New Members

Individual Members

Mary Hogan - Windsor, CT
 Jerry Lewis - Shippensburg, PA

Agency Members

Action for Children - Columbus, OH
 Airman & Family Readiness Center - Grand Forks Air Force Base, ND
 Alzheimer's Association, Greater Illinois Chapter - Chicago, IL
 Calcasieu Parish Voluntary Council on the Aging, Inc. - Lake Charles, LA
 Center on Children, Families and the Law - Lincoln, NE

Members, Continued on page 4

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1:00pm - 2:30pm Concurrent Workshops
3:15pm- 4:45pm Concurrent Workshops
5:00pm 10:00 pm Off Site Event, "An Evening at the George Ranch"

Tuesday, May 20, 2008

8:00am - 6:00pm Registration Open
8:30am -10:00am Concurrent Workshops
9:30am -5:00pm Exhibits Open
10:30am -12:00pm Concurrent Workshops
12:15pm - 2:00pm Aging Luncheon with speaker
2:15 pm -3:45 pm Concurrent Workshops
2:30 pm- 4:30 pm CIRS Test
7:30pm - 10:00pm Friends of AIRS Auction & Dance Party, "Houston, We Have a Party"

Wednesday, May 21, 2008

7:30am - 8:45am Department of Defense Breakfast with Speaker
8:00am - 6:00pm Registration Open
9:00am -10:30am Concurrent Workshops
9:30am -3:00pm Exhibits Open
10:45am -12:15pm Concurrent Workshops
12:30pm - 2:00pm Annual Meeting and Membership Luncheon
2:15 pm -3:45pm Concurrent Workshops
3:45 pm Conference Adjourns

Check out www.VisitHoustonTexas.com for more info about the wonderful city of Houston. See y'all soon!

Members, Continued from page 3

Cerebral Palsy of New Jersey - Ewing, NJ
CONTACT - Crawford County - Bucyrus, OH
Contact Care Line - Marion, OH
Dayle McIntosh Center for the Disabled - Garden Grove, CA
Drexler Consulting, LLC - Higganum, CT
Fleet and Family Support Center - Norfolk, VA
Fort Lewis Army Community Service - Fort Lewis, WA
Headquarters Counseling Center - Lawrence, KS
Hemophilia Foundation of Northern California - Emeryville, CA
KAN-I HELP/Pledge for Life Partnership - Kankakee, IL
Marine Corps Community Services - Relocation - Camp LeJeune, NC
MCCS Marine & Family Services - Yuma, AZ
MCCS, Community Support Branch - Information & Referral - Twentynine Palms, CA
Mental Health Association of Tarrant County - Fort Worth, TX
Ohio United Way - Columbus, OH
Pennsylvania Department of Health, Bureau of Family Health, Information and Referral Systems Section - Harrisburg, PA
Picerne Military Housing - Fort Riley, KS
Picerne Military Housing - Ft. Bragg - Ft. Bragg, NC
Picerne Military Housing - Ft. Polk - Fort Polk, LA
Putnam County Achievement Service - Standard, IL
Shelby County Office on Infant Mortality - Memphis, TN
St. Vincent de Paul Village - San Diego, CA
State of Colorado State Unit on Aging - Denver, CO
Terra-Genesis, Inc. - San Antonio, TX
Washington County Child Care Information Services - Washington, PA

April FEMA Disaster Declarations

Major Disaster Declarations

None.

Emergency Declarations

None.

Fire Management Assistance Declarations

04/01 Texas Kentwood Fire
04/10 Texas Parker Fire
04/16 Colorado Ordway Fire
04/16 Texas Hebronville Fire
04/21 New Mexico Trigo Fire

2-1-1s in the news across North America

Arizona

“Arizona prepares for bad fire season.” “Gov. Janet Napolitano has put the Arizona 211 system on standby for this year’s fire season, expected to be a busy one because of heavy vegetation from winter rains. ... The 211 call center can be activated within two hours if communities are threatened by wild-fires.”

<http://ktar.com/?nid=6&sid=813892>

California

“Information and Assistance - 211 Phone Referral.” “211 is an easy-to-remember telephone number that is available in approximately 80 percent of California. 211 connects people with important community services and volunteer opportunities. The greater Sacramento area is part of the 211 system.”

http://senior-spectrum.com/news03_040808/

“Questions About Services? Call 211.” If you live in the Sacramento area, you can get answers by dialing 211.”

http://www.news10.net/display_story.aspx?storyid=40414

“New service referral system as easy as 1, 2, 3 -- uh, 2-1-1.” “2-1-1 Sacramento was launched Monday in Sacramento County as a program of the Community Services Planning Council.”

<http://www.sacbee.com/101/story/843510.html>

“211: Essential services at your finger tips.” Explanation of how 2-1-1 works. Includes “Top five reasons women turn to 211.”

http://abclocal.go.com/kgo/story?section=view_from_the_bay/everything_else&id=6089559

The United Way of Stanislaus County shared some “silver linings regarding its 2007-08 fiscal year, including: the successful launch of its 211 program, a referral system that connects people with a variety of social services. Modesto is the first city in the Central Valley to launch a 211 system and the 13th in the state.”

<http://www.tradingmarkets.com/site/news/Stock%20News/1395403/>

Florida

“Dial 2-1-1 for help with any and all personal crises.” In response to an article, “Financial stress often triggers child abuse,” residents are urged to call 2-1-1.

<http://www.sun-sentinel.com/news/opinion/sfl-pbmail938pnapr17.0.1343138.story>

“Aging Gracefully: Start slowly when new to a group.” “Support group meetings are held throughout Lee County for caregivers providing care for individuals experiencing different chronic illness. To find a support group geared to your particular needs, contact United Way 211 by dialing 211 on a land line phone...”

<http://www.news-press.com/apps/pbcs.dll/article?AID=/20080415/HEALTH/804150302/1013/LIFESTYLES>

“211’s daily phone calls to seniors or homebound provide check-in service in Hobe Sound.” “The Hobe Sound Community Chest and the 211 hotline program have teamed up to provide the Sunshine Program for seniors or others who are homebound.”

<http://www.tcpalm.com/news/2008/apr/08/211s-daily-phone-calls-to-seniors-or-homebound/>

Hawaii

“Unemployed urged to get kids on QUEST.” “Parents and guardians can call 211 free from all islands to ask for a Med-QUEST application. The operator also will link families to an outreach worker for help with eligibility questions and forms.”

<http://starbulletin.com/2008/04/18/news/story09.html>

Kansas

“Medical care for all is Sedgwick County’s objective.” County has linked with the United Way to provide information on affordable health options through the 211 phone: County Health Department Director: “If people remember nothing else, they can remember 211 and call that number to find out where to go for health care...”

<http://www.kansas.com/188/story/382550.html>

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Maine

“Fighting child abuse.” Parents needing help, concerned family members, friends or neighbors are urged to call 2-1-1.

<http://bangornews.com/news/t/vie/wpoints.aspx?articleid=163116&zoid=35>

Michigan

“Launch of 211 service nears.”

“St. Joseph County will soon have a confidential “call for help” number where people can obtain vital information about local health and human service agencies.”

<http://www.sturgisjournal.com/articles/2008/04/08/news/doc47fc26209fefb556236537.txt>

Minnesota

“2-1-1 Northwest receives Bremer Foundation Grant.” “The funding will provide 2-1-1 Northwest adequate staff to maintain resources and provide residents with the continued benefits of information and referrals to health and human services programs and agencies.”

<http://www.fergusfallsjournal.com/news/2008/apr/09/2-1-1-northwest-receives-bremer-foundation-grant/>

New Jersey

“Information on Tax Assistance Programs Available at NJ 211 -- Residents Calling in Record Numbers.” “NJ 211 Call Centers

have seen a 600% increase in inquiries pertaining to tax related savings including the Earned Income Tax Credit (EITC) program and other cost saving measures available to senior citizens and military families.”

<http://www.prweb.com/releases/2008/04/prweb828674.htm>

New York

“New York City Expands 311 to Include Human Services.”

“Beginning in May, New Yorkers will have 24-hour, seven-day-a-week access to a team of 30 specially-trained operators dedicated to helping callers with social service-related requests in what is now

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MARK YOUR CALENDARS!

For the 2008 AIRS Training & Education Conference May 18-21, 2008, Houston, Texas



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the nation's largest social service information and referral call center."

<http://www.govtech.com/gt/295459?topic=117677>

Ohio

"United Way addresses emergency food needs." "United Way 2-1-1, the organization's health and human services information line, received 60,000 calls in 2007, 40 percent of which were from needy families and individuals."

<http://www.toledofreepress.com/?id=7467>

Oklahoma

"211 help line will provide answers to people's questions." "The 211 service is a valuable new tool for people in Enid and the area. Help literally is just a phone call away."

http://www.enidnews.com/opinion/local_story_097235223.html

Tennessee

"Call 2-1-1 for information about health and human services." "If you need information about or referral for health and human services, Contact Ministries Executive Director Dwight MacPherson says all you have to do is call 2-1-1."

<http://www.starhq.com/html/news/articles/articles.asp?day=Monday&article=nw-211sunfeature-two.html>

Texas

"Texoma Area Information Center to celebrate '2-1-1 Texas Day' in

Fannin County April 18." "211 Day is designed to promote and educate people about 2-1-1, the free, three-digit phone number that connects callers to services in their community that can improve their health and quality of life."

http://www.ntxe-news.com/artman/publish/article_45298.shtml

Utah

"Food costs hit home: Utahns are struggling to cope with skyrocketing prices." "The Utah Food Bank's 2-1-1 hotline this year has taken double the calls for food assistance than it did in the first quarter of 2007."

<http://deseretnews.com/article/1,5143,695271786,00.html>

Wisconsin

"2-1-1 connects callers to services." "...But a byproduct of the service, now eight months old, is a real-time barometer of the needs people have and the gaps in services designed to help them..."

<http://www.greenbaypressgazette.com/apps/pbcs.dll/article?AID=/20080406/GPG0101/804060730/1206/>

United States, Nationwide

"Dear Amy: I am writing in regard to your response to 'Cathy,' who has a homeless cousin and doesn't know how to help her. Cathy can call her community information line (211) and talk to a social-service representative who can provide referrals to services such as shelter, transitional housing and benefits.

This is a great starting point for someone who doesn't know what social services are available in their area.

-211 Worker in Seattle."

<http://www.chicagotribune.com/features/columnists/advice/chic0411askamyapr11.0,2261875.column>

Canada, Ontario

"All of Simcoe now has 211 info service." CONTACT has teamed up with Community Connection in Collingwood to help provide the information for local contacts for the database. Executive director of CONTACT: "It's such a comfort to know the 211 is there watching our backs for us - for people to be able to pick up a phone and hear a friendly voice that says I hear you, and I understand..."

<http://www.staynersun.ca/staynersun/article/68374>

"211 Service Possible for Huron County." Huron United Way is one of the sponsors for a new information service in Huron. Executive director, Kim Payne, says Huron doesn't really have an information network at this time. She says the 211 exchange, which is a national service, would work like 411 or 911 but would provide direction to local social services."

<http://www.am920.ca/news.php?articleID=24671>

As your contact information changes, please remember to let us know at the AIRS office by sending an e-mail to info@airs.org. We want to make sure you continue to get your newsletter and other important information.

User Friendly: Five rules for using flash drives

By Dick Manikowski
Detroit Public Library-
TIP Database & Subscriptions

As PCs become an increasingly integral part of all of our lives, we need mechanisms to access files from multiple locations. If we're always in situations in which we have Internet access, there are all sorts of Web sites where we can stash our working files. But the world still isn't to the point where Internet access is always a sure thing. Even our workplaces may suffer outages from time to time, and the online storage sites may also lose connectivity on occasion. One option is carrying files around on flash drives. These devices have become ubiquitous with the general public, to the point where an increasing number of PCs are being sold with floppy drives as an option rather than standard equipment.

But if you're like me, the flash drive can be a double-edged sword. What if I forget to take it out of my PC at work before leaving town for the weekend? What if I lose one and someone finds it but doesn't know who I am? What if I lose one containing sensitive files?

Here are some of the routines I've developed:

1. Label Your Media

In addition to my regular I&R job at Detroit Public Library, I'm a part-time reference librarian at a local community college. Over time, we've filled a drawer with floppy disks left behind by students who were using the library's PC. The floppies are in a rainbow of colors, but they have one common characteristic: none of them has a name or anything else written on it. When a student comes in asking if anyone found their floppy, we ask what color it was. Then we give him a handful of floppies to go through on a PC.

That was the old tech. Now, we're gradually filling the drawer with flash drives left behind.

It seems obvious to write your name and phone number of anything value that there's any risk of losing, but somehow we don't do it with floppies or flash drives. And as I write this, I realize that the flash drive on which I'll be carrying the file home (from

the local community college reference desk) doesn't have any identification on it. Oops!

But it does have electronic identification information. If someone plugs it into a USB port and browses to it, they'll find a file named I Belong To.txt in its root directory. And when opened with Notepad or any word processor, that file's contents are:

Dick Manikowski
Detroit Public Library--TDS
248.555.3345 (cell)
dickmanikowski@hotmail.com (txt)

As an added precaution, I've write-protected that file so I can't accidentally delete it.

There are fancier ways of accomplishing the same end. Gina Trapani at her invaluable Liferhacker site describes one neat trick at liferhacker.com/375320/label-a-flash-drive-with-your-name-and-number

But that still doesn't take the place of having contact information written on the unit. What if you drop it on the street and it's found by a well-meaning person who isn't computer literate?

2. Secure Sensitive Files

I tend to be pretty cavalier about security, but the fact is that I do carry files around with me which contain sensitive information-bank account numbers, passwords, and the like. To protect those, there's a password-protected partition on my flash drive. The Verbatim drive I use came with the password protection software already installed, but there are free products that can be downloaded which can accomplish the same thing. One such product is TrueCrypt. Unfortunately, the password utility on my flash drive requires that the user have administrative rights on the PC that's being used. And I don't have those rights on the PC at the community college reference desk. So I've got to remember to copy the files that I intend to take over there to an unprotected folder on the flash drive.

But what if I need to access my password master file from the community college? I don't want to leave

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that unprotected on the flash drive, or even on my laptop?

No sweat. That file is password protected. Here's what I do:

1. On my home desktop PC, I maintain my passwords as an Excel file named password.xls.

2. I've used the excellent freeware utility 7Zip to compress that file into a archive file names password.zip and to set a password that's required to unzip it.

3. I keep the password.zip file on my laptop, my flash drive, and my work PC. Anyone could open password.zip by double-clicking on it. Anyone can see that it contains something called password.xls. But nobody copy open password.xls and view its contents without supplying the password.

3. Remember Not to Leave the Flash Drive Behind

On my work PC, I've set a message to pop up every weekday at 4:55p that reads Flash Drive. On my home PC, a message pops up every night at 10:30p that reads Flash Drive. And when I'm working weekends at the community college, I set an alarm to go off on my cell phone 10 minutes before closing time.

4. Minimize the Chances of Otherwise Losing the Flash Drive

Women may not face the same problems that men do with small objects. At least they've got purses to stuff them into. With men, though, pockets tend to

get filled with coins, keys, pencils, pens, receipts, and all sorts of crap.

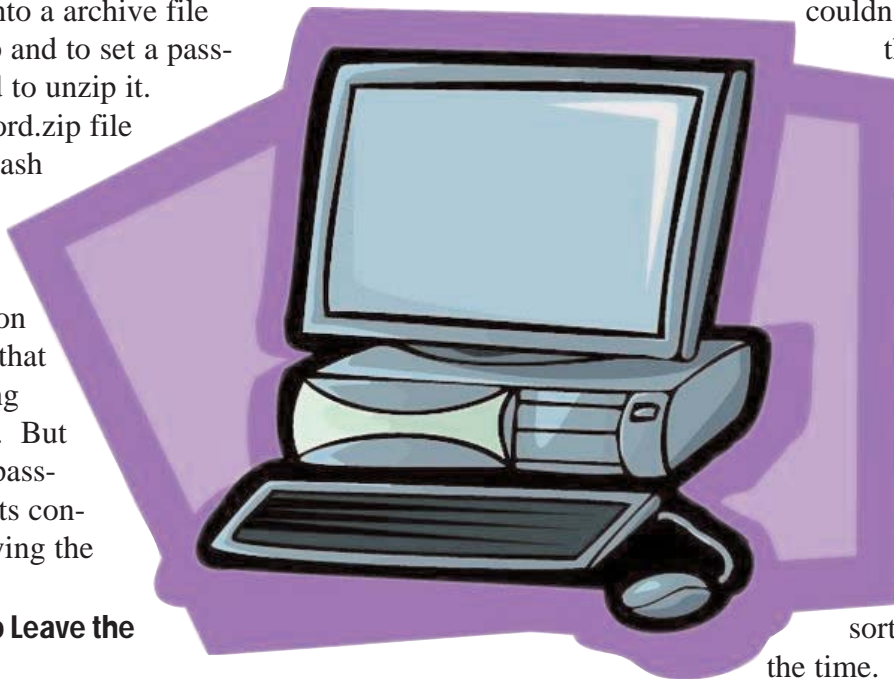
I initially carried my flash drive on a lanyard hanging around my neck. Not only did that make me look geekier than I normally do, the lanyard's clasp tended to come undone from time to time. The drive would safely drop into my shirt, but I was concerned that I couldn't always count on that happening.

Instead, I now carry it in a small blue holster hooked to the belt loop of my pants. It's made by CaseLogic, and I got it at Staples for \$3.99.

5. Use the Flash Drive for Transport Only

People forget that Windows creates all sorts of working files all the time. Use your flash drive

for transporting files, not for working on them. Copy them onto the hard drive of the machine you're using, work on them on that machine, then copy them back. If you insist on working on the files on the flash drive, sooner or later you're likely to run into a situation where the flash drive runs out of room. You'll find yourself in a situation in which you've made a lot of edits but can't save the revised file to the flash drive ... or to the hard drive, either. (Trust me on this one. It's a deeply disturbing experience)



AIRS certifies new specialists

Since the last newsletter, the following people have been awarded the Certified Information and Referral Specialist, Certified Information and Referral Specialist in Aging, or the Certified Resource Specialist designation in acknowledgement of their demonstrated competencies in the field of Information and Referral.

CERTIFIED INFORMATION & REFERRAL SPECIALISTS

Bogle-Dyer, Melissa - 2-1-1 Hudson Valley Region
United Way of West Chester, White Plains NY
Brown, Esteban - 2-1-1 Hudson Valley Region, White
Plains NY
Edwards, Christy - United Way of the Coastal Empire
211, Savannah GA
Goulart, Nidia - 2-1-1 Hudson Valley Region, White
Plains NY
Thomas, Stevie - United Way 211 HelpLine, White
Plains NY
Williams, Anita - Aiken Co HELP LINE, Augusta GA
Yang, Ka - Greater Twin Cities United Way 211,
Saint Paul MN

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Allen, Melanie - West AL Regional Commission Area
Agency on Aging, Northport AL
Anderson, Martha - Southern Alabama Regional
Council On Aging, Dothan AL
Armstrong, Tamra - Southern Alabama Regional
Council On Aging, Dothan AL
Barnes, Lisa - Lee-Russell Council of Govt's.,
LaFayette AL
Bolan, Shelby - North Central Alabama Region
Council of Governments, Decatur AL
Bottoms, Linda - Southern Alabama Regional Council
On Aging, Hartford AL
Coates, Leah - West AL Regional Commission AAA,
Northport AL
DeBerry, Michael - SCADC-AAA, Montgomery AL
Glover, Melinda - Southern Alabama Regional
Council On Aging, Dothan AL
Grant, Tracey - Top of Alabama Regional Council of
Governments (TARCOG), Huntsville AL
Harvey, Linda - Southern Alabama Regional Council
On Aging, Dothan AL
Howard, Katrina - Coastal Area Agency on Aging,
Brunswick GA
Johnson, Lynsey - Alabama Tombigbee Regional

Commission, Camden AL
Kampa, Emily - Metropolitan Area Agency on Aging,
North St Paul MN
Leonard, Gail - Southern Alabama Regional Council
On Aging, Dothan AL
Martin, Christina - Southern Alabama Regional
Council On Aging, Dothan AL
McGahee, Kamesha - Southern Alabama Regional
Council On Aging, Dothan AL
McWhorter, Murine - North Central Alabama Region
Council of Governments, Decatur AL
Parker, Delois - Southern Alabama Regional Council
On Aging, Dothan AL
Powell, Mary - Jefferson County Office on Senior
Citizens Services, Birmingham AL
Randolph, Donnie - Alabama Tombigbee Regional
Commission, Camden AL
Robinson, Susan Kelly - Top of Alabama Regional
Council of Governments (TARCOG), Huntsville AL
Simpson, Stephanie - West AL Regional Commission,
Northport AL
Spallino, Tara - Southern Alabama Regional Council
On Aging, Dothan AL
Stone, Lyn - West AL Regional Commission,
Northport AL
Strickland, Joseph - Southern Alabama Regional
Council On Aging, Dothan AL
Sutton, Janette - NACOLG - Department of Aging
Services, Florence AL
Williams, June - Southern Alabama Regional Council
On Aging, Dothan AL
Windsor, Victoria - Coastal Area Agency on Aging,
Brunswick GA

CERTIFIED INFORMATION & REFERRAL SPECIALISTS- Canadian

Edwards, Michele - South West CCAC, London ON
Ellis, Sarah - HNHB CCAC, Burlington ON
Houle, Isabelle - Community Information Centre of
Ottawa, Ottawa ON

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AIRS conference scholarship winners

By Sharon Doner,
Chair, Friends of AIRS

We are pleased to announce the two winners of the Friends of AIRS Scholarship are Marsha Rose and Tammy Wiggins.

Marsha Rose: *“I have had the pleasure of working at the Area Office on Aging of Northwestern Ohio, Inc. as an Information and Referral Specialist since 2005. As an Information and Referral Specialist, I provide inquirers (older adults, family caregivers, persons with disabilities and others) with needed information and resources which will assist them in accessing services to maintain their health and safety; maximize their independence and improve their quality of life. In my role, I also assist with the provision of community education and outreach efforts in order to increase public awareness regarding senior services available through the Area Office on Aging. It is truly amazing that each new day offers an incredible opportunity to make a difference in the lives of others and a difference in the world. I am extremely honored to be awarded the 2008 Friends of AIRS Conference Scholarship. It is with great enthusiasm that I am looking forward to the comprehensive learning experience at the 2008 National AIRS Conference. It is my hope that the knowledge acquired can be utilized to enhance I&R service delivery within our own agency and contribute to positive outcomes for consumers served in Northwest Ohio.”*

Sandra Bond, Executive Director, 2-1-1 Maryland at First Call for Help: *“We are delighted and honored that Tammy Wiggins, Certified Information and Referral Specialist at 2-1-1 Maryland at First Call for Help, was awarded the scholarship to attend the Annual AIRS Training Conference in Houston Texas, May 18-21, 2008. Tammy has a BA in Human and Social Resources with a concentration in Social Work from the Sojourner Douglass College. She has worked as a case manager and counselor in the areas of addictions, housing and sexual assault and domestic violence, and she has seven years’ experience as an I & R Specialist at First Call*

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Keogh, Joanne - Information Niagara, St. Catharines ON

Kim, So Youn - Centre for Information and Community Services, Toronto ON

Kim, Sooyeon - Centre for Information and Community Services, Toronto ON

Lui, Ally WS - Centre for Information and Community Services, Toronto ON

Maguire, Megan - South West CCAC, London ON

Maxwell, Glynis - Information Burlington, Burlington ON

Peng, Theresa - Centre for Information and Community Services, Toronto ON

Pollock, Dawn - ConnexOntario, London ON

Singh-Nijjar, Agamjot - Child Development Resource Connection Peel, Mississauga ON

Stack, Kelly-Anne - Essex Community Services, Essex ON

Stewart, Ronald - ConnexOntario, London ON

Tomcko, Kristen - Lakehead Social Planning Council/Community Information & Referral Centre, Thunder Bay ON

Wang, Yanchun - The Cross-Cultural Community Services Association, Toronto ON

Wilson, Erma - HNHB CCAC, Burlington ON

Wu, Ling - Centre for Information and Community Services, Toronto ON

Wu, Ming - Centre for Information and Community Services, Toronto ON

Yang, Xiaoping Melody - Centre for Information and Community Services, Toronto ON

Zhao, Wei Xi - The Cross-Cultural Community Services Association, Markham ON

CERTIFIED RESOURCE SPECIALISTS

Derrick, Stephanie - Aiken Co HELP LINE, Aiken SC

CERTIFIED RESOURCE SPECIALISTS-Canadian

Doherty, Deborah - Child Development Resource Connection Peel, Mississauga ON

Gallois, Corinne - Findhelp Information Services, Toronto ON

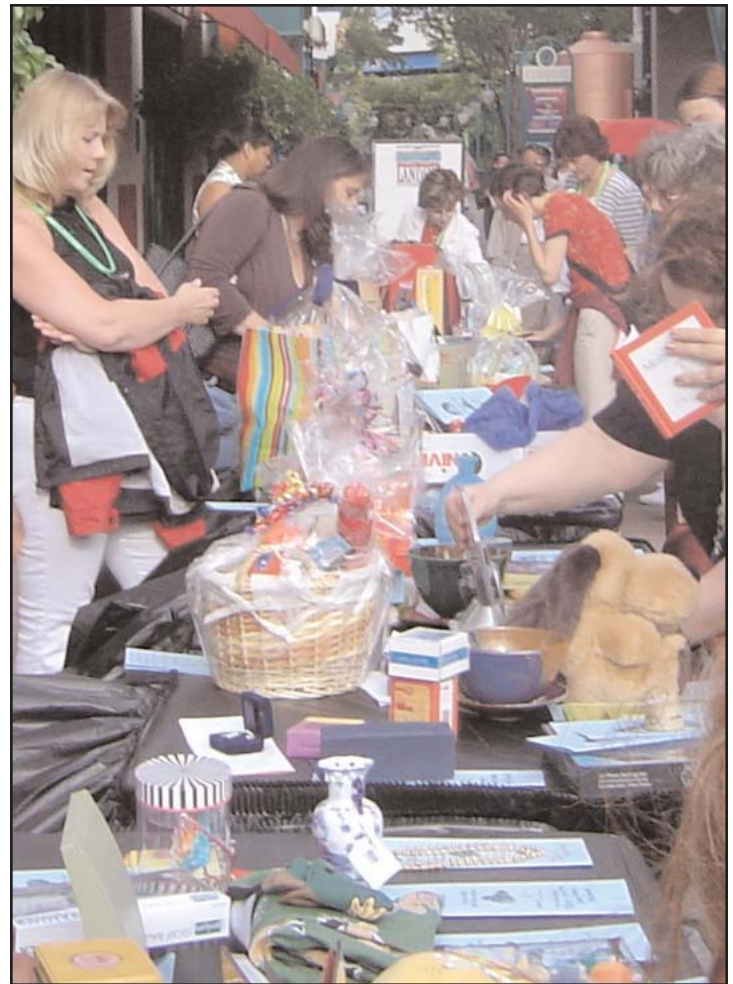
Terry, Brian - Findhelp Information Services, Toronto ON

Continued from page 11 for Help. Due to budget limitations, Tammy has never had the opportunity to attend an AIRS conference. When she learned she was selected to receive the scholarship, she remarked, 'What a wonderful opportunity!' She is eager to network with and learn from other I & R Specialists and experts in the field at the conference and share her knowledge and experience with others. Our thanks go to Friends of AIRS for making this possible."

Please mark your calendars to apply for next year's scholarship. Requirements are that

you are certified and a member of good standing with AIRS. Anyone can win - why not you? It is a full scholarship to the Conference including air fare, hotel and conference registration.

Congratulations to our winners. I am sorry I won't be at the Conference this year to introduce - I am getting married the next weekend and even for me, I couldn't do a conference and a wedding in the same week. Please support Francie Kranzberg who will be serving as Interim Chair of Friends of AIRS for the 2008 Conference. Have fun!!



AIRS course targets those who help youth

There is a new online training course available for training I&R Specialists. It is called "AIRS: Serving Young People."

This course is for I&R Specialists who are responsible for answering I&R inquiries and need the ability to handle a diverse range of service delivery - including calls from and concerning young people, the challenges they face and the services designed to help them.

This course is designed for comprehensive I&R practitioners and not for specialized youth workers. Also, differences in legal frameworks may make this inappropriate for Canadian I&R Specialists.

The cost of the course is just \$15. This is the 11th online training course designed by AIRS. Here is the

full list:

- AIRS: An Overview for Resource Specialists
- AIRS: Confidentiality
- AIRS: Database Maintenance
- AIRS: Disaster Preparation and Staff/Volunteer Management
- AIRS: Inclusions and Exclusions
- AIRS: Introduction to I & R
- AIRS: Introduction to Taxonomy and Indexing
- AIRS: Serving People with Mental Health Issues
- AIRS: Serving Young People
- AIRS: The Information and Referral Process
- AIRS: Working with Challenging Clients

All courses can be accessed from the AIRS Training portal at www.cequick.com/airs

Certification test dates

Test sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The CIRS, CRS and CIRS-A exams will be offered at each test site.

Applications to take an exam are due in the AIRS office 30 days prior to a test. (Applications are available for download).

Please be aware that registration for your local Affiliate Conference does not constitute registration for the AIRS Certification exam. If you are interested in testing, all certification exam applications, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for certification with your conference registration.

If an application and payment are mailed to an address other than the AIRS National Office in Fairfax, Virginia, the application will not be processed, and the applicant will be unable to sit for the exam.

The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization.

For additional questions, or to schedule a test, contact the AIRS Headquarters at (703) 218-AIRS (2477) ext. 201 or certification@airs.org.

JUNE 4 - COLUMBUS, OH

10 - Noon or 1-3 pm

FIRSTLINK

195 North Grant Avenue

Mark Sutton (614) 221-6766x116

msutton@firstlink.org

On street parking, so bring quarters for the meter.

JUNE 4 - ROCK ISLAND, IL

10:00 am - Noon

Western Illinois Area Agency on Aging

729 34th Avenue

Deb Cashllo (309) 793-6800

dcashllo@wiaaa.org

A \$25 administration fee is due on exam day. Checks should be made out to Illinois AIRS.

JUNE 5 - RED DEER, ALBERTA

3:30 - 5:30 pm

4728 Ross Street

Cristina Umana (416) 392-4558

info@informcanada.ca

A training will be offered from 1-3 pm on June 5 at the above address.

JUNE 6 - FALLS CHURCH, VA

10 am - Noon

Fairfax County Human Services Center

6245 Leesburg Pike, Room 305

Tylee Smith (703) 642-4638

Basics of I&R for I&R Specialists will be offered at the above address on May 30 from 10 am to 1 pm.

JUNE 6 - COLUMBUS, IN

10 am - Noon

1531 13th Street, Suite G900

Lorealee Moore (812) 372-6918

lmoore@areaxi.org

JUNE 11 - LYNCHBURG, VA

10 am - Noon

United Way of Central Virginia

1010 Miller Park Square

Joan Phelps (434) 455-6906

joan.phelps@unitedwaycv.org

JUNE 12 - ATLANTA, GA

10 am - Noon

United Way of Metropolitan Atlanta

100 Edgewood Avenue

Kimberly Heywood

(404) 527-5931

kperkins-heywood@unitedwayatlanta.org

A fee of \$25 administrative fee is payable at the door to GAIRS.

This fee includes parking validation.

JUNE 28 - TALLAHASSEE, FL 10 am - Noon

PO Box 10950 - This is a confidential location, call for the address

Rosey Ilie (850) 617-6302

hotlinedir@211bigbend.org

JUNE 30 - CHARLOTTE, NC 10:30 am - 12:30 pm

United Way of Central Carolinas
301 S. Brevard Street

Marti Morris (704) 371-6243

mjmorris@uwcentralcarolinas.org

JULY 4 - TORONTO, ONT

10 am - Noon

543 Richmond Street West, Suite 125

Cristina Umana (416) 392-4558

info@informcanada.ca

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JULY 11 - SPRINGFIELD, IL

8:30 - 10:30 am

Illinois AIRS Conference - Crown Plaza

3000 S Dirksen Parkway

Karen Zangerle (309) 827-4005

kzangerle@pathcrisis.org

There is a \$25 fee for those not attending (full or single day) the conference. The ABCs of I&R will be offered on Wednesday, July 9th from 1:30-4:30 at the above address. For those not attending the conference there will be a fee of \$100 for this.

JULY 14 - MORRISVILLE, NC

1 - 3 pm

Triangle United Way

1100 Perimeter Park Drive, Suite 112

Marti Morris (704) 371-6243

mjmorris@uwcentralcarolinas.org

JULY 17 - BARRON, WI

10 am - Noon

ADRC of Barron County

330 E LaSalle Avenue

Janell Keeter (715) 365-2528

janell@northernaaa.org

A training will be held June 5 from 9 am to noon at the above address.

JULY 18 - PORTLAND, OR

10 am - Noon

211info

621 SW Alde, Ste 810

Elizabeth Bartell (503) 650-5725

lizb@co.clackamas.or.us

A prep session will be held May 30 at the above address from 10am to Noon.

JULY 22 - CINCINNATI, OH

10:30 am - 12:30 pm

United Way of Greater Cincinnati

2400 Reading Road

Jennifer Bieger (513) 762-7166

jennifer.bieger@uwgc.org

JULY 23 - NASHVILLE, TN

3 - 5 pm

United Way of Metropolitan

Nashville

250 Venture Circle

Sharon Russell (865) 546-6262

srussell@knxcac.org

JULY 23 - NASHVILLE, TN

7:30 - 9:30 am

Renaissance Nashville Hotel (N4A Conference)

611 Commerce Street

Bernice Hutchinson

(202) 898-2578

bhutchinson@nasua.org

Getting Ready for CIRS-A will be offered on July 20 at the above address from 8:30 am - 5 pm.

AUG. 21 - RHINELANDER, WI

10 am - Noon

Oneida County Law Enforcement Center

20000 E Winnebago Street

Janell Keeter (715) 365-2528

janell@northernaaa.org

A training will be held July 10, 2008 from 9 am to Noon at the above address.

SEPT. 11 - ALEXANDRIA, LA

1-3 pm

1101 Fourth Street, Suite 202

Shirley Walker (337) 310-INFO

shirley.walker@310info.org

SEPT. 11 - APPLETON, WI

10 am - Noon

Wisconsin AIRS Conference -

Radisson Paper Valley Inn

333 W College Avenue

Barbara Elizabeth Wein

(608) 757-3051

bwien@uwnrc.org

A Study Group for CIRS and CIRS-A will be offered on August 27 from 9 am to Noon, at United Way Fox Cities, 1455 Midway Road, Menasha, WI. Contact for Study Group is Lisa Clark lisa@brewincountyunitedway.org

SEPT. 16 - RENTON, WA

10 am - Noon

200 Mill Avenue S, Suite 505

Eva McGinnis (425) 264-0302

eva@win211.org

SEPT. 30 - KINGSTON, ONT

10 am - Noon

1550 Princess Street

Cristina Umana (416) 392-4558

info@informcanada.ca

OCT. 13 - APPLETON, WI

10 am - Noon

333 W. College Avenue

Maurine Strickland (608) 266-4448

strikma@dhfs.state.wi.us

There will be a Study Group August 27 from 9 am to Noon, at United Way of Fox Cities, 1455 Midway Road, Menasha, WI.

OCT. 29 - ROCKY HILL, CT

8:15-10:15 am OR 10:30 am-12:30

pm OR 2:30-4:30 pm

United Way of CT/2-1-1

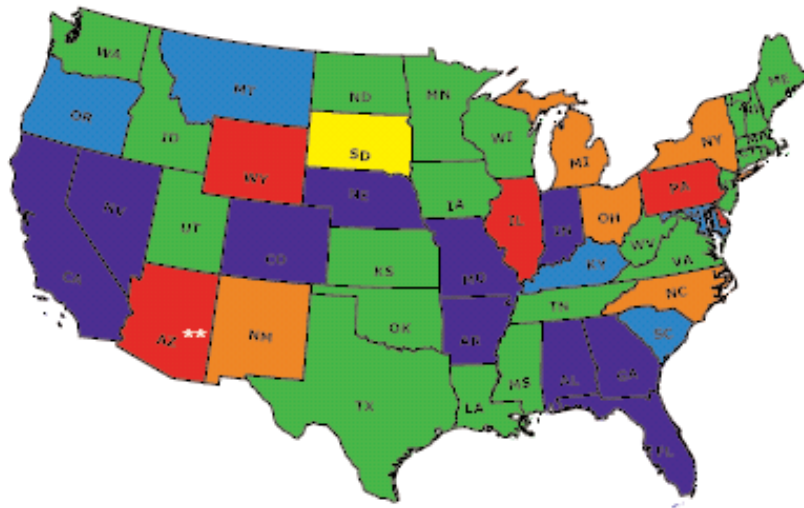
1344 Silas Deane Highway

Trina Stehlik (860) 571-6046

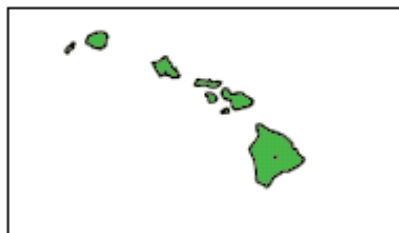
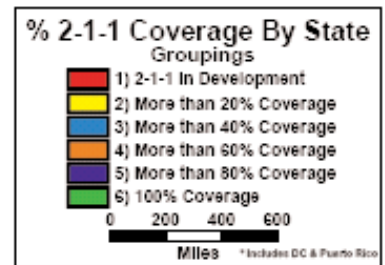
trina.stehlik@ctunitedway.org

2-1-1 reaches more than three fourths of country for first time

% of Population Covered*
by 2-1-1 in each State



76% Overall Coverage



Hawaii



Alaska



Puerto Rico

Produced by United Way of America: April 2008

* Coverage is defined as population with landline telephone access to 2-1-1 dialing code.
** Arizona has coverage in case of disaster or emergency.