



Bringing People and Services Together



## Inside this Issue

Renew your AIRS membership for '08 .....	1
Apply for scholarships for 2008 AIRS Conference.....	2
Welcome new members.....	2
AIRS Cares connects 2-1-1 call centers in need .....	3
AIRS certifies new specialists.....	3-5
AIRS 2008 Advertising Rates.....	5
211s in the news.....	6-9
<i>User Friendly: Power Matters - Part 2</i> .....	10-11
2007 AIRS Accredited Sites.....	12
Be a presenter at the 2008 Conference.....	12
Nominations for AIRS awards sought....	13
December FEMA Disaster Declarations.	13
Certification Test Dates.....	14
Friends of AIRS CIRS/CIR-A Conference Scholarship Application.....	15
Friends of AIRS CRS Conference Scholarship Application.....	16
AIRS Distinguished Service Award Nomination Form.....	17

# Renew your AIRS membership for '08

If you have not already done so - it's time to renew membership in AIRS and your local AIRS affiliate for 2008!

Here's why:

- ◆ It is still two memberships for the cost of one - your membership in AIRS includes a membership in your independent state/regional I&R affiliate.
- ◆ We believe that the closer you look, the more you will see that there is greater cost benefit at the Enhanced and Premium membership levels. Last year, another 12% of our members moved up to the Enhanced Level.
- ◆ When the 2008 edition of "The ABCs of I&R" is released by the end of January, Enhanced and Premium members will receive a free electronic version AND (new benefit!) also a free hardcopy of the publication.
- ◆ That 2008 edition contains a new 35-page section entitled "Working in I&R Call Centers."

Last January, we were just starting to offer online training -- we now have 10 AIRS courses available and access to dozens of others.

- ◆ This year's conference will take place in the thrilling city of Houston.
- ◆ Standards, Accreditation, Certification, AIRS Journal, AIRS Newsletter, national I&R advocacy and awareness, the I&R Networker, the I&R Toolkit, disaster training and support, AIRS Online Training ... and a new Web site on its way ...

Here's the summary of recommended actions:

- ◆ Renew!
- ◆ And renew at the Enhanced Level!

If you have misplaced the form that was sent to you a few weeks ago, please contact the AIRS Office at [moayadzahralddin@airs.org](mailto:moayadzahralddin@airs.org) as soon as possible.



## 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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AIRS Newsletter Editor  
PO Box 33095  
Portland, OR  
[airsnewslettereditor@airs.org](mailto:airsnewslettereditor@airs.org)

# Apply for scholarships for 2008 AIRS Conference

*Award includes conference registration fee, airfare and hotel for three nights*

## Sharon Doner

### *Friends of AIRS Chair*

Are you a member of AIRS and have received your certification as an Information and Referral Specialist (CIRS or CIRS-A) or as a Resource Specialist (CRS) and want to attend the AIRS 2008 Conference?

Then you need to apply for the Friends of AIRS Certified Information and Referral Specialist (CIRS) and Certified Resource Specialist (CRS) Conference Scholarships!! Two awards will be presented, one for a CIRS/CIRS-A and one for a CRS.

The nomination package must include a completed application, your resume, your essay and two letters of support. Applicants

may have attended prior conferences; this does not have to be your first conference.

Applications are on the airtnet-worker as a file and in this newsletter. Application packages are due by Feb. 1, 2008.

You can't win if you don't apply!

For more details or to get an application contact the Friends of AIRS Chair:

*Sharon Doner, Director  
Jewish Information and Referral  
Service of Greater Washington  
(301) 230-7288*

[Sharon.doner@shalomDC.org](mailto:Sharon.doner@shalomDC.org)

**Applications are on pages 15 and 16.**

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## Welcome New Members

### Individual Members

Michael DeBerry- Montgomery, AL  
David S. Plowman- Redding, CA  
Marilyn R. Shraberg- River Ridge, LA

### Agency Members

Friendship Centers of Emmet County- Petosky, MI

Illinois Department on Aging- Springfield, IL  
NYS Kinship Navigator- Rochester, NY  
Permian Basin Area Agency on Aging- Midland, TX  
The Woman's Heart- Casper, WY  
Virginia Sexual and Domestic Violence Action Alliance- Richmond, VA

# AIRS Cares connects 2-1-1 call centers in need with call centers wanting to help

**Lindsay Paulsen**

***United Way of the Midlands***

Sometimes when a disaster happens hundreds or thousands of miles away, we feel helpless.

This fall, while members of the AIRS/UWA Disaster Response Team directly assisted areas affected by the California wildfires, many other generous colleagues

were able to help through AIRS Cares. The creation of this new program allowed eight agencies around the country to “adopt” six 2-1-1 centers in California. The adopting agencies agreed to send care packages consisting of snacks, gift cards, and other stress-relieving items to the affected centers. The California centers ranged in staff size from 10-104, so some

were adopted by more than one agency.

AIRS Cares really met two needs, the need for people to give help and the need for staff to receive encouragement and support in the midst of a very stressful time. Thank you to those of you who participated. Your generosity is so appreciated.

## 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**

Alexandre, Roland - 2-1-1 Hudson Valley Region, White Plains NY  
Bancroft, Marsha - Vermont Protection and Advocacy, Montpelier VT  
Birnhack, Isaac - Lakewood Resource & Referral Center, Inc, Lakewood NJ  
Bowman, Debra - Pathways of Licking County, Newark OH  
Briddell, Ruth - Maryland Access Point Worcester County, Snow Hill MD  
Buchholz, Kristen - Mental Health Association in ND, Bismarck ND  
Burnette, Louella - Council of Community Services/Southwest VA I&R Center, Roanoke VA  
Christian, Liliana - 2-1-1 Hudson Valley Region, White Plains NY  
Collins, Kimberly - VIA LINK, Inc., New Orleans LA  
Crookshank, Matthew - Council of Community Services/Southwest VA I&R Center, Salem VA  
Davis, Anita - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA

Davis, Quinn - Volunteers of America Western Washington/North Sound 211, Everett WA  
Graf, Erin - Crisis Clinic, Seattle WA  
Henson, Annemieke - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA  
Hlucky, Elizabeth - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA  
Jackson, Linda - 2-1-1 Hudson Valley Region, White Plains NY  
Johnson, Ann - 2-1-1 Hudson Valley Region, White Plains NY  
Klein, Emma - Crisis Clinic, Seattle WA  
Knox, Betty - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA  
McIntyre, Kristy - Maryland Access Point Worcester County, Snow Hill MD  
Medina, Niko - Mile High United Way, Denver CO  
Meikle, Juliet - 2-1-1 Hudson Valley Region, White Plains NY  
Meza, Deborah - Community Action Partnership of Kern 211 Help Line, Bakersfield CA  
Nemechek, Carole - Co of San Bernardino DAAS,

*Continued on page 4*

*Continued from page 3*

Yucca Valley CA  
Pardue, Allyson - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA  
Pirrung, Erin - VIA LINK, Inc., New Orleans LA  
Reed, Tiffany - Baton Rouge Crisis Intervention Center United Way 211, Baton Rouge LA  
Repella, Jennifer - Autism Society of America, Bethesda MD  
Rhodes, Lisa - Howard County Office on Aging, Ellicott City MD  
Rishforth, Alysia - Howard Center, Burlington VT  
Rose, Katelyn - 2-1-1 Hudson Valley Region, White Plains NY  
Shockley, Ingrid - Life Crisis Center, Salisbury MD  
Shoulders, Jewel - United Way of Elkhart County, Elkhart IN  
Smith, Joy - , Raleigh NC  
Staples, Teresa - InfoLine of Central Jersey, Milltown NJ  
Steen-Sighinolfi, Melanie - VIA LINK, Inc., New Orleans LA  
Szerlip, Marjorie - VIA LINK, Inc., New Orleans LA  
Tappen, Terrilyn - Area Agency on Aging of SE Texas, Beaumont TX  
Taylor, Fannie - Family Service of Champaign County, Urbana IL  
Valencia, Rogelio - NC Dept of Health & Human Services, Durham NC  
Watson, Margaret - United Way 2-1-1, Fort Collins CO

**CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging**

Babich-Smith, Pat - Family Service of Champaign County, Champaign IL  
Beach, Diane - Somerset County Office on Aging, Somerville NJ  
Blakeley, Tacey - PSA 3 Agency on Aging, Lima OH  
Borowczyk, Sue - Macon County Health Department, Decatur IL  
Bowen, Anita - South Carolina Dept of Health and Human Services, Columbia SC  
Braun, Kristen - Anne Arundel Co. Dept. of Aging & Disabilities, Annapolis MD  
Brownlee, Donna - Info Spherix, Cumberland MD  
Buzard, Mary Ann - PSA 3 Agency on Aging, Lima

OH  
Choi, Boliver - Chinese Information Service Center, Seattle WA  
Clapsaddle, Lori - PSA 3 Agency on Aging, Lima OH  
Craig, Amy - PSA 3 Agency on Aging, Lima OH  
Delheimer, Elizabeth - IL Dept on Aging, Springfield IL  
Diller, Judith - PSA 3 Agency on Aging, Lima OH  
Finnegan, Kelly - Somerset Co. Office on Aging, Somerville NJ  
Flynn, Cheryl - PSA 3 Agency on Aging, Lima OH  
Frasier, Dawn - Area Agency on Aging Region 3C, Coldwater MI  
Garcia, Jacklyn - PSA 3 Agency on Aging, Lima OH  
Garrick, Michelle - PSA 3 Agency on Aging, Lima OH  
Gonzalez, Adriana - ADRC, Sunrise FL  
Green, Nellie - Co of San Bernardino - Dept. of Aging & Adult Svcs, Barstow CA  
Harper, Alisha - PSA 3 Agency on Aging, Lima OH  
Hayes, Ellen - Central Vermont Council on Aging, Barre VT  
Irish, Pam - Council on Aging in Union County, Monroe NC  
Jackson, Mildred - PSA 3 Agency on Aging, Lima OH  
Jaworski, Joanne - Co of San Bernardino - Dept. of Aging & Adult Svcs, Ontario CA  
Manning, Barbara - Illinois Department on Aging, Springfield IL  
Mathews, Jeannette - Southwestern Commission Area Agency on Aging, Sylvia NC  
Montgomery, Marilyn - PSA 3 Agency on Aging, Lima OH  
Morenz, Tricia - Family Service of Champaign County, Champaign IL  
Oakley, Iva - Life Center of Cumberland Co., Martinsville IL  
Olson, Nancy - Family Service of Champaign County, Champaign IL  
Pagac, Mardee - Family Service of Champaign County, Champaign IL  
Parchim, Kristin - Family Service of Champaign County, Champaign IL  
Petrie, Erica - PSA 3 Agency on Aging, Lima OH

*Continued on page 5*

**Continued from page 4**

Quinones, Maria - Aging & Disability Resource Center, Sunrise FL  
 Recker, Virginia - PSA 3 Agency on Aging, Lima OH  
 Rhodes, Julie - PSA 3 Agency on Aging, Lima OH  
 Ritter, Deborah - Maryland Access Point Worchester County, Snow Hill MD  
 Rucker, Kendell - Senior Solutions, Anderson SC  
 Salvador, Elizabeth - ADRC, Sunrise FL  
 Sarchet, Rebecca - PSA 3 Agency on Aging, Lima OH  
 Schockman, Teri - PSA 3 Agency on Aging, Lima OH  
 Schulte, Kathleen - PSA 3 Agency on Aging, Lima OH  
 Smart, Cyndi - Cabarrus County Dept of Aging, Concord NC  
 Smith, Ruth - PSA 3 Agency on Aging, Lima OH  
 Stowell, Linda - City of Redlands Senior Center, Redlands CA  
 Sweitzer, Karen - Life Center of Cumberland Co., Toledo OH  
 Tarleton, Karen - Cabarrus County Dept of Aging, Concord NC  
 Wahl, Jeffrey - PSA 3 Agency on Aging, Lima OH  
 Webb, Roxanna - Family Service of Champaign County, Champaign IL  
 Winchell, Lynn - Jewish Council for the Aging of Greater Washington, Rockville MD  
 Woods, Jason - PSA 3 Agency on Aging, Lima OH  
 Yanders, Janis - Ford Iroquois Public Health, Paxton IL

**CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Canadian**

Garratt, David - Canadian Mental Health Association Lethbridge Region, Lethbridge AB  
 Schulz, Angelika - Canadian Mental Health Association Lethbridge Region, Lethbridge AB

**CERTIFIED RESOURCE SPECIALISTS**

Arvidson, Adeline - 2-1-1 Hudson Valley Region, White Plains NY  
 Barto, Dorothy - Help Hotline, Youngstown OH  
 Benson, Elizabeth - NH Elderly & Adult Services, Concord NH  
 Burns, Dixie - United Ways of Vermont 2-1-1, Barnet VT  
 Diamond, Beth - United Ways of Vermont 2-1-1, East Middlebury VT  
 Dotson, Keisha - Fairfax Co. Dept. of Systems Mgmt. Human Svcs., Falls Church VA  
 Doxsee, Bridget - 2-1-1 Hudson Valley Region, White Plains NY  
 Holbrook, Evelyn - Secured Independence, Scottsdale AZ  
 Jones, Michael - VIA LINK, Inc., New Orleans LA  
 O'Sullivan, Dulcie - Crisis Clinic-Seattle, Seattle WA  
 Paskell, Barbara - InfoLine of Central Jersey, Milltown NJ  
 Tonkovich, Jim - United Ways of Vermont 2-1-1, Wilder VT

**AIRS 2008 Advertising Rates**

Size	One edition	Five editions	10 editions
Full Page 7.5" x 10"	\$500	\$2,500 (with 15% discount = \$2,125)	\$5,500 (with 20% discount = \$4,400)
1/2 Page (H or V) 7.5" x 5"	\$275	\$1,375 (with 15% discount = \$1,169)	\$3,025 (with 20% discount = \$2,420)

AIRS accepts paid advertising for inclusion in its newsletter for products and/or services related to the purposes of AIRS and its members.

Eleven editions of the AIRS Newsletter are electronically distributed every year to all of our members, going directly to more than 1,000 established e-mail contacts.

Taking out advertising in 10 editions includes a free web site listing (value \$650).

For more information about placing an ad or article in the AIRS Newsletter contact Hannah Newton, AIRS Newsletter Editor at [newslettereditor@airs.org](mailto:newslettereditor@airs.org)

# 211s in the news

## Alabama

“Higher bills put chill in residents.” Camilla Prince, Executive Director of the Volunteer and Information Center: “We try to empower people, and help people realize they can get out of the situation they're in,” she said. “211 is the number people can call for easier access to community health and social services.”

<http://www.montgomeryadvertiser.com/apps/pbcs.dll/article?AID=/20071209/NEWS/712090325/1001>

“United Way of Southwest Alabama helps people all during the year.” “United Way of Southwest Alabama recently kicked off a much-needed service, 2-1-1, which connects one with a trained referral specialist...”

<http://www.southalabamian.com/news/2007/1206/News/028.html>

## California

“Editorial: Tease freeze a must.” “The 211 help line, by Interface and United Way of Ventura County, is a bilingual countywide information and referral line. Call 211 for assistance regarding real-estate and other issues.”

<http://www.venturacountystar.com/news/2007/dec/09/tease-freeze-a-must>

“Nevada County Receives Technology Awards.” “The new www.Dial211.com Community Resource Directory Website won an Innovation Award from the California Counties Information

Systems Directors Association. The County collaborated with First 5 of Nevada County, the Area 4 Agency on Aging/HelpLine and many other community service organizations to develop, design and implement this comprehensive resource for the public.

Dial211.com also provides the community with the database infrastructure needed to implement telephone 211 service once approved and funded by the State.” [http://www.yubanet.com/artman/publish/article\\_71878.shtml](http://www.yubanet.com/artman/publish/article_71878.shtml)

“What's the 4-1-1 with 2-1-1? San Mateo County takes wait-and-see approach on free referral service.” County officials will re-examine 2-1-1 in 2008.

[http://www.insidebayarea.com/sanmateocountytimes/ci\\_7676429](http://www.insidebayarea.com/sanmateocountytimes/ci_7676429)

“Don't Borrow Trouble Campaign Launched.” A coalition of private and public organizations headed by the Real Estate Fraud Advisory Team is urging consumers to call the Don't Borrow Trouble Ventura help line at 211.

<http://originatortimes.com/content/templates/standard.aspx?articleid=2656&zoneid=5>

## Colorado

“First Flu Case In Pueblo Confirmed.” Residents can call 211 for information on flu clinics around southern Colorado.

<http://www.kktv.com/home/headlines/12233816.html>

“United Way's 211 Goes 24/7 In Colorado.” “Mile High United Way has 16 staff members working in a call center in Denver. They take the bulk of the calls for the Denver Metro Area. That call center will be staffed 8am to 8pm Monday - Friday. In the evenings and weekends, calls will be transferred to a call center in Kansas. Call agents in Kansas will have access to the same database of services that the call agents in Denver use.”

<http://cbs4denver.com/local/211.united.way.2.601153.html>

“United Way's 2-1-1 program just keeps growing.” Guest editor, Brian Fowler (the new director of United Way for 2-1-1): “How do you know when a program is successful? When people are using it! As the new director of United Way 2-1-1 Referral Program for United Way of Weld County, I want you to know that this program is experiencing enormous growth in the number of calls received.”

<http://www.greeleytrib.com/article/20071203/READERS/112030147>

## Florida

“Recent Child Abuse Allegations Focus Attention On S. Fla. Kids In Jeopardy.” Parents and caretakers who are “feeling overwhelmed” urged to call 211 for the Children's Trust.

<http://www.nbc6.net/news/14801814/detail.html>

*Continued on page 7*

**Continued from page 6**

“Editorial: Charity crucial in bad times: Increased demand at food bank, in 211 calls, sentinels that needs will be greater in 2008.”

“For many people, things are awful now... In the first nine months of 2007, Treasure Coast 211 referred almost 30 percent more callers to social-service agencies (including staggering 40.7 percent and 51.1 percent increases in Indian River and Martin counties, respectively).”  
<http://www.tcpalm.com/news/2007/nov/29/editorial-charity-crucial-bad-times>

**Hawaii**

“Maui mayor asks for storm help.”  
“Homeowners with storm-damaged houses and seeking assistance can call Aloha United Way toll-free at 211 from any island, 24 hours a day. The agency will pass the information to the American Red Cross of Hawaii, which will have workers assess whether damage qualifies for its help.”  
<http://starbulletin.com/2007/12/07/news/story02.html>

“Officials want reports of storm-related damage, needs.” Aloha United Way 211 has provided preliminary damage assessment information to Honolulu Department of Emergency Management.  
<http://the.honoluluadvertiser.com/article/2007/Dec/12/br/br4351069872.html>

**Indiana**

“Write this number down and use it - 211.” “Think of it as a local Google site for every imaginable

social service, but with real people manning the lines during normal business hours. ....The hot line is similar to 911, but instead of connecting callers to police it links them to trained specialists who have thousands of social service referrals at their fingertips.”

<http://www.posttrib.com/news/davich/670293,davich.article>

**Louisiana**

“Other groups, agencies provide assistance.” “If you work with an organization or you are an individual wanting to give this Christmas or you are in need of assistance, contact ...2-1-1 for a referral.”  
<http://bastrop.townnews.com/articles/2007/12/01/news/news87.txt>

**Maryland**

“Salisbury's Life Crisis Center hotline answers calls for help.” Elisabeth Orchard would like everyone to remember this phone number: 2-1-1. “Any situation, any type of information,” says Orchard. “Basically 2-1-1 is a one-point access to human services.”  
<http://www.delmarvanow.com/apps/pbcs.dll/article?AID=/20071129/LIFESTYLE/711290418/1024>

**Michigan**

“Dzurka: 2-1-1 system is there for Mich. residents in need: Array of social services are just a few buttons away.” 70 percent of Michigan's population can reach 2-1-1.  
<http://www.lsj.com/apps/pbcs.dll/article?AID=/20071207/OPINION02/712070315/1085/opinion>

Doug Halladay, Director of the Michigan Cover the Uninsured Network: “By utilizing the United Way 2-1-1 Call Center, families will be connected to operators who will be trained to screen callers for health insurance. Once screened for eligibility, the caller will be connected to personnel that can enroll them over the phone or make an appropriate healthcare services referral.”

[http://insurancenewsnet.com/article.asp?n=1&neID=200712132170.1\\_2d7f001935868009](http://insurancenewsnet.com/article.asp?n=1&neID=200712132170.1_2d7f001935868009)

**Missouri**

“United Way 211 information program connects people to social services.” The United Way of the Ozarks “unveiled” 2-1-1 on Dec. 11. Program serves 27 counties in southwest Missouri.  
<http://www.ky3.com/news/local/11249651.html>

“Blunt announces statewide hotline for winter storm shelter locations.” “Gov. Matt Blunt announced that Missouri has set up a toll-free hotline to assist Missourians with shelter and warming center questions, as well as to accept donations and provide volunteer information to assist citizens affected by the continuing severe winter weather.” Residents can call 2-1-1 (or 888-377-2100 for areas of Missouri without 211 access).  
<http://www.moberlymonitor.com/articles/2007/12/12/news/news6.txt>

**New Hampshire**

“Feel good about giving to others.”

*Continued on page 8*

### *Continued from page 7*

“Two of the United Way’s newest initiatives are particularly exciting...One is 2-1-1, a central information and referral source that helps connect people with important community services and volunteer opportunities.”

<http://www.citizen.com/apps/pbcs.dll/article?AID=/20071130/GJOI NION02/711300004/-1/CITIZEN>

### **New Jersey**

“Where will they sleep tonight? Local homeless shelters near capacity in cold weather.” “For more information, call Hudson County’s homeless hotline at 1-800-624-0287, or the United Way Social Service referral service, at 211.”

[http://www.hudsonreporter.com/site/news.cfm?newsid=19062516&BRD=1291&PAG=461&dept\\_id=523587&rfi=6](http://www.hudsonreporter.com/site/news.cfm?newsid=19062516&BRD=1291&PAG=461&dept_id=523587&rfi=6)

### **New York**

“Free local health info by phone, online.” “Trained specialists at the ABVI-Goodwill call center answer the phones 24 hours a day and can help you find agencies that provide food to the hungry, care for people with eating disorders, drug and alcohol treatment, counseling and more.”

<http://www.democratandchronicle.com/apps/pbcs.dll/article?AID=/20071127/LIVING/71127019/1032>

“New ABVI-Goodwill store signals nonprofit’s steady growth.” “Among ABVI operations and revenue sources are: The local 2-1-1 and Life Line phone services. Both

operate 24 hours a day. The 2-1-1 line is a referral service to link people with human service agencies. Life Line is a suicide and crisis hotline.”

<http://www.democratandchronicle.com/apps/pbcs.dll/article?AID=/20071207/NEWS01/712070372/1003>

“Amping Social Services With 211 Hotlines.” Representatives from Central Referral Service and the United Way of Buffalo & Erie County gathered together at the Erie County Public Safety Building for an official launch of 2-1-1.

<http://www.crbuyer.com/story/Amping-Social-Services-With-211-Hotlines-60662.html>

“Nanuet Library to hold meet-and-greet with nonprofits.” 2-1-1 among the groups at “Nanuet Cares... a platform for nonprofits and local residents to mingle.”

<http://www.thejournalnews.com/apps/pbcs.dll/article?AID=/20071129/NEWS03/711290477/1019/NEWS03>

“This year’s Youth and Philanthropy Council grants.”

“Human Services Coalition 2-1-1 Information & Referral: \$2,500 for a call center dedicated file server, which will allow for a more fluid and efficient database system and greater satisfaction from those seeking assistance.”

<http://www.theithacajournal.com/apps/pbcs.dll/article?AID=/20071213/NEWS01/712130352/1002>

### **North Dakota**

“Area seniors get assistance with Part D plans.” “A new service this year is also 2-1-1. Seniors can dial 211 to get help over the phone with plan comparisons.”

<http://www.minotdailynews.com/news/articles.asp?articleID=16700>

### **Ohio**

“Things you can do to make the holiday season brighter.” “Several local organizations run adopt-a-family or adopt-a-child programs. Call Butler County 211, or (513) 785-3095, to be matched up with a family or individual to sponsor.”

<http://www.middletonjournal.com/hp/content/oh/story/news/local/2007/12/05/mj120507tenways.html>

“Council hears discussion on crisis hotline.” “The head of a local nonprofit mental health organization, Pathways, asked City Council on Monday for support in its plan to implement a 2-1-1 service in the county. The number would connect residents with professionals who can direct them toward services such as behavioral health resources, childcare resources and services for seniors.”

<http://www.mountvernonnews.com/local/07/12/11/mv.cc.crisis.hotline.html>

### **Oregon**

“The Oregon Community Foundation Announces Fall Grants Awarded to Portland-Area Nonprofits.” Grants include: OR 211 - \$20,000 to organize communities across Oregon to become part of the planned statewide 2-1-1

*Continued on page 9*

## Continued from page 8

information and referral system for health and human services.  
[http://portland.dbusinessnews.com/shownews.php?newsid=142339&type\\_news=latest](http://portland.dbusinessnews.com/shownews.php?newsid=142339&type_news=latest)

### Pennsylvania

“Murphy Calls For Better Disaster Relief Efforts.” “Among the ideas discussed was instituting a 2-1-1 dialing system for Pennsylvania. These systems are information call receivers like the 4-1-1 system but specifically designed to help callers contact essential services agencies and nonprofits.”

[http://www.thebulletin.us/site/news.cfm?newsid=19103693&BRD=2737&PAG=461&dept\\_id=618959&fi=6](http://www.thebulletin.us/site/news.cfm?newsid=19103693&BRD=2737&PAG=461&dept_id=618959&fi=6)

### Tennessee

“Help arises from many directions: United Way features 161 programs that Nashville donors support.”

United Way of Metropolitan Nashville helped establish the 2-1-1 community help line, “which puts callers in touch with agencies, churches and people who can help them.”

<http://www.ashlandcitytimes.com/apps/pbcs.dll/article?AID=/20071129/FEA>

[TURES01/711290335/1291/MTC](http://www.ashlandcitytimes.com/apps/pbcs.dll/article?AID=/20071129/FEA)  
[N01](http://www.ashlandcitytimes.com/apps/pbcs.dll/article?AID=/20071129/FEA)

### Texas

“Partnership offers free tax help to low and middle income families: Arlington Assets for Working Families offers alternative to commercial tax preparation.” “For information on the closest tax assistance center, call 2-1-1, the United Way’s information

helpline.”

<http://www.pegasusnews.com/news/2007/dec/07/partnership-offers-free-tax-help-low-and-middle-in/>

### Vermont

“United Way’s 2-1-1 helpline.” “If you need any type of non-emergency service, you can call 2-1-1 from any phone in the state of Vermont for assistance. Through United Way of Vermont’s ‘211’ helpline, you can access all of the services available in our community for any type of non-emergency service. This service is a no-cost clearinghouse for assistance with food, fuel, health and other social services needs.”

<http://www.rutlandherald.com/apps/pbcs.dll/article?AID=/20071201/OPINION02/712010303/1037/OPINION02>

### Washington

“When it freezes, Everett shelters will open for the homeless.” “To volunteer at an emergency winter shelter or to find out if the shelters are open, call 211, Snohomish County’s social service hotline.”

<http://www.heraldnet.com/article/20071128/NEWS01/711280036&news01ad=1>

“FEMA opens office at Yard Birds in Lewis County.” “Residents also can call 2-1-1 to get information about various aid available, including food stamps, bedding, donations and so forth.”

<http://www.theolympian.com/breakingnews/story/297964.html>

“Need of Depressed Flood Victims Larger Than Supply of Help:

Centralia: Man Found Dead in Flood Damaged Home.” “Suicides in the aftermath of disasters may not be common, but they are a reality.” Among suggestions for where individuals could turn:

2-1-1.

[http://www.chronline.com/story.php?subaction=showfull&id=1197488520&archive=&start\\_from=&ucat=1](http://www.chronline.com/story.php?subaction=showfull&id=1197488520&archive=&start_from=&ucat=1)

“If You’re Feeling Overwhelmed, You’re Not Alone: Feelings of depression, anxiety, fear and just plain craziness are common during a disaster or crisis, according to experts.” “Call 2-1-1 for a referral for a variety of needs in Lewis and surrounding counties.”

[http://www.chronline.com/story.php?subaction=showfull&id=1197488209&archive=&start\\_from=&ucat=1](http://www.chronline.com/story.php?subaction=showfull&id=1197488209&archive=&start_from=&ucat=1)

“Lend a Hand Close to Home With United Way.” “The United Way 2-1-1 Information and Referral telephone line received nearly twice the calls during and after the storm than they would receive on an average day.”

<http://www.kitsapsun.com/news/2007/dec/09/my-turn-lend-a-hand-close-to-home-with-united>

### Wisconsin

“Family Resource Center celebrates 10 years of service.”

“Northwoods 2-1-1 Call Center is available to answer questions about community information and resources.”

<http://www.rhinelanderdailynews.com/articles/2007/12/06/news/news02.txt>

# User Friendly: Power Matters - Part 2

Dick Manikowski

*Detroit Public Library-*

*TIP Database & Subscriptions*

As we started to discuss in the previous installment, it behooves us all to look at our computing environment as a part of reducing energy conservation.

## PC Peripherals

Just think about all the hardware connected to your PC. Having just untangled the connections on my home desktop unit last week (I swear the dog detaches the cables at night and ties them into knots), I can provide the inventory of powered peripherals off the top of my head:

- ◆ Cable modem
- ◆ Wireless router
- ◆ All-in-one laser printer
- ◆ Color inkjet printer
- ◆ Flatbed scanner
- ◆ External hard drive for automated backups
- ◆ Powered USB hub
- ◆ Speaker system powered through the subwoofer

Most of those units aren't functional when the PC isn't running, but they're still drawing some current. Not as much as when they're fully active, but even tiny amounts of electricity add up when you're multiplying, say, 10 hours of

downtime by 365 days a year. How much power? It's hard to generalize. If you're a numbers person, you can take measurements and do the math. There are probably similar devices, but P3 International makes something called the Kill A Watt. You plug the battery powered unit into an electrical outlet and then plug any electrical device's power cord into the outlet on the front of the Kill A Watt. An LCD panel on the front of the Kill A Watt displays the volts, watts, amps, Hertz, and kilowatts per hour measurements. Once you know how much current the device is drawing (that's the KWH reading), you can calculate

*Continued on page 11*



## *Continued from page 10*

what it's costing you if you know the rate your utility provider is charging.

Want to make it even simpler?

The more advanced Kill A Watt EZ model allows you to input in the KWH you pay and does the calculations for you.

Both devices are available from a variety of online retailers. The Kill A Watt can be found for under \$25 (before shipping and taxes) and the Kill A Watt EZ for under \$50.

### **Into Action**

Once you've got the data, you'll be in a position to decide whether to make any changes.

If a particular appliance (say the coffee maker mounted under my kitchen cupboard is only costing a penny a day when it's not actually running (all it's doing is showing the time on its LED display, and that can't take much juice), it's probably not worth the effort of doing anything about.

But what if it turns out that your laser printer is costing \$0.40 when left on overnight while the CPU is off? That adds up to nearly \$150 per year. So it might be worthwhile to remember to turn it off when powering the PC down at the end of the day.

But be honest with yourself. Are you really going to do that every day? Turn off the laser printer and the inkjet printer and the flatbed scanner and the subwoofer?

Okay, you could plug all the peripherals into powered outlets on a single surge protector and turn that off at the end of the day. (Yes,

it will still be providing surge protection even when the switch is off-the switch only controls power to the unit's powered outlets.)

Shutting down the peripherals at the end of the day would only require one button press.

Or you could take the lazy man's high tech approach and set up the surge protector to turn off when your PC powers down (more on that later). Here are two products that can do that for you.

- ◆ The Port Authority Mini Power Minder plugs into a wall outlet and has two outlets and a USB port. Connect the USB port to a USB port on your CPU and the Mini Power Minder will automatically detect when the CPU powers down and will kill power to one of the Port Minder's two outlets (the other one is continuously powered). Just plug a surge protector into the controlled outlet and then plug your printer and other peripherals into that.

- ◆ Looking for an even easier approach? The BITS SmartStrip LCGA4 surge protector has 10 outlets—three always-on outlets, one “sensed” outlet, and six controlled outlets. No USB connection required. Just plug the CPU into the sensed outlet and the SmartStrip will kill the power to the six controlled outlets when the CPU shuts down. There are undoubtedly other similar devices on the market.

### **Automating Shutdown**

The last step in the puzzle is automating shutting down your CPU so that you don't even need

to remember to do it.

There's a little-known shutdown command program buried in Windows XP. Because it doesn't seem to be documented anywhere, most users are unaware of it. Here's how to use it.

1. Launch Scheduled Tasks by clicking on Start | Programs | Accessories | System Tools | Scheduled Tasks.
2. Click on Add Scheduled Task and then on Next.
3. Using the Browse button, browse to file C:\Windows\System32\Shutdown.exe.
4. Accept the default name for the task or select a different one.
5. Follow the prompts to specify when Windows should shut down the PC.
6. Provide your login password, then confirm it.
7. After checking the Open advanced properties checkbox, click on Finish.
8. In the Advanced Properties property sheet, click on the Settings tab. Check the Only start the scheduled task if the computer has been idle for checkbox, specify a time interval (the default 10 minutes is good). Also check the Stop the task if the computer ceases to be idle checkbox, then click on Apply. (This is your insurance against your PC shutting down on you should you be working late on evening.) Should you want to tweak the task in the future or delete it, just launch the Scheduled Tasks applet again and double-click the task to edit it.

# 2007 AIRS Accredited Sites

*The purpose of the AIRS Accreditation process is to apply the Standards for Professional Information and Referral to measure the quality of information and referral services. Accreditation is a cooperative effort between the I&R agency and AIRS to establish a strong foundation on which the agency can build and grow. An agency considering accreditation should assess where it is in its development and its goals and whether it is ready for accreditation. Agencies must meet minimum requirements in order to become accredited.*

*2007 has seen so far the addition of the following sites to the ranks of AIRS Accredited agencies, bringing the total number of accredited organizations to 81. Congratulations to them and all of our accredited programs. For a complete listing of accredited agencies and information on the accreditation process refer to the AIRS web site at [www.airs.org](http://www.airs.org). -- Charlene Hipes, Chief Operating Officer.*

Ontario, Canada	St. Catherines	<b>Information Niagara</b>
Michigan	Detroit	<b>TIP/Detroit Public Library</b>
Ohio	Akron	<b>Info Line, Inc.*</b>
Texas	Abilene	<b>2-1-1 Texas A Call for Help/United Way of Abilene</b>
Wisconsin	Racine	<b>211 Racine/SAFE Haven of Racine</b>
Indiana	Elkhart	<b>United Way 211 United Way of Elkhart County</b>
California	San Diego	<b>2-1-1 San Diego</b>
Texas	Beaumont	<b>2-1-1 Area Information Center of SE Texas</b>
		<b>Area Agency on Aging of Southeast Texas*</b>
Ohio	Cincinnati	<b>United Way 2-1-1 United Way of Greater Cincinnati</b>
Ohio	Chillicothe	<b>CrisisCenter/2-1-1 Scioto Paint Valley Mental Health</b>
North Carolina	Asheville	<b>First Call for Help United Way of Asheville &amp; Buncombe Co.*</b>
Ohio	Columbus	<b>FIRSTLINK*</b>
Ohio	Columbus	<b>Senior Options Franklin County Office on Aging</b>
Montana	Bozeman	<b>The Help Center</b>
Texas	Houston	<b>Information &amp; Referral Services</b>
		<b>United Way of the Texas Gulf Coast*</b>

\*Agencies that were reaccredited in 2007

## Be a presenter at the 2008 Conference

The 2008 AIRS Conference is looking for presenters dealing with information and issues related to any and all aspects of I&R. The specific training tracks are labeled as Disaster, Resource Databases, I&R Management, Technology, I&R Service Delivery, Aging and Disability, 2-1-1 and Military I&R. But we also have space for anything interesting that falls outside of those categories.

Presenters whose proposals are received by January 31, 2008, and selected for presentation, will be entered into a lottery and five individuals will be selected to receive a free conference registration (value \$525).

Submissions must be emailed. The application form is available at the AIRS Web site at [www.airs.org](http://www.airs.org).

# Nominations for AIRS awards sought

## GEORGE R. MCKINNEY MEMORIAL SCHOLARSHIP

The late George R. McKinney is remembered each year through a memorial scholarship to an AIRS member I&R agency to attend the AIRS Training and Education Conference.

George was a visionary who devoted countless hours teaching and empowering others. He was professionally involved in the field of I&R for more than 13 years and served on the AIRS Board of Directors.

### Criteria for Scholarship:

- ◆ The scholarship will go to an AIRS member I&R agency that has a program directly involving or serving youth, which is preventive in nature and has at least a one-year track record. It should be unique or innovative in nature in the agency's community.
- ◆ The scholarship is to be used to send someone from the agency who normally would not be able to attend the conference due to financial constraints, but who would fully benefit as a conference participant.

Nominations for the scholarship can be submitted by the agency

itself or a fellow AIRS member agency.

Submissions should include:

- ◆ A brief narrative about the nominated organization;
- ◆ Supplemental information regarding the agency's program(s); and the name of the individual that the agency will send to the conference in Houston, Texas, May 18-21, 2008.

\* Previous recipients will not be considered.

## AIRS DISTINGUISHED SERVICE AWARD

Each year, the Alliance of Information and Referral Systems, Inc. honors an individual, group or organization for its outstanding contributions to the field of information and referral by offering the AIRS Distinguished Service Award. This award, in large measure, defines the state-of-the-art in information and referral by honoring excellence, vision and innovation through leadership, contribution and impact to the field.

We hope you will take this opportunity to nominate a local, regional or national leader of an organization, group or corporation who has

rendered outstanding service to the field or the profession of information and referral and/or AIRS.

The Awards Committee of the AIRS board of directors will review nominations. The recipient will be announced at the 2008 AIRS Conference in Houston, Texas.

Submissions should include:

- ◆ The AIRS Distinguished Service Award Nomination Form
- ◆ Supplemental information on how the nominee fulfills the criteria outlined on the nomination form.

\* Current members of the AIRS board of directors are not eligible.

For more information on either award, contact Sharon Doner, AIRS Awards Chair at 301-230-7288 or [sharon.doner@shalomdc.org](mailto:sharon.doner@shalomdc.org).

Nomination form is on page 17 and should be sent by February 15, 2008 to:

Sharon Doner, Chair  
AIRS Award Committee  
6101 Montrose Road  
Rockville, MD 20852

## December FEMA Disaster Declarations

### Major Disaster Declarations

11/30 Indiana Severe Storms and Flooding  
12/08 Washington Severe Storms, Flooding, Landslides, and Mudslides  
12/08 Oregon Severe Storms, Flooding, Landslides, and Mudslides

12/18 Oklahoma Severe Winter Storms

### Emergency Declarations

12/12 Kansas Severe Winter Storms  
12/12 Missouri Severe Winter Storms  
12/10 Oklahoma Severe Winter Storms

# 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](mailto:certification@airs.org).*

**JAN. 23 - TUCSON, AZ**  
9-11 am  
3130 N. Dodge  
Deb Harvey (520)323-1303  
[deb@azinfo.org](mailto:deb@azinfo.org)

**JAN. 25 - COLUMBUS, IN**  
10 am - NOON  
1531 13th Street, Suite M900  
Lorealee Moore (812)372-6918  
[lmoore@areaxi.org](mailto:lmoore@areaxi.org)

**FEB. 7 - CROWN POINT, IN**  
10 am - NOON, CST  
5240 Fountain Drive  
Sylvia Cardosi (219)794-1829 x11  
[scardosi@nwi-ca.org](mailto:scardosi@nwi-ca.org)

**FEB. 7 - ORLANDO, FL**  
1:45-3:45 pm  
Regal Sun Resort  
1850 Hotel Plaza Blvd.  
Tim Sylvia (386)253-0563  
[tsylvia@unitedwayfc.org](mailto:tsylvia@unitedwayfc.org)

**FEB. 19 - SAN GABRIEL, CA**  
9-11 am

211 LA County  
526 W. Las Tunas Drive  
Laura Mejia  
(626)350-1841 ext. 2156  
[lauram@211LA.org](mailto:lauram@211LA.org)  
A \$25 administration fee made payable to CAIRS is due on the day of the exam. A receipt will be provided.

**FEB. 20, - RENTON, WA**  
10 am - NOON  
200 Mill Avenue S, Suite 505  
Eva McGinnis (425)264-0302  
[eva@win211.org](mailto:eva@win211.org)

**MARCH 3 - JACKSON, MI**  
1-3 pm  
Life Ways Board Room  
1200 N West Avenue  
Brenna Wheeler (517)796-4519  
[brenna.wheeler@lifewaysmco.com](mailto:brenna.wheeler@lifewaysmco.com)  
All MI-AIRS members are eligible for 1-2 free slots of individualized training on the Essential Learning's Online Trainings site.

**MARCH 24 - SAVANNAH, GA**  
9-11 am  
428 Bull Street  
Christy Edwards (912)651-7712  
[cedwards@uwce.org](mailto:cedwards@uwce.org)

**APRIL 4 - BIRMINGHAM, AL**  
8:30-10:30 am  
Wynfrey Hotel  
1000 Riverchace Galleria  
Carolyn Fortner (205)670-5770  
[carolyn.fortner@adsa.alabama.gov](mailto:carolyn.fortner@adsa.alabama.gov)

**APRIL 17 - OMAHA, NE**  
10:30 am - 12:30 pm  
United Way of the Midlands  
1805 Harney Avenue  
Penny Weber (402)997-7001  
[pweber@uwmidlands.org](mailto:pweber@uwmidlands.org)

**APRIL 18 - OMAHA, NE**  
1-3 pm  
United Way of the Midlands  
1805 Harney Avenue  
Penny Weber (402)997-7001  
[pweber@uwmidlands.org](mailto:pweber@uwmidlands.org)

## Friends of AIRS CIRS/CIR-A Conference Scholarship Application

2008 AIRS Conference in Houston, Texas, May 18-21

This prize will cover conference registration, airfare and hotel for three nights.

**Eligibility:** Anyone who has received the AIRS CIRS/CIRS-A (Certified Information & Referral Specialist) and is an individual or part of an agency that is a current member of AIRS.

Name of Applicant: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Parent Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date Received CIRS/CIRS-A Certification: \_\_\_\_\_ (Please submit proof of current certification)

Length of service at agency: \_\_\_\_\_

How many AIRS conferences have you attended: \_\_\_\_\_

Please send application, resume, essay and two letters of support by February 1, 2008 to

AIRS Awards Committee

c/o Sharon Doner

Jewish Information and Referral Service

6101 Montrose Road

Rockville, MD 20852

Winner will be announced by March 31, 2008. If you have any questions, please call the Friends of AIRS Chair, Sharon Doner, at 301-230-7288 or e-mail her at [sharon.doner@shalomdc.org](mailto:sharon.doner@shalomdc.org)  
Good luck and we look forward to receiving your nomination package.

### TWO LETTERS OF SUPPORT

1. Letter of support from the Executive Director or Supervisor of your agency.
2. Letter of support from an individual who has significant contact with you in a professional role.

Please ask your letters of support to address the following about you in their letters:

- 1) Length of time at job and in the field
- 2) How long applicant has been a certified specialist
- 3) Quality of applicant's skills
- 4) Challenges of applicant's position
- 5) How has applicant been an asset to their organization
- 6) Applicant's commitment to excellence
- 7) What area of training at the 2008 Conference would the applicant most benefit from and why?

### YOUR ESSAY

Please write an essay of no more than 500 words that answers this question:

“How would the knowledge you would gain from attending the 2008 conference impact your ability to perform your job and assist your organization in fulfilling its goals of providing quality service to your community?”

Include:

Review of your skills

Your commitment to excellence

Your customer service orientation

Your role as a team player

## Friends of AIRS CRS Conference Scholarship Application

2008 AIRS Conference in Houston, Texas May 18-21

This prize will cover conference registration, airfare and hotel for three nights.

**Eligibility:** Anyone who has received the AIRS CRS (Certified Referral Specialist) and is an individual or part of an agency that is a current member of AIRS.

Name of Applicant: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Parent Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date Received CRS Certification: \_\_\_\_\_ (Please submit proof of current certification)

Length of service at agency: \_\_\_\_\_

How many AIRS conferences have you attended: \_\_\_\_\_

Please send application, resume, essay and two letters of support by February 1, 2008

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Include:

Review of your skills

Your commitment to excellence

Your customer service orientation

Your role as a team player

### AIRS Distinguished Service Award Nomination Form

Nominations may be submitted by individuals or organizations and must be postmarked by February 15, 2008.

**Eligibility:** Any local, regional or national leader or any organization, group or corporation who has rendered outstanding service to the field or the profession of information and referral and/or AIRS.

Name and Title of Nominee: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Does nominee have one of these certifications? CIRS CIRS/A CRS

Is nominee's agency accredited? Yes No

On separate sheet(s), discuss how the nominee fulfills the following five criteria:

- ◆ **AFFILIATIONS:** Past/Present affiliations with an information and referral service and/or AIRS. (Activity, Organization and Dates From and To)
- ◆ **DEDICATION:** Outstanding service to the field or the profession of information and referral and/or AIRS.
- ◆ **LEADERSHIP:** Examples of commitment and leadership roles assumed in the field or profession of information and referral and/or AIRS.
- ◆ **CONTRIBUTION:** Examples of outstanding contributions to the field or profession of I&R and/or AIRS.
- ◆ **IMPACT:** Evidence of the impact of the nominee's contribution, leadership or dedication to the field of I&R and/or AIRS.

Nomination submitted by: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_