



Bringing People and Services Together

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NEWS  
Alliance of Information and Referral Systems  
August 2006 Volume XXVII No. 7

# Red Cross chapters to partner with 2-1-1s

**Jack McGuire,**  
*Red Cross Interim President and CEO*

Every hour of every day, someone in the United States needs essential services, from finding disaster relief services to securing adequate care for a child or an aging parent. Faced with a dramatic increase in the number of social service and relief agencies and helplines, people often don't know where to turn. To help, in 2000, the Federal Communications Commission assigned 2-1-1 as the nationwide number to connect callers to community information and referral about critical health and human services. While services offered through the 2-1-1 telephone dialing code vary from community to community, 2-1-1 provides callers with information about and referrals to human services for everyday needs and in times of crisis.

The United Way of America and the Alliance of Information and Referral Systems (AIRS) are encouraging their member agencies to convene community and

statewide coalitions to plan and implement local and statewide 2-1-1 programs. Their goal is for 75 percent of the U.S. population to have access to 2-1-1 by December 2006. At the federal level, the United Way is spearheading an initiative in Congress to support legislation authorizing funding over several years to assist states with implementing and sustaining statewide 2-1-1 programs. Building on the undeniable benefits of effective partnerships, we believe the time is right to modify the American Red Cross position on 2-1-1. It is clearly in the public interest to support these integrated gateways to information and services.

As you may recall, previous guidance discouraged field units from supporting 2-1-1 programs, the pending United Way lead federal legislation, and related state-level legislative initiatives. However, we did encourage those involved with 2-1-1 programs to continue their relationships. Moving forward, field units are now encour-

*Continued on page 2*

## Officers of the Corporation

*Caty Jirik, President*

*Kathy O'Connor, President-Elect*

*Georgia Sales, Secretary*

*Jamie Moore, Treasurer*

The Alliance of Information and 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 annual dues for both agencies and individuals, contact us at (703) 218-AIRS (2477).

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aged to collectively and proactively partner with established and emerging local 2-1-1 programs. At the federal level, Red Cross national headquarters has committed to endorse pending Congressional 2-1-1-related legislation.

We are confident Red Cross information is already included in 2-1-1 systems and undoubtedly several chapters are already partnering with 2-1-1 colleagues. Regular, up-to-date, and accurate Red Cross information residing within 2-1-1 systems will provide an additional path to our services and ultimately will benefit those who need our help.

Suggested collaborative activities with 2-1-1 programs include, but are not limited to the following:

- ◆ Endorsing pending state-level legislative initiatives;
- ◆ Inviting 2-1-1 staff and leadership to the chapter/Blood Services region for an orientation on Red Cross services and the specific population served by your unit;
- ◆ Validating Red Cross contact and service information that currently resides within 2-1-1 systems;
- ◆ Establishing standard operating procedures with local 2-1-1 programs that clarify how each organization will collectively work together, particularly in times of disaster; and
- ◆ Facilitating introductions among newly developed 2-1-1 programs and the established emergency responder community including: Voluntary Organizations Active in Disaster (VOADs), local and state emergency responders and emergency management officials.

*For more information on 2-1-1 programs, please contact Noah Simon, National Program Manager, Coordinated Assistance Network, at [simonn@usa.redcross.org](mailto:simonn@usa.redcross.org); (202) 303-4376. For information about 2-1-1 legislative initiatives, please contact Larry Decker, Director, Congressional Affairs at (202) 303-4394, or [deckerl@usa.redcross.org](mailto:deckerl@usa.redcross.org). Additional information on 2-1-1 programs also can be found at [www.211.org](http://www.211.org).*

# 1-800-SUICIDE changes hands

Reese Butler,

*Executive Director, Kristin Brooks Hope Center*

On Friday, August 25th 2006, KBHC donated 1-800-SUICIDE for use in the United States to the Substance Abuse Mental Health Services Administration, an agency within the Health and Human Services Agency. The purpose was to preserve not only 1-800-SUICIDE as a resource for all Americans, but also to preserve the KBHC's 19 other hotlines which combined receive over 24,000 calls a year. The 1-800-SUICIDE hotline continues to receive over 400,000 calls a year. In the eight years 1-800-SUICIDE has been operational KBHC routed 2,012,072 callers up to the day it turned over responsibility to the government for maintaining the line for the good of the American public.

The decision to donate the line to the federal government was not an easy one. We have been rewarded with support from literally thousands of individuals over the last five months and to each of them we extend our gratitude for caring about our organization, the callers' need for our services, and showing the strength of the human spirit in times of a crisis.

As KBHC has over 15 separate programs, the work needed to be done is significant. The greatest need lies in the area of peer counseling lines such as the Teen-to-Teen Youth America Hotline and the new Vet-2-Vet hotline. The original mission of the KBHC was to screen, connect to treatment and provide peer counseling for new moms suffering from post partum depression. There over 400,000 new cases each year and less than 1% are routinely screened. The work and cost of supporting 1-800-SUICIDE consumed our agency and prevented us from addressing these, as well as other key and critically underserved populations.

The completion of the Crisis Response Information

and Evaluation System (CRIES), long put on hold as we negotiated with the Federal government on other issues, is another top priority. The significant investment of tax dollars into this program which is designed to be used by all crisis centers for free, must continue to produce results. Since June of 2003 the application has worked continuously to serve the community mental health centers of the Upper Peninsula of Michigan, proving that it is a robust and stable application. It includes a suicide risk assessment front end, data tool for capturing key demographic information on the caller, the largest crisis center database for referrals in the US, and the ability to route calls to specific crisis line workers with the most appropriate match-up to the caller's needs. The system has many more features that will help the crisis center manage their callers, volunteers and related agencies. All of these features have been provided at no cost to the community based crisis centers.

The need to develop and network more peer counseling hotlines, online services and access to face-to-face counseling, is tremendous. The KBHC has demonstrated and committed many years of service to people in crisis everywhere: Building now on this foundation of having helped over 2 million callers in its first eight years, KBHC looks forward now to exceeding even this extraordinary level of service.

Current programs:

National Hopeline Network: [www.hopeline.com](http://www.hopeline.com)

Youth America Hotline 1-877-YOUTHLINE

[www.youthline.us](http://www.youthline.us)

PPD MOMS 1-800-PPDMOMS

[www.1800PPDMOMS.org](http://www.1800PPDMOMS.org)

Grad Help 1-800-GRADHLP [www.gradhelp.org](http://www.gradhelp.org)

VET2VET peer counseling 1-877-VET2VET

Crisis Response Information and Evaluation System

[www.crisis.net](http://www.crisis.net)

1-800-COPLINE

National  
Hopeline  
Network



# Breath of "Fresh AIRS" coming next year

*2007 AIRS Training  
& Education  
Conference*

*"Sunshine, Sandals  
& Surf, I&R's  
Breath of Fresh  
AIRS"*

*May 6-9, 2007,  
Jacksonville,  
Florida, Hyatt  
Regency Hotel*

**Sharon Galler,  
Conference Coordinator**

Please be sure to mark your calendars for our 29th conference in sunny Jacksonville, Florida, at the beautiful, scenic Hyatt Regency Hotel.

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Convention & Visitors Bureau  
[www.jaxcvb.com](http://www.jaxcvb.com), [www.visitjacksonville.com](http://www.visitjacksonville.com)



Jacksonville Zoo & Gardens-  
[www.jacksonvillezoo.org](http://www.jacksonvillezoo.org)  
Adventure Landing Amusement  
Park-[www.adventurelanding.com](http://www.adventurelanding.com)  
Cummer Museum of Art &  
Gardens- [www.cummer.org](http://www.cummer.org)  
Jacksonville Museum of Modern  
Art- [www.jmoma.org](http://www.jmoma.org)  
Museum of Science & History-  
[www.themosh.org](http://www.themosh.org)  
Boomtown Underground-

[www.boomtowntheatre.com](http://www.boomtowntheatre.com)  
Timucuan Ecological Preserve-  
[www.nps.gov/timu/](http://www.nps.gov/timu/)  
Tree Hill Nature Center-  
[www.treehill.org](http://www.treehill.org)  
For nightlife visit  
[www.jaxbars.com](http://www.jaxbars.com)

# 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**

Ali, Zenora - Mental Health Association of Nassau County, Hempstead NY

Anthony, Ashley - Community Service Council 211, Tulsa OK

Aynes, Kathryn - 211 Tulsa Helpline, Tulsa OK

Baker, Keyunna - 211 info, Portland OR

Barron, William - United Way of CT/211 Infoline, Rocky Hill CT

Boggs, Ronald - 2-1-1 of SE Oklahoma, Ada OK

Bozich Owens, Kay - United Way of CT/211 Infoline, Middletown CT

Causey, Sara - Community Service Council 211 Tulsa, Tulsa OK

Compton, Yvette - People for People, Yakima WA

Connell, Diane - United Way of CT/211 Infoline, Rocky Hill CT

Dalton, Linda - Human Resource Directions, Barneveld NY

Delgado, Dalyn - United Way of CT/211 Infoline, Rocky Hill CT

Fowler, Sarah - United Way of CT/211 Infoline, Rocky Hill CT

Fritsch, Brenda - Crisis Clinic Resource Network, Olympia WA

Gilmore, Susan - DuPage County Community Services, Wheaton IL

Hall, Roberta - 211 Info, Portland OR

Halsey, Mikaela - Gryphon Place, Kalamazoo MI

Hinds, Mary - 211 Info, Portland OR

Hornyak, Matthew - Crisis Clinic Resource Network 2-1-1, Olympia WA

Huff, Ken - Crisis Clinic Resource Network, Olympia WA

Hughes, Desiree - United Way of CT/211 Infoline, Rocky Hill CT

Hymes, Kelley - United Way of CT/211 Infoline, Enfield CT

Hymowitz, David - MHA of Nassau, Hempstead NY

Johnson, Jackelyn - C.E.F.S., Taylor Springs IL

Lord, Alison - Crisis Clinic Resource Network, Portland OR

Mandry, Marisel - United Way of CT/211 Infoline, Rocky Hill CT

Mercer, Amanda - Community Service Council, Tulsa OK

Michalopoulos, Renee - Community Service Council 211 Helpline, Tulsa OK

Morgason, Dawn - C.E.F.S., Effingham IL

Morneault, Douglas - United Way of CT/211 Infoline, Canton CT

Ortiz, Silvia - People for People, Yakima WA

Osborn, Rachel - Volunteer Center of Battle Creek, Battle Creek MI

Pokojski, Robin - Call For Help, Edgemont IL

Price, Natalie - United Way of CT/211 Infoline, Rocky Hill CT

Quigley, Kate - United Way of CT/211 Infoline, Rocky Hill CT

Rivera, Wanda - United Way of CT/211 Infoline, Enfield CT

Ross, Cheryl - Common Ground Sanctuary, Bloomfield Hills MI

Rudy, Kristina - 2-1-1 of Southeastern Oklahoma, Ada OK

Salomon, Omar - 211 info, Portland OR

Serazo, Cecile - United Way of CT/211 Infoline, Rocky Hill CT

Smith, Madeleine - United Way of CT/211 Infoline, Rocky Hill CT

Smith, Carol - United Way of Southeastern Michigan, Detroit MI

Smith, Christina - DuPage County Community Service Dept., Wheaton IL

Smith, Rochelle - United Way for Southeastern Michigan, Detroit MI

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Southworth, Allison - United Way of CT/211 Infoline, Rocky Hill CT  
Suhr, Molly - Common Ground Sanctuary, Bloomfield Hills MI  
Vaughn, Nicole - United Way of CT/211 Infoline, East Hartford CT  
Walker, Elizabeth - Ottawa 211, Grand Haven MI  
Weggler, Becky - 211 Tulsa Help Line, Tulsa OK  
Willan, Maegan - Crisis Clinic Resoure Network, Olympia WA  
Zambrana, Barbara - City of Pembroke Pines, Pembroke Pines FL

**CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging**

Arendsen, Debra - Tri County Office on Aging, Lansing MI  
Bileto, Donna - Northwestern Illinois Area Agency on Aging, Rockford IL  
Boyle, Nancy - Broward County Elderly and Veterans Services Division, Ft. Lauderdale FL  
Camardo, Nancy - Western Illinois Area Agency on Aging, Rock Island IL  
Campbell, Marcell - GNRC, Columbia TN  
Dumond, Eartha - Area Agency on Aging, Pembroke Pines FL  
Eisenkraft, Brian - Portland Impact, Portland OR

Finklea, Sherika - Valley Area Agency on Aging, Flint MI  
Hosue, Jennifer - State of NH-DHHS, Northwood NH  
Johnson, Rhonda - Miramar Senior Center, Miramar FL  
Kanapa, Dorothy - Area Agency on Aging-Senior Service Connection, Ft. Lauderdale FL  
Kinsella, Kevin - Northeastern Illinois Area Agency on Aging, West Chicago IL  
Logemann, Martha - Northwestern Illinois Area Agency on Aging, Rockford IL  
Marchelli, Sara - Aging and Disability Resource Center, Deerfield Beach FL  
Martin, Martha - Aging and Disability Resource Center, Pompano Beach FL  
McClain, Coretta - Coast to Coast Legal Aid of So. Florida, Plantation FL  
Ochoa, Gabriel - Broward County Elderly and Veterans Services Division, Ft. Lauderdale FL  
Osourn, Davalyne - Central Plains Area Agency on Aging, Wichita KS  
Rosembert, Anne - Broward County Elderly and Veterans Services Division, Ft. Lauderdale FL  
Russell, Sharon - Knoxville-Knox

County CAC Office on Aging, Knoxville TN  
Singer, Mark - Area Agency on Aging and Disability, Ashland City TN  
Snow, Jennifer - Northwestern Illinois Area Agency on Aging, Rockford IL  
Thompson, Robin - Minnesota River Area Agency on Aging, Mankato MN  
Urbistondo, Carmen - Area Agency on Aging, Fort Lauderdale FL  
Weber, Nancy - Tri County Office on Aging, Lansing MI  
Whitaker, Shelley - Area Agency on Aging Region IV, St. Joseph MI  
Wilson, Laura - First TN Area Agency on Aging and Disability, Johnson City TN

**CERTIFIED RESOURCE SPECIALISTS**

Bowker, Danielle - Family and Children's Service/211, Nashville TN  
Carroll, Jeanne - Greater Nashville Area Agency on Aging and Disability, Nashville TN  
Fisher, Barbara - First Call For Help, Apalachin NY  
Snead, Jewel - Age Options, Chicago IL

**REMINDER**

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

# 2-1-1s making headlines nationwide

*By September, 2-1-1 will be serving approximately 185 million Americans - over 62% of the US population; 196 active 2-1-1 systems covering all or part of 40 states (including 17 states with 100% coverage) plus Washington, D.C., and Puerto Rico. Canada has an additional five locations.*

## **National**

“Dialing for Progress.” “N11 call centers can help government improve service and become more responsive and accessible to citizens than ever before. But implementing the functional, flexible and citizen-responsive N11 call centers of tomorrow begins by laying the conceptual groundwork today.”

<http://www.public-cio.com/story.php?id=2006.08.10-100534>

## **California**

“Competition, demands from donors spur move.” United Way in San Diego transitioning way of funding organizations.

<http://www.signonsandiego.com/news/nation/20060807-9999-1n7unit-ed.html>

“The High Desert welcomes 2-1-1.” The United Way plans to launch its own 2-1-1 service in San Bernardino County on Sept. 20.

<http://www.desertdispatch.com/2006/115573583558263.html>

## **Colorado**

“2-1-1 call center launched for Southeast Colorado.” The 2-1-1 information and referral service for Pueblo and Fremont counties was officially launched Aug. 15.

<http://www.chieftain.com/business/1155800816/4>

“211 operates actively in FM, Morgan County.” “211 has trained call specialists who utilize an extensive database to assist callers with human needs such as a need for food, the homeless and other necessities. It is now actively operating in Fort Morgan and Morgan County.”

<http://www.fortmorgantimes.com/Stories/0,1413,164~8315~3370623,00.html>

## **Florida**

“Agencies work to coordinate storm relief: One aim of the not-for-profits is to avoid duplication of services.”

[http://www.palmbeachpost.com/storm/content/local\\_news/epaper/2006/08/09/c1b\\_RECOVERY\\_0806.html](http://www.palmbeachpost.com/storm/content/local_news/epaper/2006/08/09/c1b_RECOVERY_0806.html)

“211 hot line partners with 911: Lee County EMS, United Way aim to expand on social service aid.” Explanation of “Community Assistance Network:” a program whereby paramedics send an electronic report directly to the United Way 2-1-1 if the 911 caller gives them permission. United Way staff members then call the person in need and begin the process of finding help.

<http://www.newspress.com/apps/pbcs.dll/article?AID=/20060820/NEWS01/608200412/1075>

“Getting aid might be as easy as dialing 211: A new hotline would connect callers to social service organizations that can help in times of need or crisis.” United Way of Pasco hopes to launch 2-1-1 on Oct. 1. 2-1-1 will be open from 8 a.m. to 5:30 p.m. After hours calls will go to a Pinellas 211 call center. During a crisis, the 211 operation will move to the Emergency Operations Center in New Port Richey.

[http://www.sptimes.com/2006/08/11/Pasco/Getting\\_aid\\_might\\_be\\_.html](http://www.sptimes.com/2006/08/11/Pasco/Getting_aid_might_be_.html)

Seminole County Elections information available at 2-1-1.

<http://www.orlandosentinel.com/news/local/seminole/orl-sjustin2006aug20,0,5159243.story?coll=orl-news-headlines-seminole>

## **Georgia**

“United Way kicks off efforts.” United Way of Walton County provides funding to Community Connection 211.

<http://www.waltontribune.com/story.lasso?ewcd=02f7559416986577>

“Self-Improvement Calendar - When you need a helping hand.” Rome-Floyd United Way’s 211 Health and Human Services Information and Referral Program has a database of some 50 local

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health and human services agencies.

<http://news.mywebpal.com/partners/680/public/news611629.html>

### **Indiana**

“Area still fighting homelessness.”

The regional United Way-funded 211 Information and Referral Call Center reported percent between the first quarter of that homeless inquiries increased by 57 2005 and the first quarter of 2006.

<http://www.fortwayne.com/mld/journalgazette/news/editorial/15324836.htm>

<http://www.indystar.com/apps/pbcs.dll/article?AID=/20060817/SPORTS/608170514/1004/SPORTS>

### **Kansas**

“211’ Hooks Up Help.”

Overview of how 2-1-1 helps Topeka. The phone bank is answered in Wichita. Calls are taken from 7 am to 7 pm, Monday through Friday right now, with hopes of expanding to 24 hours:

<http://www.wibw.com/home/headlines/3584326.html>

### **Louisiana**

“Direct Relief Issues One Year Report On Katrina.” Direct Relief International has provided over \$30 million in direct aid to the Gulf States. Among beneficiaries: 232-HELP/211.

<http://www.alertnet.org/thenews/fromthefield/219816/0d3a48449034a97eed814e3ba52616e6.htm>

The 211 information hotline, created in partnership with VIA LINK

and United Way has responded to more than 200,000 calls since Katrina.

<http://www.nola.com/news/tp/metro/index.ssf?/base/news-16/1155189634327410.xml&coll=1>

“Old State Capitol will sell Katrina posters.” “The well known Blue Dog by George Rodrigue is now mired in red tape to represent the need for a 2-1-1 phone dialing system to provide information during disasters.”

<http://www.theadvocate.com/entertainment/arts/3491931.html>

### **New Jersey**

“Sordillo encourages support for new ‘211’ service.” Deputy Mayor Victor Sordillo hoping to be first municipality in the state to endorse a resolution supporting “Call 2-1-1.”

[http://www.zwire.com/site/news.cfm?newsid=17036715&BRD=1918&PAG=461&dept\\_id=506420&rft=6](http://www.zwire.com/site/news.cfm?newsid=17036715&BRD=1918&PAG=461&dept_id=506420&rft=6)

“State removes road signs for non-emergency 211.” Meeting held to discuss bringing 2-1-1 to Cumberland County. Calls currently being answered by a 2-1-1 center in Pennsauken.

<http://www.nj.com/news/bridgeton/local/index.ssf?/base/news-6/1155794250282570.xml&coll=10>

### **New York**

“City Is Forced To Scale Back 311 Projections After Delays.”

Overview of plans to take 2-1-1

type calls via 3-1-1 service.

<http://www.nysun.com/article/37312>

### **North Carolina**

“Regional commissioners’ meetings.” Robeson County Board of Commissioners approved participating in a program that will allow residents access to information by dialing 2-1-1.

<http://www.fayettevillenc.com/article?id=240236>

### **Ohio**

“Paying attention to unwed dads: Fatherhood program’s new idea would help create stable families.” Information about resources available through the Fatherhood Initiative is available by calling United Way’s First Call for Help, at 2-1-1.

<http://www.infozine.com/news/stories/op/storiesView/sid/16936/>

### **Oregon**

“2-1-1 connection offers lifeline via your landline: Social services - A new feature lets county residents with Verizon service reach aid agencies.” Washington County residents with Verizon landline phone service can now get access to 2-1-1.

[http://www.oregonlive.com/metrowest/oregonian/index.ssf?/base/metro\\_west\\_news/1155615905159870.xml&coll=7](http://www.oregonlive.com/metrowest/oregonian/index.ssf?/base/metro_west_news/1155615905159870.xml&coll=7)

### **Texas**

“Preparing For Another Round Of Rain.” El Paso residents can call 2-1-1 for information about sandbags.

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<http://www.kfoxtv.com/news/9679995/detail.html>

“East Texas Food Bank closes 11 summer program sites.” People can call 2-1-1 for information about open sites.

<http://www.news-journal.com/news/content/news/stories/08082006FoodBank.html>

“Find Assistance in North Texas for Electric Bills: Record Heat Generates Hefty Electricity Bills, Limited Assistance Available in North Texas.” 2-1-1 Texas, a free health and human services information hotline, can provide infor-

mation about community resources.

[http://www.associatedcontent.com/article/51680/find\\_assistance\\_in\\_north\\_texas\\_for.html](http://www.associatedcontent.com/article/51680/find_assistance_in_north_texas_for.html)

Church committee is working to educate people about life issues. August 6 bulletin included information about the Texas 2-1-1 line, operated by the United Way.

“Anyone in Texas can call this local non-emergency number for information about community resources.”

<http://www.goccn.org/stc/articles/article.cfm?article=532>

**Washington state**

“New 211 service is a boon for those in need.” 2-1-1 service launched for Pierce County.

<http://www.thenewstribune.com/opinion/story/6035063p-5297766c.html>

“Call 211 to get the 411 on services: United Way sets up one-stop line for links to jobs, food, child care, shelter.”

<http://www.thenewstribune.com/news/local/story/6025530p-5290718c.html>

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 resource house

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phone: (773) 326-0101

[www.northlightsoft.com](http://www.northlightsoft.com)



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“For a line on better health, try 2-1-1.” The Greater Columbia 2-1-1 call center, which is housed at Yakima’s People For People, has helped 8,700 people. Call data has been helpful for several nonprofit organizations looking for funding or support for their objectives.

<http://www.yakima-herald.com/page/dis/286853961545052>

“Forum tackles pandemic fears.” 2-1-1 is designed to be mobile so operators can take calls at home or anywhere they have Internet and phone access.

<http://www.yakima-herald.com/page/dis/292930635135776>

“Washington State: Who Needs VoIP?” Overview of Washington’s

2-1-1 telephone system.

[http://www.sci-tech-today.com/story.xhtml?story\\_id=03200000V3PC](http://www.sci-tech-today.com/story.xhtml?story_id=03200000V3PC)

# Welcome new members

Gena Kiber - Sumter, SC  
Jacki Picard - Rock Hill, SC  
Linda Rutherford - Shelby, NC  
AssistGuide Inc. - St. Louis, MO  
Dutchess County Office for the Aging - Poughkeepsie, NY  
First 5 Riverside - Riverside Co Children & Families Commission - Riverside, CA  
Florida Alliance for Assistive Services and

Technology (FAAST) - Tallahassee, FL  
Multiple Sclerosis Foundation - Ft. Lauderdale, FL  
Oneida Co. Dept. on Aging - Rhinelander, WI  
Senior Resources - Columbia, SC  
Senior Resources - Columbia, SC  
Spokane Mental Health - Spokane, WA  
Volunteer Center SW LA - Lake Charles, LA

# Classifieds

Position: Crisis Manager / Information & Referral  
Common Ground Sanctuary is seeking an Information & Referral Specialist who will equally share their responsibilities as a Manager of the crisis line. This is a full time

position with health and dental benefits. Knowledge of the REFER database is required. Responsibilities include compiling monthly statistics for reporting, maintaining and updating the REFER database, supervise volunteers

on the crisis line and provide telephone crisis intervention. Crisis intervention training will be provided. For additional information, or to submit your resume, please do so to [rkoppen@common-groundsanctuary.org](mailto:rkoppen@common-groundsanctuary.org)

Bilingual I&R Specialist  
211info in Portland, Oregon, is seeking a bilingual I&R Specialist, preferably Spanish but we'd consider Russian as well. Send e-mail to Jeri Shumate, Executive Director at [jeri@211info.org](mailto:jeri@211info.org)

# Canada completes N11 number list

The Canadian Radio-television and Telecommunications Commission (CRTC) has announced its decision to approve an application for assignment of the 511 access code for weather, traffic and traveler information. This application, made by the Intelligent Transportation Systems Society of Canada (ITS Canada), on behalf of the Canada 511 Consortium (composed of ITS Canada, Environment Canada, Transport Canada, all provinces, Yukon Territory, the Transportation Association of Canada, and the Canadian Urban Transit Association) will provide real-time information on weather and traffic conditions as well as schedule information. This service, when implemented, will be available free of charge across Canada. 511 service is currently operational in parts of the United States

This assignment is particularly significant as it concludes the assignment of N11 numbers in this country, as part of the North American Numbering Plan (NANP). The N11 matrix includes all eight available three-digit access numbers.

The CRTC also reviewed a proposal for assignation of the 511 number, submitted by the Canadian Association for Suicide Prevention (CASP), for the delivery of crisis intervention and suicide prevention services. As a regular part of this review process, the CRTC accepted reply comments from interested parties. The 211 Canada Steering Committee (211 CSC) took that opportunity to provide the CRTC with a description of the emerging services to be available via 211. In particular, it was noted that the United Way - Centraide Movement in Canada is an important funder of many crisis intervention and suicide prevention services in Canada and that available 211 service

providers assist callers in such circumstances. CRTC was reminded that trained professional information and referral specialists currently offer multilingual assistance and that 211 planners wish to work with organizations such as the CASP to ensure Canadians do receive the help they need.

While noting the support from various parties regarding the CASP proposal, the CRTC indicated that

“given the stringent standards of the accreditation for 211 I&R call centres, 211 call-takers are sufficiently trained to fulfill an assessment role in crisis intervention...”.

This decision confirms 211’s role as Canada’s one-stop source for information about the full range of community, social, health and related government services, and the unique responsibility 211 has in meeting the needs of vulnerable people and groups.

What does this mean for 211? The CRTC decision supports the vision and goals of the 211 initiative. However, CRTC’s review process and conclusions support the need to move forward with a more clearly

defined brand, which effectively communicates the parameters, opportunities and limits of the 211 service. This is a timely opportunity for the United Way of Canada - Centraide Canada and others in the 211 initiative to promote 211 development demonstrating applicability for an array of community services, such as crisis intervention. As part of doing so, the 211 CSC will seek the active input of CASP and others involved in the provision of crisis intervention and suicide prevention services.

<http://www.crtc.gc.ca/archive/ENG/Decisions/2006/dt2006-44.htm>

- ◆211- Information and referral for community, social, health and related government services
- ◆311 - Municipal government services and non-emergency police services
- ◆411 - Telephone Directory assistance
- ◆511 - Weather, traffic and travel related information
- ◆611 - Telephone repair assistance
- ◆711 - Message Relay Service for people who are deaf or hearing impaired
- ◆811 - Health tele-triage services
- ◆911 - Emergency services

# AIRS adds military links to Web site

Members of the military and their families face very specific and difficult issues. These include the family pressures of preparing for deployment; experiencing separation and return; the uncertainties caused by regular relocation; feelings over potential and actual grief and loss; and the need to obtain military-specific benefits. And of course, they also face the same needs as anyone else in the community.

Family centers are located on most military bases to provide information and referral, life skills education, crisis assistance, advocacy and support services to military personnel and their families.

Each branch of the military has family centers but they are all known by slightly different names:

- ◆ Army Community Service Centers (ACS).
- ◆ Navy Fleet and Family Support Centers (FFSC).
- ◆ Air Force Family Support Centers (FSC).
- ◆ Marine Corps Family Service Centers (FSC).

Military Homefront is the official Web site for all quality of life information and services available from the Department of Defense to help military personnel and their families.

Military OneSource is a 24-hour toll free information and referral service available worldwide to active duty, Reserve, and National

Guard military personnel and their families, as well as deployed civilians and their families. This service can also provide some free counseling sessions on particular issues.

Other resources include:

- ◆ [www.americasupportyou.mil](http://www.americasupportyou.mil) (includes information about services available from nonprofit agencies for military community)
- ◆ [www.chaplain.navy.mil](http://www.chaplain.navy.mil) (connections to Naval Chaplains)
- ◆ [www.chinfo.navy.mil/navpalib/bases/navbases.html](http://www.chinfo.navy.mil/navpalib/bases/navbases.html) (information on locations of naval bases)
- ◆ [www.defendamerica.mil](http://www.defendamerica.mil) (news about frontline troops)
- ◆ [www.dmdc.osd.mil/rsl/owa/home](http://www.dmdc.osd.mil/rsl/owa/home) (search engine for locating U.S. military bases)
- ◆ [www.dod.mil/mapsite](http://www.dod.mil/mapsite) (information on all aspects of relocation, including money management and job searching)
- ◆ [www.dodea.edu](http://www.dodea.edu) (information about education issues and opportunities from the Department of Defense)
- ◆ [www.firstgov.gov](http://www.firstgov.gov) (main Web site for U.S. government)
- ◆ [www.fns.usda.gov/wic](http://www.fns.usda.gov/wic) (information about national support program for women, infants and children)
- ◆ [www.lifelines.navy.mil/](http://www.lifelines.navy.mil/) (assistance for sailors, marines and their families provided by LIFELines)
- ◆ [www.marineparents.com](http://www.marineparents.com) (information for parents of Marines)
- ◆ [www.military.com/spouse](http://www.military.com/spouse) (information on employment for military spouses)

- ◆ [www.militarylifestyle.com](http://www.militarylifestyle.com) (wide variety of information helpful to the military community)
  - ◆ [www.milspouse.org](http://www.milspouse.org) (information on employment, education and relocation for military spouses)
  - ◆ [www.naccrra.org/militaryprograms](http://www.naccrra.org/militaryprograms) (National Association of Child Care Resource and Referral Agencies provides assistance in locating child care)
  - ◆ [www.npc.navy.mil/channels](http://www.npc.navy.mil/channels) (information on programs provided by Navy Personnel Command)
  - ◆ [www.redcross.org](http://www.redcross.org) (wide variety of emergency services and support provided by the American Red Cross)
  - ◆ [www.tricare.osd.mil](http://www.tricare.osd.mil) or [www.mytricare.com](http://www.mytricare.com) (information about TRICARE, the military health system)
  - ◆ [www.unmetneeds.com](http://www.unmetneeds.com) (Veterans of Foreign Wars operates Unmet Needs Program to provide direct support to military families in difficult circumstances)
  - ◆ [www.usmc.mil](http://www.usmc.mil) (U.S. Marine Corps)
  - ◆ [www.usmc-mccs.org](http://www.usmc-mccs.org) (U.S. Marine Corps Community Services)
  - ◆ [www.va.gov](http://www.va.gov) (information about programs provided by the Department of Veterans Affairs)
  - ◆ [www.zerotothree.org](http://www.zerotothree.org) (parenting information and resources with special section for military families)
- For direct links to the above resources refer to the AIRS Web site at [www.airs.org](http://www.airs.org).

# Certification test dates

Testing sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The Certified Information & Referral Specialist (CIRS), Certified Resource Specialist (CRS) and Certified Information & Referral Specialist-Aging (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 on this website)

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](mailto:certification@airs.org).

## **OCT. 5 - IOWA CITY, IA**

10 a.m.-noon  
Iowa COMPASS  
Center for Disabilities and  
Development  
100 Hawkins Drive  
Jennifer Britton (319) 353-8502  
[jennifer-britton@uiowa.edu](mailto:jennifer-britton@uiowa.edu)

## **OCT. 5 - CONCORD, NH**

9:30-11:30 a.m. or 1-3 p.m.  
Brown Building Auditorium  
129 Pleasant Street  
Jennifer Hosue (603) 271-0544  
[jlhosue@dhhs.state.nh.us](mailto:jlhosue@dhhs.state.nh.us)

## **OCT. 7 - BOZEMAN, MT**

10 a.m.-noon  
32 South Tracy  
Kathy Allen (406) 587-2037  
[info@bozemanhelpcenter.org](mailto:info@bozemanhelpcenter.org)

## **OCT. 20 - NASHVILLE, TN**

9-11 a.m.  
250 Venture Circle  
Doug Fluegel (615) 780-2430  
[doug.fluegel@unitedway-nashville.org](mailto:doug.fluegel@unitedway-nashville.org)

## **OCT. 20 - SELINGROVE, PA**

1:30-3:30 p.m.

Union-Snyder Community Action  
Agency  
713 Bridge Street, Suite 10  
Anne Walsh Fogoros (412) 478-  
6731 [afogoros@uwac.org](mailto:afogoros@uwac.org)  
Exams are being held in conjunc-  
tion with the 2006 PAIR one day  
Information and Referral confer-  
ence. There will be a fee of \$25  
due at the time of the test and  
payable to PAIR, for anyone not  
registered for the conference.

## **OCT. 22 - NIAGARA FALLS, ONTARIO, CANADA**

3-5 p.m.  
CCIRC Conference  
Doubletree Resort Lodge & Spa  
Fallsview, Niagara Falls  
5039 Fallsview Blvd.  
Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)

## **OCT. 23 - DETROIT, MI**

10 a.m.-noon  
Detroit Public Library - Explorers  
Room  
5201 Woodward Avenue  
Dick Manikowski  
(313) 833-1020 x2295  
[rmaniko@detroit.lib.mi.us](mailto:rmaniko@detroit.lib.mi.us)

## **OCT. 26 - SOUTH BEND, IN**

10 a.m.-noon  
3517 East Jefferson  
David Sisk (574) 232-8201  
[dsisk@uwsjc.com](mailto:dsisk@uwsjc.com)

## **OCT. 27 - NEWARK, NJ**

1-3 p.m.  
Holiday Inn North - NYS AIRS  
and AIRS NJ Dual State  
Conference  
160 Frontage Road  
Steven Nagel (732) 418-0200  
[director@info-line.org](mailto:director@info-line.org)

## **OCT. 27 - OKLAHOMA CITY, OK**

1:30- 3:30 p.m.  
Belle Isle Library  
5501 North Villa  
Shirley Kirzner (918) 295-1242  
[lland@csctulsa.org](mailto:lland@csctulsa.org)  
On Oct. 26, there will be a work-  
shop, Review of the ABCs of I&R,  
from 3-5 p.m.

## **NOV. 2 - BARRE, VT**

10 a.m. - noon  
Central Vermont Council on Aging  
30 Washington Street  
Janna Clar (802) 476-2665  
[jcarpenter@cvcoa.org](mailto:jcarpenter@cvcoa.org)

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**NOV. 3 - COLUMBIA, MD**

8:30-10:30 a.m.

The Meeting House - Oakland Mills Interfaith Center

5885 Robert Oliver Place

Kathy Edler (410) 822-5400

*kedler@chesapeake.edu*

There is a \$10 admin fee payable to Maryland AIRS due on or before the exam.

Certification Test Skills Training, Oct. 12, George Howard Building, Ellicott Room, 3430 Court House Drive, Ellicott, MD. There is a cost of \$25 for this training.

**NOV. 3 - KANSAS CITY, MO**

1-3 p.m.

Heart of America United Way

1080 Washington

Patt Harvey (816) 559-4670

*pattharvey@hauw.org*

**NOV. 8 - COLLEGE STATION, TX**

1-3 p.m.

College Station Hilton - In conjunction with TAIRS conference  
801 University Drive East  
Kay Parker (979) 696-4483 x103  
*kparker@uwbv.org*

For those registered for the conference there is no additional fee.

For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS.

**NOV. 9 - ATLANTA, GA**

10 a.m. - noon

100 Edgewood Avenue

Dessalyn Orengo (404) 614-1025

*dorengo@unitedwayatlanta.org*

**NOV. 10 - GREENSBORO, NC**

1:30 - 3:30 p.m.

NC AIRS Conference

Greensboro Marriott Downtown

304 N Greene Street

Jo Paul (919) 855-4408

*jo.paul@ncmail.net*

There will be a fee of \$25 due at the time of the test and payable to NC AIRS. The ABCs of I&R will

be provided on Oct. 27 from 8:30 a.m. - 4 p.m. at the Royster Building, Dorothy Dix Campus in Raleigh, NC.

**NOV. 10 - COLLEGE STATION, TX**

1-3 p.m.

College Station Hilton - In conjunction with TAIRS conference  
801 University Drive East  
Kay Parker (979) 696-4483 x103  
*kparker@uwbv.org*

For those registered for the conference there is no additional fee.

For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS. The ABCs of I&R will be provided on Nov. 8 from 1-4 p.m. for conference attendees.

**NOV. 15 - GREEN LAKE, WI**

1:30 - 3:30 pm

643 Illinois Avenue

Steven Peterson (414) 289-5797

*speterson@milwaukeecounty.com*

## Test answers for Resource Database Standards quiz

1. a
2. b
3. a
4. a
5. d
6. b
7. a, c, d
8. a
9. b
10. c

The following people answered the test correctly

- ◆ Jessica Koscher
- ◆ Joan Phelps  
United Way of Central Virginia
- ◆ Amanda Behling

Congratulations!  
-- Hannah Newton, AIRS  
Newsletter Editor

