

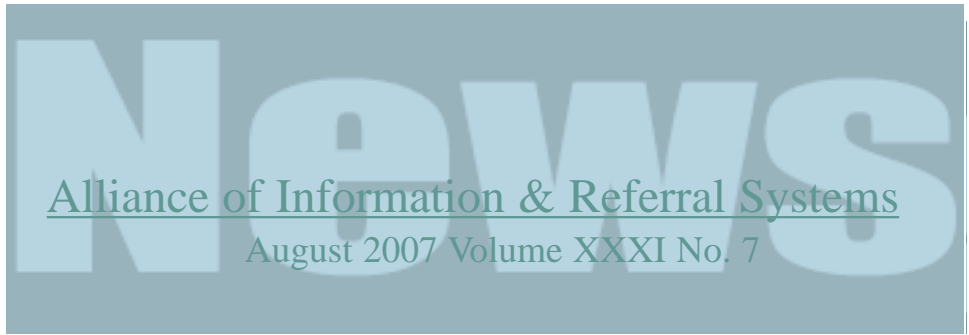


Bringing People and Services Together

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Contact Us
info@airs.org



Greater Twin Cities United Way responds to bridge disaster

By Hannah Newton,
AIRS Newsletter Editor

The sudden collapse of the I-35W Bridge connecting Minneapolis and St. Paul August 1 made national headlines and Greater Twin Cities United Way 2-1-1 geared up to take the disaster-related calls.

“Although the center’s call volume did not greatly increase, 2-1-1 staff worked longer hours in the days initially following the collapse to ensure those who needed help would get it,” said United Way public relations coordinator Christine Johnson. While call volume didn’t increase, there was a change in the types of calls the center received.

Johnson says businesses wanted to donate items, such as large equipment to assist in the recovery

efforts and other callers were interested in volunteering. Most callers just wanted to know how they could help.

The state Homeland Security office requested United Way 2-1-1’s help in fielding inquiries from contractors wishing to assist with the clean up. 2-1-1 also coordinated efforts in connecting people with recovery services, counseling and how to donate blood.

Greater Twin Cities United Way has also joined with other high profile Twin Cities philanthropic organizations in establishing the Minnesota Helps-Bridge Disaster Fund. 2-1-1 is assisting by directing people to the fund and instructing individuals on how they can contribute.

2006 Annual Report released

If you missed receiving your copy of the AIRS 2006 Annual Report, it is available [here](#). In the interest of saving trees and resources and to make it more convenient for sharing, it is only available electronically.

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).

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

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AIRS Newsletter Editor
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Portland, OR
airsnewslettereditor@airs.org

Taxonomy Web site upgrade unveiled

**By Georgia Sales,
AIRS Board Secretary, Resource Systems Developer**

The www.211Taxonomy.org Web site has been upgraded. While most of the changes support Taxonomy database maintenance functions, there are a few new things that are of importance to subscribers. The first link on the home page provides a summary of the changes you can expect to see as you move through the site. Read that before proceeding.

The first thing you will want to do is select a locale for searching purposes. Previously, when you searched, you accessed everything in the Taxonomy whether applicable or not. Now there are three choices: the U.S. English locale (contains only terms that are valid for use in the United States -- Canadian only terms have been eliminated); the Canadian English locale (contains only terms that are valid for use in Canada -- U.S. only terms have been eliminated and Canadian term names/definitions have been substituted, where relevant); and the master version (the "old" version that includes both Canadian and U.S. terms). Eventually there will be a 4th option: the French Canadian locale. You probably want to select the version that is appropriate for the U.S. or Canada. Simply click on the "change" link next to the line that reads "Viewing: Master Taxonomy." It is located directly beneath the "Log Out" button at the top of the page. Then move to the search page and try it out. The NL section is a good place to start.

The only extraneous data you will see are some of the use references which need to be edited one by one. Included are use references with spellings that are inappropriate to each of the countries ("counseling" in the U.S. and "counselling" in Canada, for example) and use references such as "990 Forms" (a use reference for "Tax Forms" that apply in one country but not the other. We will be working on these over the next few weeks. When the Web site is next updated, you will see only use references appropriate to each of the two, country-specific locales.

There are also Canadian and U.S. versions of the XML for download purposes and as well as the pdf files. All are accessible to all subscribers.

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As you search, note that the code structure has been expanded to allow for insertion of codes in areas that were previously full. This was a necessary change to enable the Taxonomy to grow. We were simply running out of space. The old code structure was AA-###.###-## where "A" is an alphabetical character and # a numerical one. The new structure will be as follows: AA-####.####-###.##. The code for Domestic Violence Shelters, for example is now BH-1800.1500.100.

We will also be adding a few level 6 terms as well as bibliographic references and a comments field. Check out the structure under Mood Disorders. We have inserted a level 5 term for Depression and have move the concepts for specific types of depression beneath it as subsets. The bibliographic references are drawn from the "Acknowledgments" document and will allow you to copy a link to display the document(s) that were used to research the name and/or definition for the term. In some cases, the documents are no longer available, but we have retained the references

to give proper credit to the sources used in our work. The comments field will allow us to provide indexing and searching suggestions regarding specific terms. None have been added at the point this article was written, so there are no examples to share. You can expect to see these changes when the Web site is next updated.

You will note a change in the Recent Changes. We did not convert the codes to their new format. The information is available but you can no longer display the term record by clicking on the term name. As changes and additions are recorded using the new code format, the record view will again be available for those terms.

This is Phase I of the Web site upgrade. Phase II will give you some new, very useful functionality including custom reports and the ability to create, save and share specialized filter sets of terms from the Taxonomy. Expect to see that in about a month.

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

Aceves, Eddie - 211 LA County, San Gabriel CA

Alajaji, Rhoda - 211 LA County, San Gabriel CA

Aldridge, Roderick - FIRST LINK, Columbus OH

Arellano, Ruth - 211 LA County, San Gabriel CA

Chapman, Mary - First Call for Help Inc, Ney OH

Conrado, Maria - Charlotte County Human Services, Port Charlotte FL

Copsey, Orville - Connect 2 Help, Indianapolis IN

DeRoock, Natalie - First Call 211, Coleraire MN

Esmiol, Angela - Resource, Inc., Minneapolis MN

Esposito, Silvana - Inland Empire United Way, Rancho Cucamonga CA

Flores, Diana - United Way 211, Rancho Cucamonga CA

Frankenfield, Bob - NOR-WESCAP/ 211, Phillipsburg NJ

Girard, Alicia - PATH: Providing Access to Help, Bloomington IL

Hanker, Jasmine - United Way of Jackson County/Lifeways, Jackson MI

Hassan, Fandeh - United Way for Southeastern Michigan, Detroit MI

Hayduke, Melanie - InfoLine, Inc/2-1-1 Summit, Akron OH

Hurley, Theda - First Call for Help Inc, Napoleon OH

Johnson, Erica - Connect 2 Help, Indianapolis IN

Jorke, Tricia - Metropolitan Center for Independent Living, St. Paul MN

Klennert, Barbara - First Call/2-1-1, Grand Rapids MN

Lewandowski, Ann - Delaware Helpline, Wilmington DE

Lewis, Maria - First Call For Help,

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Ft. Wayne IN
Macha, Marsha - Community
Access Line of the Lakeshore,
Muskegon MI
Maiden, Nancy - Inland Empire
United Way, Rancho Cucamonga
CA
McConnell, Shelley - InfoLine,
Inc/2-1-1 Summit, Akron OH
McGee, Rosalyn - UWSEM,
Detroit MI
McIntyre, Debra - Catholic
Charities, Chicago IL
Noll, Brenda - Center for
Siouxland, Sioux City IA
Patterson, Catie - United Way of
Southwestern Indiana 211,
Evansville IN
Pherson, Charles - Connect 2 Help,
Indianapolis IN
Ramos, Debra - Resource Inc.,
Minneapolis MN
Randall, Rebecca - Pathways of
Licking County, Newark OH
Rogers, Diane - InfoLine, Inc/2-1-
1 Summit, Akron OH
Rolf, Jon - Resource, Inc.,
Minneapolis MN
Silanskis, Michael - PATH:
Providing Access to Help,
Bloomington IL
Smith, Sheri - Greater Twin Cities
United Way, Saint Paul MN
Tackitt, Dorothy - Connect 2 Help,
Indianapolis IN
Tenhumberg, Carol - United Way
of Southwestern Indiana 211,
Evansville IN
Thompson, Sara - Connect 2 Help,
Indianapolis IN
Van Horn, Kerri - Heart of West
Michigan United Way, Grand
Rapids MI
Viola, Andria - Delaware Helpline,
Wilmington DE

Wilson, Suzanne - Connect2Help,
Indianapolis IN

**CERTIFIED INFORMATION & REFERRAL
SPECIALISTS-Aging**

Andree, Tina - Central MN
Council on Aging, St Cloud MN
Baker, Angie - PATH: Providing
Access to Help, Bloomington IL
Barth, Penny - PSA 3 Agency on
Aging, Lima OH
Blake, Athea - Heart of Florida
United Way 211, Orlando FL
Blankenship, Daniel - Champlain
Valley Agency on Aging, Winooski
VT
Bouta, Michelle - Upper
Minnesota Valley Regional
Development Commission,
Appleton MN
Bye, Carol - Land of the Dancing
Sky, Area Agency on Aging,
Warren MN
Davisson, Rhonda - PSA 3 Agency
on Aging, Lima OH
Fulton, Christina - Area Agency on
Aging of Southwestern Illinois,
Belleville IL
Graff, Beth - Shawnee Alliance for
Seniors, Carterville IL
Hamilton, Jennifer - Life Stream
Services, Inc., Yorktown IN
Jech, Michelle - Alternatives for
the Older Adult, Moline IL
Johnson, Kathryn - PATH:
Providing Access to Help,
Bloomington IL
Kildea, Jane - Area Agency on
Aging of Southwestern Illinois,
Belleville IL
Kinley, Donna - Shawnee Alliance
for Seniors, Carterville IL
McKinley, Donna - Franklin Co.
Office on Aging, Columbus OH
McSherry, Courtney - Macon

County Health
Department/Starting Point, Decatur
IL
Miller, Carol - PSA 3 Agency on
Aging, Lima OH
Miller, Kami - Chester P. Sutton
Community Center for Seniors of
Edgar County, Paris IL
Moore, Meghian - Upper
Cumberland Development Dist,
Cookeville TN
Newman, Jacquelyn - East Central
IL Area Agency on Aging,
Bloomington IL
Pagnac, Lois - Land of the
Dancing Sky, Area Agency on
Aging, Stephen MN
Payton, Julie - Central Illinois
Agency on Aging, Peoria IL
Perry, Jessica - Ashtabula Co
Community Action Agency,
Ashtabula OH
Phillips, Kathleen - Central MN
Council on Aging, St. Cloud MN
Sawicki, Mary - Ashtabula Co
Community Action Agency,
Ashtabula OH
Schroeder, Amanda - PSA 3
Agency on Aging, Lima OH
Sipes, Kathleen - Central Illinois
Agency on Aging, Peoria IL
Sumner, Jenelle - Macon County
Health Department/Starting Point,
Decatur IL
Terwelp, Mary - Senior Services
Plus Inc, Alton IL
Weber, Sonya - Western IL Area
Agency on Aging, Rock Island IL
Wiley, Elizabeth - Macon County
Health Department, Decatur IL
Williard, Shirley - Champaign
County Reional Planning
Commission - Senior Services,
Urbana IL

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CERTIFIED INFORMATION & REFERRAL SPECIALISTS-

Canadian

Abu-Shakra, Hanan - Child Development Resource Connection Peel, Mississauga ON
Dumas, Paula - Social Planning Council of Kitchener - Waterloo CIC of Waterloo Region, Kitchener ON
Lebel, Jocelyne - Hamilton Niagara Haldimand Brant Community Care Access Centre, Hamilton ON
Mainland, Susan - Social Planning Council of Kitchener - Waterloo CIC of Waterloo Region, Kitchener ON
Palinsky, Susanne - Hamilton Niagara Haldimand Brant Community Care Access Centre, Hamilton ON
Passero, Barbara - Hamilton Niagara Haldimand Brant Community Care Access Centre, Welland ON
Robertson, Lois - Hamilton Community Access Centre, Stoney Creek ON
Turnbull, Todd - Social Planning Council of Kitchener - Waterloo CIC of Waterloo Region, Kitchener ON

CERTIFIED RESOURCE SPECIALISTS

Barabas, Emily - NYC Dept. of Information and Technology, Brooklyn NY
Kenny, John - United Way Services, Cleveland OH
McKee, Barbara - First Call for Help/United Way of Allen Co, Fort Wayne IN
Nordeen, Kay - Greater Twin Cities United Way, St Paul MN
Pollak, Jennifer - United Way of Jackson County/Lifeways, Jackson MI
Russell, Sharon - Knoxville-Knox County CAC Office on Aging, Knoxville TN
Trahan, Matthew - United Way Services, Cleveland OH

CERTIFIED RESOURCE SPECIALISTS-Canadian

MacWhirter, Margaret - Social Planning Council of Kitchener-Waterloo CIC of Waterloo Region, Kitchener ON
McCallum, Ann - ConnexOntario, London ON

211s in the news across North America

California

“Calif. firefighters try detailed 911 feature.” Contra Costa Crisis Center, the county provider of 211 phone service, is planned to be a key resource for vital information and referrals in a disaster.
<http://www.firerescue1.com/fire-ems/articles/291967>

Colorado

“Call of duty: When there’s no one-stop shop for all your needs, dial 2-1-1.” “In 2006, the 2-1-1 program assisted more than 20,000 people in Colorado Springs. Currently, about 90 percent of Colorado has access to 2-1-1, and individual counties are working to reach areas without coverage.”

<http://www.csindy.com/csindy/2007-08-16/cover3.html>

Delaware

“Coming soon to a Delaware phone near you.” Delaware Governor Minner scheduled to sign House Bill 57, which will create the 2-1-1 Community Social Services Helpline. Implementation details will be decided by a nine-member advisory board to be appointed by the governor from private and public agencies.
<http://www.delawareonline.com/apps/pbcs.dll/article?AID=/20070730/OPINION03/707300324/1104/OPINION>

“Guest columnist: 211” “Calls to 211 are answered by trained spe-

cialists who are empathetic, willing to listen, and able to connect a person in need to available services.”

<http://www.tcpalm.com/news/2007/aug/21/211>

“Salvation Army gives homeless a chance.” Residents and newcomers can call 2-1-1, the Tampa Bay Information Network, for information on where to seek assistance.
http://www.tbnweekly.com/pubs/pinellas_park_beacon/content_articles/081607_par-01.txt

Georgia

“YouthPride seeks empowerment with new programs: Evolution Project reaches out to black gay youth; hotline puts resources a call

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away.” YouthPride has partnered with the United Way of Metropolitan Atlanta 2-1-1 to answer its office number after hours.

<http://www.southernvoice.com/2007/8-3/locallife/feature/7286.cfm>

Idaho

“S-CHIP Due to Expire Next Month.” Idaho residents who want to know if their children qualify for the state’s children’s health insurance program are urged to call 2-1-1 for more information.

<http://www.fox12news.com/Global/story.asp?S=6970827>

Minnesota

“Volunteers needed for day trips to help clean after flood.” Volunteers can call 2-1-1 to sign-up.

<http://www.sctimes.com/apps/pbcs.dll/article?AID=/20070823/NEWS01/108230033/1009>

Missouri

“Higher calling: 2-1-1 offering information: The new hot line helps direct callers to non-emergency services.” “The Kansas City area launched the United Way 2-1-1 service March 9, 2006. The calling area includes 16 counties in Missouri and seven counties in Kansas. In a partnership with the United Way of the Plains in Wichita and the Mile High United Way 2-1-1 in Denver, the Kansas City call center, which is open 24 hours a day, also takes all after-hours and weekend calls for the state of Kansas and a 10-county region around Denver.”

<http://www.columbiamissourian.com/stories/2007/08/06/higher-calling-2-1-1-offering-information/>

New Jersey

“Refocusing the United Way.” Introducing 2-1-1 was one change United Way made.

<http://www.northjersey.com/page.php?qstr=eXJpcnk3ZjczN2Y3dnFlZUVFeXk4NDImZmdiZWw3Zjd2cWVIRUV5eTcxODE2NDEmeXJpcnk3ZjcxN2Y3dnFlZUVFeXkyMg==>

New York

“County To Educate Homeowners On Property Tax Rebate.” Westchester has teamed up with United Way’s 2-1-1 help line. Callers to 2-1-1 will be advised on how to get the rebate.

http://westchester.com/Westchester_News/Real_Estate/County_To_Educate_Homeowners_On_Property_Tax_Rebate_200708068177.html

North Carolina

“weather tips.” “United Way’s 2-1-1 of WNC is a community service information line that links people to resources in the community. People can call 2-1-1 (252-HELP from cell phones) 24 hours a day, 7 days a week to learn about community resources such as free fans, places to stay cool, etc.”

<http://www.citizen-times.com/apps/pbcs.dll/article?AID=200770813069>

Ohio

“HILDEBRANDT: Foreclosure? Who you gonna call?” “Ohio has a higher number of mortgage fore-

closures than any state in the nation.”

http://www.sanduskyregister.com/articles/2007/08/22/viewpoints/register_viewpoints/381448.txt

“Use 911 for emergencies, 211 if you aren’t in danger.” Mahoning County Emergency Management Agency is urging people to dial 211 for non-life-threatening flooding complaints.

http://www.vindy.com/content/local_regional/338200584768057.php

Oklahoma

“211 line available for people in need of health, human services.” “The new 211 system is a simple three-digit phone number where callers can find food, clothing, health care, shelter, housing, support groups, legal aid, employment and other health and human services.”

http://www.muskogeephoenix.com/local/local_story_207233551.html

South Carolina

“2-1-1 Telephone System Available for Rabies Investigation.” “The state’s 2-1-1 telephone information system is being activated as players, coaches, families and others in South Carolina who participated in the South Atlantic Summer Showdown softball tournament in Spartanburg County.”

<http://www.lakefronthartwell.com/news29672/2-1-1-telephone-system-available-for-rabies-invest.shtml>

Tennessee

“Ninth Heat Death Reported in

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Shelby County.” Residents can call 2-1-1 for information about transportation to cooling centers.

<http://www.myfoxmemphis.com/myfox/pages/News/Detail?contentId=4096794&version=1&locale=EN-US&layoutCode=TSTY&pageId=3.2.1>

Texas

“BISD Back to School Information.” “For dates, times, and locations of immunization clinics, and for information about the Don't Wait...Vaccinate! program, call 2-1-1 Texas.”

http://www.kfdm.com/news/august_21646_article.html/school_grad_e.html

“Back to school United Way style.” “Dial 2-1-1 from any phone to receive referrals to organizations that are offering assistance with school supplies, clothing, and uniforms.”

<http://www.easttexasreview.com/story.htm?StoryID=4755>

“Early response key in caring for disabled during disasters.” “Those with special health care needs can dial 2-1-1 if they are in an evacuation zone during a disaster and need transportation to a shelter.”

<http://www.bcm.edu/news/item.cfm?newsID=941>

“State’s 2-1-1 storm line still receiving help calls.” “Even

though the immediate concern has abated, the state’s round-the-clock 2-1-1 Texas line continues to take calls regarding hurricane preparedness, general information and referrals.”

http://www.southeasttexaslive.com/site/news.cfm?newsid=18729829&BRD=2287&PAG=461&dept_id=512589&rfti=6

“Local Evacuation Registration Continues.” As part of procedures, 211 stops taking registrations from people who need special assistance 72 hours before a storm.

<http://www.newschannel5.tv/2007/8/19/977782/Local-Evacuation-Registration-Continues>

Virginia

“Have a difficult situation? Dial 211: The Rappahannock United Way is partnering with 211 Virginia to provide quick answers to a variety of tough questions.”

<http://www.fredericksburg.com/News/FLS/2007/082007/08142007/307536>

Wisconsin

“Storm victims should call Great River 211.” Anyone in La Crosse County that has experienced damage due to the recent flooding is asked to call Great Rivers 211 so their information may be recorded to assist La Crosse Emergency Management in assessing and

reporting the extent of damage to the State.

<http://www.onalaskalife.com/articles/2007/08/23/news/05briefs.txt>

“Dane County, others declared a state of emergency.” “For help of all types, including information regarding sand and sandbag distribution points, call United Way of Dane County at 211 on land lines or 608-246-4357 on cell phones.”

<http://www.madison.com/wsj/top-stories/index.php?ntid=207091>

Canada

“Housing advocates back rental registry: But apartment owners’ group skeptical.” “With vacancies low, many people are having a hard time finding affordable housing: it’s the main reason for calls to the non-profit Support Network’s 211 referral line, according to a city report.”

<http://www.canada.com/edmonton-journal/news/story.html?id=d5afecb4-561b-4810-a17d-1752977fd35d>

“211 service to launch on 2/11.” The 24-hour service will start in Thunder Bay, but is expected to expand across Northwestern Ontario over the next two years and could create up to 12 full-time jobs.

<http://www.tbsource.com/Localnews/index.asp?cid=98762>

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. We want to make sure you continue to get your newsletter and other important information.

User Friendly: Jott -- voice to e-mail/text for those on the go

Dick Manikowski
Detroit Public Library-
TIP Database & Subscriptions

As I age, I find my memory is becoming increasingly less reliable. Ideas appear but flash past quickly and disappear (sometimes forever) unless I'm able to capture them.

I generally have pen and paper with me, and I'm constantly scribbling stuff down:

- ◆ Thank-you note for the Hurleys.
- ◆ PAY UMBRELLA INSURANCE BILL!
- ◆ Hannah needs column by 8/24.
- ◆ Rutabaga beer
- ◆ New Yorker article

That works fine in many situations, but it's not very useful when I'm walking the dog before the sun rises or driving down the freeway in traffic.

I've tried other mechanisms. For awhile, I carried a digital voice recorder about the size of a pen (but about an inch wide). That worked pretty well for capturing the ideas . . . until I misplaced the damned thing (I told you my memory is unreliable). The problem was that I didn't reliably check the recorder for the messages on any fixed system. Knowing that a bill is due on Aug. 15th isn't all that useful if you don't listen to the message until Aug. 23rd.

I then turned to my cell phone, which has voice recording capabilities. More importantly, it's got limited storage space. Because it only holds about three minutes of voice data, I was forced to check my messages regularly so that I could clear them and free up space for other messages. Still, the mechanism

seemed clunky. After listening to a message, I'd have to act on it immediately (or put it onto a to-do list or onto my calendar) and then erase the message. And then I found Jott.

The Jott Mantra: Think it.
Jott it. Do it

Jott (www.jott.com) with two t's is a service which transcribes voice messages into e-mail or text messages. Membership is free, though users do have to register to set up an account.

Users initially need to set up a list of contacts. For each user, you specify

- ◆ First name
- ◆ Last name
- ◆ E-mail address or cell phone number or both

To use Jott, users dial the toll-free number (877) 568-8486 or

(877) JOTT-486. A perky

synthetic female voice (according to the Jott Blog, her name is Kendall) asks, "Who do you want to jott?" You can either say the name of one of your contacts or the ever popular "myself."

If the voice recognition software recognizes what you said as a match to myself or one of your contacts, it announces "Jott Charlene" (or "Jott yourself") and then sounds a tone for you to start recording. And if the software doesn't understand your recipient, Kendall says, "I didn't get that. Who do you want to jott?"



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Once you hear the tone, you can speak for up to 30 seconds. At the end of that period, Kendall announces, "Got it. Who do you want to jott?" You can either hang up, send another Jott to the same party to continue what you were saying, or send a Jott to another party.

You can also send a Jott directly from the Jott Web site, but typing the message from a keyboard is so old-school.

Receiving Jotts

The service can take up to 30 minutes to transcribe and send your message(s), but they do get sent. The transcription is fair -- not perfect, but not bad, either. My jott to myself to write this column came through as "Thursday work on AOS(?) newsletter stuff." An earlier jott got transcribed as "Finish the alt DNS on the machines of Liz and Wanda(?)." While the service didn't accurately transcribe "AIRS" or "Glenda," it at least advised me that it wasn't confident in rendering them as "AOS" and "Wanda." And if a jott is sent by e-mail, there's a link to allow the recipient to listen to your original message.

Jott archives all the jotts you send (and you can create a PIN to restrict access to them), and you can create folders and move messages into them, leave them in the original archive folder, or delete them. You can also place your contacts into groups. A jott sent to a group is sent to the e-mail or SMS texting device of each group mem-

ber.

Jott Evaluated

For a service still in beta, Jott works pretty well. The interface is pretty spartan, but with a little exploring you can find your way around. Though the developers set it up as a fee-based service, they were more than willing to sell the company when Microsoft came coming with open pockets. Look for parts of the technology to appear in future versions of Microsoft Live.

Anyway, it works for me. I've set up a dozen or so contacts, and I've entered the phone number on my cell phone as "1 Jott" so that it's at the very top of my address book. All I need to do is to flip the phone open, hit the address book button, hit the dial button, and start talking. And when the messages come through to my e-mail account, I can use the WINDOWS clipboard to paste them into my calendar or to-do lists.

Is it a perfect system? Definitely not. Some of the transcriptions leave me scratching my head. "Look in the cut record Jontana Rosary, 8/17/02" is one of those puzzlers. I know I was recording what date was John's anniversary, but I have no idea what "Look in the cut record" means. But it feels like an improvement over what I was doing. (And yes, I was making it up about the Rutabaga beer.)

Welcome New Members

Individual Members

Laura Bradford - Raliegh, NC
Katiemarie Burns - Albany, NY
Cheryl L Gordon - Salon Springs, WI
Peg M. Miller - Boling Brook, IL
Heidi Randall - Mauston, WI
Joy H. Smith - Raleigh, NC
Cathy Spatola - Mauston, WI

Agency Members

Area Agency on Aging Palm Beach/Treasure Coast, Inc - West Palm Beach, FL
ASCOG AAA - Association of South Central Oklahoma Governments and Area Agency on Aging - Duncan, OK
Baptist Family and Children's Services - Columbia, MD
Cobb County Senior Services - Marietta, GA
Council on Aging in Union County - Monroe, NC
Middle Alabama Area Agency on Aging - Calera, AL
NACOLG - Department of Aging Services - Muscle Shoals, AL
New River Valley Agency on Aging - Pulaski, VA
North Carolina 211 - Raliegh, NC
Shenandoah Area Agency on Aging - Front Royal, VA
St. Regis/ Mohawk Office for the Aging - Akwesane, NY
Top of Alabama Regional Council of Governments (TARCOG) - Huntsville, AL

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.

OCT. 2 - WINNIPEG, MANITOBA

10:45 am - 12:45 pm
Delta Hotel, Ball Room B
350 St. Mary's Avenue
Cristina Umana (416)392-4558
info@informcanada.ca
CIRS/CRS Preparatory Workshop,
Oct. 1, 2007, 1-2:30 pm or 3-4:30 pm at above address.

OCT. 10 - DETROIT, MI

2-4 pm
United Way of Southeastern Michigan
1212 Griswold
Doug Plant (313)226-9411
doug.plant@uwsem.org
Pay parking is available in various lots in the area.

OCT 18 - LOUISVILLE, KY

10 am - Noon
Seven Counties Services, Inc.
101 W. Muhammad Ali Blvd.
Raamesie Umandavi
(502)589-8615 x1533
rumandavi-serikali@sevencounties.org

Attendees can expect to pay for parking.

OCT. 19 - CONCORD, NH

10 am - Noon
DHHS State Office, Brown Building, Room 232
129 Pleasant Street
Jennifer Hosue, BEAS
(603)271-0544
jlhouse@dhhs.state.nh.us
ABCs of I&R will be offered on Oct. 4 from 9:30-Noon at 129 Pleasant Street, Room 211.

OCT. 19 - TORONTO, ONT

10 am - Noon
543 Richmond St West, Suite 125
Cristina Umana (416)392-4558
info@informcanada.ca
A preparation course will be offered at a cost of \$99+GST on Oct. 12, from 9 am to 4 pm.

OCT. 19 - CAMBRIDGE, OH

1-3 pm
Bi-Annual Tri-State Information and Referral Conference
Salt Fork State Park Conference

Center

US Route 22E
Richard Stahl 330/762-5627

rbstahl@infoinc.org
Testing is being done in conjunction with the conference, so there will be a variety of courses offered at the same location as the test.

OCT. 24 - ORANGE BEACH, AL

9-11 am
27200 Pedico Beach Blvd.
Richard de Luna (256)237-6741

OCT. 24 - TUCSON, AZ

9-11 am
Information and Referral Services
3130 N. Dodge
Deborah Lee Harvey
(520)323-1303 x208
deb@azinfo.org

OCT. 26 - VANCOUVER, BC

9:30-11:30 am
202-3102 Main Street
Cristina Umana (416)392-4558
info@informcanada.ca
Information and Referral Specialist

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training, including Anti Oppression training will be offered at the above address on Oct. 4, from 9 am to 3:30 pm for \$125.

OCT. 26 - OKLAHOMA CITY, OK

1-3 pm
Belle Isle Library
5501 N Villa Avenue
Ronald Boggs (580)332-2313
ronald.boggs@adaunitedwat.org
Review of ABCs will be offered on Oct. 25 from 3-5 pm at the above address.

OCT. 26 - FAYETTEVILLE, NY

1:30 - 3:30 pm
NYS Annual Training and Education Conference
The Craftsman Inn
7300 East Genesee Street
John Plonski (212)727-4040
jplonski@covenanthouse.org
If examinee is not attending the NYS AIRS conference there will be a \$25 administrative fee payable to NYS AIRS.

NOV. 1 - RHINELANDER, WI

10 am - noon
2000 E Winnebago
Janell Keeter (715)365-2528
janell@northernaaa.org
A training course will be offered on Oct. 11 from 9 am - Noon, at the above address.

NOV. 6 - JOLIET, IL

10 am - Noon
251 N.Canter
Marge Zajicek (815)723-9713
mzajicek@agingspecialist.org
There will be an administrative fee of \$25 payable to Illinois AIRS due before or at the time of test.

NOV. 13 - RENTON, WA

10 am - Noon
200 Mill Avenue S, Suite 505

Eva McGinnis (425)264-0302
eva@win211.org

NOV. 15 - LINCROFT, NJ

3-5 pm
Brookdale Community College
765 Newman Springs Road
Jacqui Moskowitz (732)528-8080
jacqui.moskowitz@fscnj.org
There is a fee of \$20 payable at the door for those not attending the AIRS-NJ conference. Checks can be made out to NAIR-NJ.

NOV. 15 - REDLANDS, CA

1-3 pm
Redlands Community Center
111 W Lugonia Avenue
Tara Sullivan-Hames
(530)879-2455
tsullivanhames@ncen.org
There is a hosting fee of \$25 per applicant payable to CAIRS at the time of the test.

NOV. 16 - COLUMBIA, MD

8-10 am
The Meeting House, Oakland Mills Interfaith Center
5885 Robert Oliver Place
Sandra Berkeley (410) 222-4464
agsabe81@aacounty.org
A \$10 administration fee is payable at the door.
AIRS Certification Test Skills Training will be provided on Oct. 10, from 8:30 am - 12:30 pm at the Anne Arundel County Dept. of Aging and Disabilities, 2666 Riva Road, Suite 400, Annapolis, MD.
There is a fee of \$25 for the training.

NOV. 17, - White Plains, NY

9-11 am, and 1-3 pm
United Way of Westchester and Putnam
336 Central Park Avenue
Pat Anderson (914)993-3713
panderson@uwwp.org

NOV. 19 - BLOOMINGTON, IL

10 am - Noon
PATH, Inc.
201 E Grove Street
Jordan Mucci (309)828-1022
jmucci@pathcrisis.org
There is a hosting fee of \$25 per applicant payable to Illinois AIRS at the time of the test.

NOV. 20 - WATERBURY, VT

10 am - Noon
Vermont Center for Crime Victim Services
58 South Main Street, Suite 1
Sharon Tierra (802)861-7484
sharon@unitedwaycc.org

DEC. 5 - PHOENIX, AZ

11 am - 1 pm
2200 North Central Avenue, Suite 601
Mark Lewis (602)263-8845
mlewis@cir.org

DEC. 6 - SUNRISE, FL

9-11 am
Aging and Disability Resource Center at Broward
5300 Hiatus Road
Amy Parks (954)745-9779
parksa@elderaffairs.org

DEC. 6 - NEW ORLEANS, LA

1:30 -3:30 pm
2820 Napoleon Avenue, Suite 550
Shari Sinwelski (504)895-5575
ssinwelski@vialink.org

DEC. 7 - LIMA, OH

9-11 am
892 - A S. Cable Road
Amanda Schroeder (419)222-7723
aschroeder@psa3.org