

Alliance of Information & Referral Systems

December 2008 Volume XXXII No. 10

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Contact Us
info@airs.org

'The ABCs of I&R' – 2009 Edition!

The latest (and record-breaking!) 550-page edition of “The ABCs of I&R” will soon be available for all I&R agencies to set in place as the foundation of their I&R training for new and existing staff.

A free electronic copy of the 2009 edition will be sent to all AIRS Premium and Enhanced members within the first 10 days of the new year, while a free hardcopy edition will be couriered to them within the first 20 days.

This is a revision to last year’s edition and it reflects the latest version (6.0) of the AIRS Standards (themselves ready for publication around Jan.1). The section on Crisis Intervention has been substantially reorganized in addition to the section on Database Management. The entire publication has undergone a detailed edit, and around 50 new questions have been added throughout the book.

The ABCs can serve as a guide for new staff entering the world of I&R and also as a reference tool and refresher for more experienced

staff – especially those preparing to obtain their Certification. The publication can be used by either an instructor leading a training session or by an individual working within a self-directed environment.

Instructional sections include discussion issues, role-playing options, scenarios, guidelines on language to use in certain situations, and questions on the objectives.

The questions are all written in the same style and format as Certification examinations.

Here is a list of the sections:

- ◆ The Nature of Information & Referral
- ◆ From Greeting to Closure – The I&R Process
- ◆ Empowerment and Advocacy
- ◆ Crisis Intervention
- ◆ Follow-up
- ◆ Confidentiality
- ◆ Values, Self-Awareness and Self-Determination
- ◆ Responding Effectively to

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Officers of the Corporation

*Jamie Moore, President
Tim Sylvia, President Elect
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:

Hannah Newton,
AIRS Newsletter Editor
PO Box 33095
Portland, OR
airsnewslettereditor@airs.org

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“Challenging” Inquirers

- ◆ Using the Resource Database for I&R Referrals
- ◆ Working in an I&R Call Center
- ◆ Disaster and the I&R Specialist
- ◆ Special Populations – Serving Diverse Communities
- ◆ Special Populations – Serving People with Addictions
- ◆ Special Populations – Serving Older Adults
- ◆ Special Populations – Serving Young People
- ◆ Special Populations – Serving People with Mental Illness
- ◆ Special Populations – Serving Military Personnel and their Families

Families

- ◆ Boundaries – Stress Management and the Limits of I&R
- ◆ Resource Database – Overview
- ◆ Resource Database – Inclusion and Exclusion Policy
- ◆ Resource Database – Data Structure
- ◆ Resource Database – Classification Systems and Taxonomy

Indexing

- ◆ Resource Database – Database Maintenance
- ◆ Resource Database – Disaster and the Resource Specialist

“The ABCs of I&R” is free to AIRS Enhanced and Premium members. The price for everyone else is \$450. Please contact moayad@airs.org for more information on downloading a copy for your organization.

Canadian members should contact InformCanada at www.informcanada.ca in order to purchase a Canadian edition which should be ready around early February.

“The ABCs of I&R” – Every I&R agency should have a copy!

December FEMA Federal Disaster Declarations

Major Disaster Declarations

12/12 South Dakota Severe Winter Storm and Record and Near Record Snow

Emergency Declarations

12/13 New Hampshire Severe Winter Storm

12/13 Massachusetts Severe Winter Storms

12/15 Maine Severe Winter Storm

12/18 New York Severe Winter Storm

New course available via AIRS online training

The latest course on the AIRS online training portal is called I&R Customer Service.

The course is primarily directed at the I&R Specialists and supervisors. It focuses on the less “clinical” elements of I&R customer service. People who successfully complete this course will be able to:

- Describe the nature of “I&R customer service” and why it is important.
- Define the pivotal role attitude plays in the provision of quality I&R.
- Identify positive communication strategies.
- Outline the elements

involved in opening and closing a call.

- Describe the importance of a continued commitment to improvement through ongoing training and regular supervisory feedback.

Registering for this course costs \$15 and its completion carries an award of 1.5 CEUs.

This is the 12th online course that AIRS has made available to its members. And we have three more in the production pipeline!

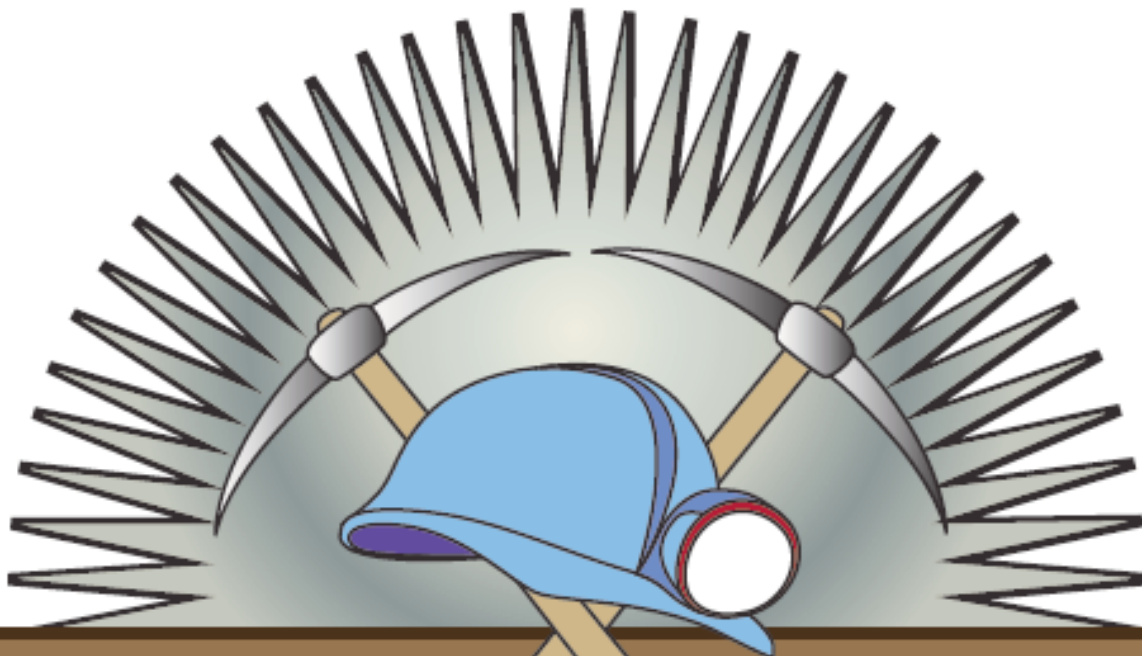
The AIRS training portal at www.cequick.com/airs also provides access to additional online courses that have been reviewed

by the AIRS Training Committee as useful for some or all I&R providers.

Click here to access the complete list of available online courses and their prices:

<http://www.cequick.com/myeln/airs/enrollment.asp?certificateid=35&subjectid=28&certName=AIRS&subjectName=AIRS%20Training>

(Note that if you are preparing for an AIRS Certification examination, the course entitled “AIRS: The I&R Process” is actually more relevant as it deals in detail with I&R communication techniques and the stages of an I&R inquiry.)



Mining for I&R Excellence

AIRS 2009 ANNUAL TRAINING CONFERENCE

A sampling of 2-1-1s in the news

The purpose of the news summary section of the AIRS newsletter has been to highlight different ways 2-1-1 has been involved in local initiatives. As 2-1-1 evolves into being an integral part of each community's fabric, this column will evolve into only highlighting new launches, different sources of funding that 2-1-1s have tapped into as well as new initiatives. If you would like to see a local article be included, please submit link and summary to 211information@gmail.com.

Arkansas

“Arkansas 211 Can Offer Money Answers: 7-Month-Old Site Can Lead To Food, Utility Help.”

<http://www.4029tv.com/news/18248387/detail.html>

California

“Joint ventures pay off for non-profit sector.” Editorial: “The better model is joint ventures or asset sharing, which is why we are pleased to point out the value of cooperation between two of the necessary nonprofits, the United Way organizations of Ventura and Santa Barbara counties. In each case, the respective United Ways operate their own 211 hotlines for essential services. But in the case of Ventura County’s operation, it has spare capacity on weekends that allows it to serve as a subcontractor to the Santa Barbara group.”

http://pacbiztimes.com/index.php?option=com_content&task=view&id=511&Itemid=54

United Way Silicon Valley recently named Kim Ferm as the new director of its 2-1-1 Santa Clara County information and referral service.

http://www.mercurynews.com/valley/ci_11130975

Colorado

“United Way Runs Low On

Referral Agencies.” “The 211 operators are running out of places to refer people who call because the agencies are running out of money.”

<http://cbs4denver.com/local/denver.united.way.2.890190.html>

“New poor overwhelm nonprofits: Groups say many of those seeking help this year are doing so for the first time.” 2-1-1 help line are up 20 percent over this time last year. Follow ups with callers to the 2-1-1 line show: “Last year...60 percent of those who called the line found assistance, but this year, only 20 percent have done so.”

http://www.denverpost.com/news/ci_11142356

“Tough Times Hit Mile High United Way.” “...60 percent of the calls to the state’s 211 helpline are from first time callers.”

<http://cbs4denver.com/business/united.way.volunteers.2.890298.html>

Florida

“A new generation of homeless: Middle-class families: In this economy, when you lose your job, it’s tough to get back on your feet.” “The United Way’s regional 2-1-1 help line reported a 42 percent higher call volume in November vs. the same month last year...Referrals for financial assis-

tance quadrupled from October 2007 to this October.”

http://www.jacksonville.com/news/metro/2008-12-14/a_new_generation_of_homeless_middle_class_families

“Recession spurs suicide calls? 211 reports 87% increase” “With the recession worsening, calls are increasing ranging from foreclosure assistance to low-cost health care for children.”

http://www.cbs12.com/news/calls_4711952_article.html/suicide_calls.html

Hawaii

“Hawaii charities ‘panicking’ as funding drops and need rises: Leaders say they fear effects of upcoming budget cuts on needy.” “Aloha United Way’s 211 service, meanwhile, saw a 60 percent increase in food pantry requests in October, compared with the same month last year, a 50 percent increase in requests for rent assistance and a 300 percent increase in utility assistance requests. The 211 service directs people to nonprofits that can help them.”

<http://www.honoluluadvertiser.com/article/20081211/NEWS01/812110369/1001/localnewsfront>

Indiana

“Local 211 service goes into effect

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today.” 211 service became available to residents of Fayette, Rush, Union and Wayne counties on December 1.

<http://www.pal-item.com/article/20081201/UPDATES/81201017/1008/NEWS01>

“Calls to Connect2Help increase 81 percent.” “The Connect2Help marketing message: If you’re experiencing financial stress, call for help sooner rather than later. That simple step could mean keeping more options open when it comes to recovery. The multimedia campaign invites people in need to “Get help. Don’t wait. Call 2-1-1.” It features a line of dominos with symbols for the top reasons people have sought help from 2-1-1: housing, utilities and food.”

<http://www.indystar.com/article/20081216/LOCAL0104/812160433/1015/LOCAL01>

Michigan

“New 211 call system in Genesee County fills the need for access to social services.” “Help in Genesee County soon will be just a phone call away; 211 system would be available 24-hours a day, 365 days a year.”

http://www.mlive.com/flintjournal/voices/index.ssf/2008/12/new_211_call_system_in_genesee.html

Commentary: “No, I can't spare a dime, but I can get you help.” Editorial writer explains how he gives out “oversized royal blue business card bearing the digits 2-1-1” in response for request for change. Gives overview of service

and concludes: “The road to self-reliance is neither easy nor straightforward, but 2-1-1 clients aren’t forced to walk it alone. Next time you’re approached and asked to spare change, give the help that really counts. It won’t cost you more than three digits.

<http://www.detnews.com/apps/pbcs.dll/article?AID=/20081204/OPINION03/812040346/1008/OPINION01>

“United Way agencies use e-mail to plead case for area’s auto industry.” “United Way for Southeastern Michigan’s 2-1-1 health and human services call center received 35,000 calls in October alone, up 34 percent from September, with the top requests being for utility assistance and food.”

<http://www.craigslist.com/article/20081205/FREE/812059991/-1>

Nevada

“United Way creates financial help guide.” “‘Help for Tough Times.’ It includes instructions and information on how to obtain unemployment benefits, health care, legal aid, food and shelter.”

“United Way started putting the book together roughly a month ago, working with the 211 information referral line. Officials scoured the logs to find the types of information people were searching for.”

<http://www.lasvegassun.com/news/2008/dec/10/united-way-creates-financial-help-guide>

New York

“Retiring Ossining police chief to head 211 hotline.” “Kenneth Donato, the police chief in Ossining town known for his work combating domestic violence, has been named the new executive director of the 211 social services hotline.”

<http://lohud.com/article/20081213/NEWS01/812130340/-1/newsfront>

“2-1-1 Tompkins adds Web chat.” “2-1-1 Tompkins, the information and referral service, has added a live chat option to its Web site, www.211tompkins.org, enabling an Internet version of the live exchange with a specialist it has been offering by telephone for a year.”

<http://www.theithacajournal.com/article/20081129/NEWS01/811290313>

Ohio

“United Way offers help for newly jobless.” “United Way of Greater Cincinnati has a new “Where to Turn Guide” to help local people affected the economic crisis. The 13-page guide is a resource compiled by United Way 211 for those who are unemployed now or possibly facing unemployment in the future. It includes information to help people cope with the strains of unemployment, including opportunities for resume preparation, job researching and interview skills. The guide also offers contact information for those seeking unemployment benefits in Ohio,

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Kentucky and Indiana.”
<http://www.bizjournals.com/cincinnati/stories/2008/12/08/daily11.html>

“United Way of Greater Lorain County launches 211lorain.org to deliver health and human services information.”
http://blog.cleveland.com/thesun/2008/12/united_way_of_greater_lorain_c.html

“211 efforts moving forward despite economic woes.” “The United Way of Morgan, Muskingum and Perry counties continues to move forward with plans to roll out a 211 Call Center sometime after the first of the year, despite rough economic times for the state..”
<http://www.zanesvilletimesrecorder.com/article/20081205/NEWS01/812050302>

Oklahoma

“Local 2-1-1 center handles more calls during holidays.”
<http://www.tmcnet.com/submit/2008/12/19/3869344.htm>

Rhode Island

“Rapid Response to addiction available.” “Rapid Response Rhode Island” has started on a trial basis:

“Callers can use the United Way’s 2-1-1 information line, which operates around the clock, to arrange for a substance abuse assessment within the next 24 hours.”
http://www.projo.com/news/content/RAPID_RESPONSE_12-16-08_UGCL9GJ_v10.3ac5788.html

Texas

“Program answers call of need: First Call brings donors together with requesters.” “Idea for program came from wanting to fill the unmet needs of the people calling into 211 Texas, the Health and Human Service Commission's information and referral network.”
<http://www.caller.com/news/2008/dec/01/program-answers-call-of-need>

West Virginia

Trina Bartlett of the United Way: “Not only is the 211 system vital to helping connect those in need to those who can help but we can tell what needs are being met by the types of calls the system is receiving the most frequently...”
<http://www.journal-news.net/page/content.detail/id/513502.html?nav=5006>

Costs finalized for Reno AIRS conference

Sharon Galler
AIRS Conference Coordinator

AIRS staff have negotiated special low, low, discounted hotel room rates of \$101 single/double for its 31st Training & Education Conference in America’s “biggest little city,” Reno, Nevada. The conference will be May 31 – June 3, 2009, at the luxurious Silver Legacy Resort & Casino.

The deadline for this AIRS discounted rate is April 20, 2009. A full schedule will be available on our Web site, www.airs.org by March, so please visit us for the latest breaking conference news.

We know budgets are tight so we have put together a cost conscious way to get your I&R education all at one time, all in one location. The hotel is only \$101 for single/double rooms and airfare to Reno is affordable and convenient, plus the hotel is only a cheap cab ride away. Many of your meals are provided at the AIRS annual conference, helping to keep your out-of-pocket costs to a minimum.

Our registration rates are also budget friendly, as they are the same rates that have been charged for the last two years. They are an even better bargain for members at the “enhanced” and “premium” levels. So plan to attend, mark your calendars and write it into your budgets for 2009.

See you in Reno!

Apply for scholarships for the 2009 AIRS Conference

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 2009 Conference in Reno? 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 in this newsletter. Application packages are due by Feb. 15, 2009.

For an application form, see page 11.

For more information or to get an application for any of the awards, contact Sharon Doner-Feldman, AIRS Awards Chair at 301-530-6704 or sdoner@verizon.net. They should be sent by Feb. 15 to Sharon Doner-Feldman, Chair AIRS Award Committee c/o Training For You 10313 Fleming Avenue Bethesda, MD 20814.

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 Reno, Nevada, May 31-June 3. Previous recipients will not be considered.

AIRS DISTINGUISHED SERVICE AWARD

Each year, the Alliance of Information & 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 & 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 2009 AIRS Conference in Reno, Nevada. **Submissions should include** The AIRS Distinguished Service Award Nomination Form (on page 12) and supplemental information on how the nominee fulfills the criteria outlined on the nomination form including resume, essay and two letters of support. Current members of the AIRS Board of Directors are not eligible.

28 Sites Accredited/Re-Accredited in 2008

AIRS realized many years ago that the key to growth and improvement in the I&R profession was development of a process that measures adherence to the Standards for Professional Information & Referral by individual I&R services. The AIRS Standards Committee actively pursued this goal over a two-year period and in 1996, the AIRS Board approved the first set of Accreditation Standards (now called Accreditation Criteria) for I&R and the first site INFO LINE of Los Angeles (now 211 LA County), was accredited.

This year 28 sites were accredited or reaccredited, bringing the total accredited sites to 105. They worked very hard for this recognition and AIRS is very proud of their successful completion of this process and their commitment to providing quality I&R services.

CONGRATULATIONS to the following organizations/programs. For a complete listing of accredited sites refer to the AIRS Web site at www.airs.org or if you have questions about how you can become accredited email Charlene Hipes at charlenehipes@airs.org.

British Columbia	Vancouver	Information Services Vancouver
Florida	Orlando	Heart of Florida United Way 2-1-1, Heart of Florida United Way
Florida	Tallahassee	2-1-1 Big Bend
Florida	Fort Myers	United Way 211, United Way of Lee County
Georgia	Atlanta	United Way 2-1-1, United Way of Metropolitan Atlanta
Illinois	Bloomington	Crisis, Information and Referral Hotline, PATH Crisis Center
Indiana	Indianapolis	Information and Assistance, CICOA Aging and In-Home Solutions
Indiana	Yorktown	LifeStream 211, LifeStream Services, Inc.
Indiana	South Bend	United Way of St. Joseph County 211, United Way of St. Joseph County
Indiana	Crown Point	Northwest Indiana Community Action
Indiana	Vincennes	Link-Age, Generations Area 13 Agency on Aging
Indiana	Indianapolis	Information and Referral Network
Iowa	Des Moines	United Way 211, American Red Cross-Central Iowa
Kentucky	Louisville	Crisis and Information Center, Seven Counties Services, Inc.
Michigan	Jackson	Central Michigan 2-1-1
Michigan	Bloomfield Hills	Crisis Telephone Line Services, Common Ground
Michigan	Muskegon Heights	CALL 2-1-1, Community Access Line of the Lakeshore
Michigan	Escanaba	U.P. 2-1-1, UPCAP Services
Michigan	Detroit	United Way 2-1-1, United Way for Southeastern MI
Minnesota	Minneapolis	United Way 2-1-1, Greater Twin Cities United Way
Montana	Great Falls	Cascade County 211/Voices of Hope
New Jersey	Milltown	Info Line of Middlesex County
Ontario	Toronto	Findhelp Information Services
Ontario	Collingwood	Information and Referral Service, Community Connection
Texas	San Angelo	211 of the Concho Valley, Concho Valley Council of Governments
Texas	Victoria	Golden Crescent AIC, Golden Crescent Area Agency on Aging
Wisconsin	Menasha	United Way Fox Cities 211, United Way Fox Cities
Wisconsin	Wausau	United Way's 2-1-1, United Way of Marathon County

Help clients prepare for change to Digital TV

The transition to digital TV is just around the corner.

Please help your clients be prepared for the switch by recording the follow message on your organization's phone system to encourage consumers to apply for their coupons by year's end.

SAMPLE ON-HOLD MESSAGES

Long version:

If you rely on a rooftop antenna or rabbit ears, a TV converter box is one option to transition to digital TV by February 17, 2009.

The Federal government is offering U.S. households up to

two \$40 coupons to help pay for the cost of TV converter boxes. [INSERT ORGANIZATION NAME] encourages consumers to APPLY for coupons TODAY, BUY the box and TRY it out by February 17th. Order coupons TODAY by visiting www.DTV2009.gov or calling 1 (888) 388-2009!

Short version:

[INSERT ORGANIZATION NAME] encourages you to get ready for the digital television transition coming up on February 17, 2009. Visit our Web site at XXX for more information.

Share your good ideas with AIRS members

As non-profit I&Rs we all have become proficient in coming up with creative solutions for problems. We don't want you to keep your solutions to yourselves. Tell us about it!

If you have designed a different way of doing something, created a new procedure, solved a problem in a unique way or just

are doing something that you think is really cool and helpful, e-mail us at newslettereditor@airs.org.

Explain in detail what you are doing and why you are doing it, and what the results have been. Your idea may be featured in an upcoming issue.

Welcome New Members

(The following new members were inadvertently left out of the September edition.)

Individual Members

Barbara Link - Windsor, ON

Agency Members

Aging & Disability Resource Center of Columbia County - Portage, WI
Aging and Adult Care of Central Washington - East Wenatchee, WA
Child Abuse Prevention Council - Roseville, CA
Douglas County Health and Human Services - Superior, WI
Elder Care Consulting, Inc. - Cleveland, SC
Elder Services, Inc - Iowa City, IA
Electronic Training Solutions, Inc. - Cocoa, FL
Grand Traverse County - Traverse City, MI
Iona Senior Services - Washington, DC
Iowa Department of Elder Affairs - Des Moines, IA
Life Line Senior Services - Sumter, SC
Macomb County Senior Citizen Services - Clinton Twp, MI
Northeast Children and Youth with Special Healthcare Needs - Neenah, WI
Traverse City Senior Center - Traverse City, MI

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.

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.

FEB. 2 - ELKHART, IN

9-11 am

222 Middlebury Street

Darren Bickel (574) 295-1650

bickeld@unitedwayec.org

FEB. 4 - INDIANAPOLIS, IN

10 am to Noon

3901 N Meridian Street

John Krom (317) 921-7527

jkrom@in211.org

FEB. 5 - LAKE BUENA VISTA, FL

1:30-3:30 pm

Regal Sun Resort

1850 Hotel Plaza Blvd.

Tim Sylvia (386) 366-9070

tsylvia@unitedwayvfc.org

FEB. 20 - DENVER, CO

1-3 pm

2505 10th Street

Pat Gash (719) 583-6611

211@srda.org

FEB. 20 - SAN ANTONIO, TX

1:30 - 3:30 pm

700 S Alamo

Mary Damsgaard (210) 352-7050

mdamsgaard@unitedwaysatx.org

FEB. 21 - TALLAHASSEE, FL

10 am - Noon

This is a confidential location - please contact the following person for information on the location.

Rosey Ilic (850) 617-6302

hotlinedir@211bigbend.org

FEB. 24 - LIMA, OH

10 am - Noon

892 A South Cable Road

Amanda Schroeder

(419) 222-7723

aschroeder@psa3.org

MARCH 12 - ATLANTA, GA

10 am - Noon

100 Edgewood Ave, NE

Kim Perkins-Heywood

(404) 527-5931

kperkins-heywood@unitedwayatlanta.org

APRIL 17 - BIRMINGHAM, AL

8:30 - 10:30 am

1000 Riverchase Galleria

Richard de Luna (256) 237-6744

richard.deluna@adss.alabama.gov

APRIL 22 - NAPOLEON, OH

10 am - Noon

600 Freedom Drive

Pheobie Hanover (419) 599-1660

phanover@fcfnwo.org

MAY 1 - RICHMOND, VA

9-11 am

6624 West Broad St

Tylee Smith (703) 642-4638

tylee@novaregion.org

There will be a \$25 administrative fee if not registered for the VAIRS conference.

OCT. 21 - NAPOLEON, OH

10 am - Noon

600 Freedom Drive

Pheobie Hanover (419) 599-1660

phanover@fcfnwo.org

Friends of AIRS Conference Scholarship Application
2009 AIRS Conference in Reno, Nevada May 31 - June 3, 2009

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

Eligibility: Anyone who has received the AIRS CRS (Certified Referral Specialist) or 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 CRS/CIRS/CIRS-A Certification: _____ (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 15, 2009 to

AIRS Awards Committee
c/o Sharon Doner-Feldman
Training for You
10313 Fleming Avenue
Bethesda, MD 20814

Winners will be announced by March 31, 2009. If you have any questions, please call the Friends of AIRS Chair, Sharon Doner-Feldman at (301) 530-6704 or e-mail her at sdoner@verizon.net
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 2009 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 2009 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

AIRS Distinguished Service Award Nomination Form

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: _____