



Bringing People and Services Together

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Contact Us  
[www.airs.org](http://www.airs.org)

## ABCs of I&R now available

The fourth edition of the “ABCs of I&R” is now available for free to AIRS Enhanced and Premium members.

The 350-page publication has undergone a substantial revision, overseen by an experienced team of I&R practitioners. The scope of this manual is much more geared towards frontline I&R and resource database work.

It is the foundation for training new Information & Referral Specialists and Resource Specialists, and also serves as a reference tool and refresher for more experienced staff -- especially anyone preparing to obtain their Certification. The ABCs can be used by either an instructor leading a training session or by an individual working within a self-directed environment.

Instructional sections include dis-

cussion 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. The questions are repeated (with the correct answers) in a separate appendix. Photocopying these pages with the answers removed might constitute a useful “mini-test” for Certification candidates. There is a separate Canadian edition.

The ABCs of I&R is free to AIRS Enhanced and Premium members. The price for everyone else is \$450. Please contact [moayadzahralddin@airs.org](mailto:moayadzahralddin@airs.org) for more information on obtaining a copy for your organization.

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### Focus on Disaster

Wired Magazine recently came out with “Ten Trouble Spots You aren't already worried about” in the U.S. The Top Ten (Ranking determined by likelihood and potential impact): 1. Levee Failure in the Sacramento Delta, 2. Flooding in the Upper Mississippi, 3. Indian

Point Meltdown, 4. Earthquake in Missouri, 5. Eruption at Yellowstone, 6 Tornadoes in Dallas, 7. Landslide at Mount Rainier, 8. Tsunami on the Eastern Seaboard, 9. Massive Power Failure in Boston, and 10. Rupture in the Alaska Oil Pipeline.

## **Officers of the Corporation**

*Caty Jirik, President*

*Kathy O'Connor, Vice President*

*Jamie Moore, Secretary*

*Beth Pline, Treasurer*

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

The AIRS Newsletter is provided as a benefit to all AIRS members. For information about annual dues for both agencies and individuals, contact us at (703) 218-AIRS (2477).

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

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## **List of ABCs of I&R chapters:**

*The Nature of Information & Referral*

*From Greeting to Closure - The I&R Process*

*Empowerment and Advocacy*

*Follow-up*

*Crisis Intervention*

*Confidentiality*

*Values, Self-Awareness and Self-Determination*

*Responding Effectively to "Challenging" Inquirers*

*Using the Resource Database for I&R Referrals*

*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*

*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*

# AIRS Products and Services Price Sheets

Print these pages out and refer to them as you continue your partnership with AIRS. For more information visit the AIRS Web site at [www.airs.org](http://www.airs.org) or call the national office at (703) 218-2477.

**IMPORTANT:** So that all requests and orders can be processed in a timely manner, it is very important that you pay the correct amount. Submitting the wrong amount could cause a delay in processing your request, and/or incur late fees or denial of Certification testing. You must be absolutely sure about your correct membership level. Your membership level can be found on your "Certificate of Membership" which is sent to either the individual member (if an individual membership) or your organization's designated contact.

## ABCs of I&R

*This 380-page publication is the foundation for training new Information & Referral Specialists and Resource Specialists and is also an invaluable aid for preparing existing staff for Certification examinations. This edition represents a comprehensive re-write and lays out the blueprint for providing a quality I&R service.*

### ABCs (includes member discounts)

Premium member	Free
Enhanced member	Free
Standard member	\$428
Basic member	\$450
Non-AIRS member	\$450

## 2-1-1 Toolkit

*The AIRS 2-1-1 Toolkit helps 2-1-1 planners create cost effective, high quality, and investor friendly business plans. The AIRS 2-1-1 Toolkit is the only 2-1-1 planning process developed by experienced 2-1-1 consultants and tested by 2-1-1 planners in the field.*

### 2-1-1 Toolkit

Premium member	\$200
Enhanced member	\$200
Standard member	\$200
Basic member	\$200
Non-AIRS member	\$1,000

## I&R Toolkit

*The AIRS I&R Toolkit provides access to field-tested tools, knowledge and resources to enhance their ability to achieve AIRS Standards in the provision of quality I&R services.*

*The I&R Toolkit has four component areas:*

- o Standards for Professional Information and Referral*
- o Agency Accreditation*

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*o Individual Certification*

*o AIRS/INFO LINE Taxonomy of Human Services*

*The AIRS I&R Toolkit is the only resource that features best practices from AIRS Accredited agencies and key archived articles from the AIRS Journal of Information and Referral.*

**Online I&R Toolkit**

Premium member	Free
Enhanced member	Free
Standard member	Free
Basic member	\$100
Non-AIRS member	N/A

**AIRS Accreditation Program**

*The AIRS Accreditation Program assesses every aspect of I&R from service delivery to community leadership to determine whether an organization meets The AIRS Standards for Professional Information and Referral.*

**Accreditation Program**

Premium member	\$3,000
Enhanced member	\$3,000
Standard member	\$3,000
Basic member	\$3,000
Non-AIRS member	\$6,000

**AIRS Certification Program**

*The AIRS Certification Program assesses I&R practitioners against the field-developed competencies that I&R staff must demonstrate in order to perform job-related duties effectively. Certification exams are offered year round at sites across the United States, Canada and at the AIRS Annual Training Conference. Individuals who successfully pass the AIRS certification examination are awarded a certificate, lapel pin and may use one of the following credentials after their names:*

*CIRS - Certification for I&R Specialists*

*CIRS-A - Certification for I&R Specialists in Aging*

*CRS - Certification for Resource Specialists*

**Individual AIRS Certification Application (includes membership discounts - all prices in US dollars unless otherwise indicated)**

Premium member	\$55
Enhanced member	\$58
Standard member	\$62
Basic member	\$65
Non-AIRS member	\$200
Exam Retake (Same price for everyone)	\$20

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**Recertification:**

Premium member	\$30
Enhanced member	\$30
Standard member	\$30
Basic member	\$30
Non-AIRS member	\$165

**Certification - Canadian**

AIRS/InformCanada member	\$80 Cdn.
Non-AIRS member	\$260 Cdn.
Exam Retake (Same price for everyone)	\$30 Cdn.

**Recertification - Canadian**

AIRS/InformCanada member	\$50 Cdn.
Non-AIRS/InformCanada member	\$200 Cdn.

**AIRS Annual I&R Training and Education Conference**

*The annual conference focuses attention on advancing the field, addressing technological advancements, energizing the development of 2-1-1 in the U.S. and Canada and increasing community awareness --- all efforts to strengthen and improve your I&R program and community. The primary goal of the conference is to advance the effectiveness of I&R professionals by providing workshops that focus on the basics necessary to efficiently and effectively provide I&R services, and the skills, abilities, knowledge and technology necessary to serve our communities. Every year, around 700 I&R professionals gather together to informally network and enjoy their choice of nearly 100 workshops.*

**National Conference - If registered before April 28, 2006 (includes membership discounts - all rates are per person)**

Premium members	\$361
Enhanced members	\$383
Standard members	\$404
Basic members	\$425
AIRS Wisconsin members at all levels	\$361
Aging network members	\$425
Non-AIRS members	\$550
Single day attendance all members	\$240
Single day attendance non-members	\$340

**National Conference - If registered after April 28, 2006 (includes membership discounts - all rates are per person)**

Premium members	\$525
Enhanced members	\$504
Standard members	\$483
Basic members	\$461
AIRS Wisconsin members at all levels	\$461
Aging network members	\$525

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Non-AIRS members	\$675
Single day attendance all members	\$280
Single day attendance non-members	\$380

**AIRS Newsletter**

*Published eleven times a year, the AIRS Newsletter shares information about developments in the field of I&R. Articles address a wide variety of issues, including innovative I&R programs, training ideas, software packages, new technology and highlights of best practices in I&R. Topical information is also provided on certification awards, board activities, conference workshops and registration, advocacy efforts, etc. The AIRS Newsletter is sent electronically to all AIRS members.*

**AIRS Newsletter**

Premium member	Free
Enhanced member	Free
Standard member	Free
Basic member	Free
Non-AIRS member	N/A

**Information and Referral: The Journal of the Alliance of Information and Referral Systems**

*The AIRS Journal is an annual publication which provides a forum for sharing detailed, practical information to help I&R providers better develop their individual and/or organizational skills and capacities. Individual volumes focus on a predetermined topic but may also contain papers outside the main theme. Recent volumes have been devoted to I&R in Times of Disaster and the Resource Database. 'Notes from the Field' include articles on other useful and theoretical aspects of I&R. There is also an ongoing bibliography of I&R related resources.*

**AIRS Journal - Current Edition (includes member discounts)**

Premium member	Free
Enhanced member	Free
Standard member	Free
Basic member	\$20
Non-AIRS member	\$30

**AIRS Journal - Previous Editions (includes member discounts)**

Premium member	\$15
Enhanced member	\$15
Standard member	\$15
Basic member	\$15
Non-AIRS member	\$20

**The AIRS/INFOLINE Taxonomy of Human Services**

*An online version of the Taxonomy is available for all new and existing Taxonomy users. The Taxonomy*

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contains more than 8,000 fully-defined terms within the overall classification system. The Taxonomy can be reviewed and downloaded online from [www.211taxonomy.org](http://www.211taxonomy.org). This Web site also provides a wealth of supportive information and structured assistance for Taxonomy users. The subscription form and additional information is available online.

**Annual Taxonomy Subscription**

Premium nonprofit member	\$150
Enhanced nonprofit member	\$150
Standard nonprofit member	\$150
Basic nonprofit member	\$150
Nonprofit non-AIRS member	\$200
Premium for-profit member	\$450
Enhanced for-profit member	\$450
Standard for-profit member	\$450
Basic for-profit member	\$450
For-profit non-AIRS member	\$600

**Standards for Professional Information & Referral: Requirements for AIRS Accreditation and Operating 2-1-1 Systems, 5th Edition**

The AIRS Standards address all aspects of an I&R service's operation including service delivery, the resource database, reports and measures, cooperative relationships, disaster preparedness and organizational infrastructure. The Standards define the I&R process in concrete terms, establish criteria for database development, mandate support for community planning activities, incorporate a broad view of collaboration at many levels and include provisions for the socially responsible use of technology. The Standards can be downloaded for free from [www.airs.org](http://www.airs.org).

**Standards for Professional Information and Referral**

Premium member	Free
Enhanced member	Free
Standard member	Free
Basic member	Free
Non-AIRS member	Free

**AIRS Membership**

Many of the benefits of membership are outlined throughout this comprehensive listing of AIRS products and services. There is also the benefit of being a constructive partner in an international network of I&R providers. This year, the I&R partnership is dramatically expanding as membership in AIRS also provides automatic membership in your state/regional Affiliate.

**AIRS Membership**

Premium member	\$750
Enhanced member	\$500
Standard member with budget over \$75,000	\$350
Standard member with budget under \$75,000	\$250
Basic member	\$50

# Configuring a lean, mean Windows machine

**Dick Manikowski,**  
**Detroit Public Library-**  
**TIP Database & Subscriptions**

When I walked into my weekend part-time job at the reference desk of a community college library, I was dumfounded to find the PC gone. The monitor was still there, as were the printer, monitor, speakers, mouse, and various and sundry cables. But without a Central Processing Unit, I could see that my productivity was going to be somewhat limited.

(It turned out that something disastrous had happened to the machine. The clerk who told me this muttered something about pornography, though that seemed pretty unlikely, and that it had been taken off to have the hard drive wiped and to have WINDOWS and the various applications installed on it.)

Luckily, a technician from the college's IS department brought up a laptop for me to use. It was a Dell Latitude D800 with reasonably powerful components . . . but it ran like molasses.

As I worked at degunking the laptop and reading the e-mail from AIRS Newsletter editor Hannah Newton reminding me of the upcoming copy deadline for this issue, I realized I was already engaged in what would be the topic for this column: stripping PCs in order to maximize their performance.

Not all of us need blazing performance from our PCs. Unless you're a high-end gamer (and we're not talking Free Cell or Mine Sweeper here), you may be entirely satisfied with the way your PC works. But if you've noticed that it's grown poky over time and that you're tapping your toes waiting for it to boot up or for applications to load, some of the pointers below may permit you to tweak a little more performance out of your machine . . . or a lot more.

None of these steps are mandatory, and you can be selective in determining which of them to implement.

## **Step 1: Looking Under the Hood**

A couple of years ago, my main home PC slowed down drastically overnight. Even simple operations like opening a file took as much as 10 times as long as it had taken previously.

I spent days looking for viruses that had gotten past my defenses, testing my RAM, and doing all sorts of diagnostics before I finally stumbled onto what was wrong. Something had tweaked the WINDOWS XP settings to reconfigure the machine to function more as a server than as the end-user PC which it was.

Two settings had gotten out of whack, and both were accessible via the clickpath *Start | Control Panel | System | Advanced | Performance Settings | Advanced*

- o *Processor Scheduling* had gotten changed from the default *Programs to Services*
- o *Memory Usage* should also have been at the default setting of *Programs* but had wandered to the alternate *System Cache*.

Resetting both values to *Programs* and restarting the PC restored its former zip. It's unlikely that you will ever run into this situation (and I still don't understand how it happened to me), but keep this in mind in case your performance suddenly deteriorates.

## **Step 2: Tweaking the IE Settings**

Like any operating system, Windows relies very heavily on both RAM and disk space, and the default settings of Internet Explorer are less than optimal.

IE's *History* button is a convenient tool for getting to a site that you've already visited, but it comes with a price. The entire list of all the pages you've visited loads into RAM when you launch IE, and it stays in RAM (and gets updated) as you visit new sites. But that's RAM that isn't available for other purposes, and Windows uses RAM extensively.

When I'm setting up a PC, I use the IE clickpath *Tools | Internet Options | General* to change the *Days* to keep pages in history from the default of 20 to a more reasonable four or five. And if I'm feeling particularly secretive, I use the *Clear History* button to wipe out

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many of my surfing tracks. (But I don't delete the cookies, which are largely innocuous and often very helpful.)

IE creates and uses all sorts of temporary files. By default, recent versions of IE reserve 10% of the C: drive for the IE temp files. That may have made sense back in the days when hard drives were measured in hundreds of megabytes, but it's way too much for 60 and 80 gigabyte drives. I use the same IE clickpath (*Tools | Internet Options | General*) to change the Settings from the default to somewhere in the neighborhood of 200 or 300 MB.

(Note-There's no consensus on this, but my personal feeling is that devoting any more space than this to the IE temp files is counterproductive. Windows will devote more energy to managing these files than it will benefit from using them.)

And while I'm on the *Settings* page, I make sure that the *Check* for newer versions of stored pages radio button is set to *Every Visit* to the page.

Finally, if the machine has multiple physical drives (physical drives, not logical drives created on partitions of a single physical drive), I use the *Move* folder button to relocate the IE temp files to a drive other than the C: drive on which Windows and IE are installed. Doing so takes some of

the load off the C: drive, which is already working pretty hard.

### Step 3: Limiting Visual Effects

Windows XP can perform visual effects which were undreamed of in earlier operating systems, and the VISTA operating system which Microsoft expects to release at the end of 2006 (maybe) promises to be even more stunning. Those effects eat up CPU cycles, however.

To limit the graphic bells and whistles of your desktop (but without limiting them in games and applications), click on *Start | Control Panel | System | Advanced | Performance Settings* and use the options on the *Visual Effects* tab to rein in the effects.

### Step 4: Cleaning Up Files

Windows XP has a convenient tool for cleaning up files which may no longer be needed. Click on *Start | Programs | Accessories | System Tools | Disk Cleanup* and select the drive you want cleaned up, then specify which types of files should be cleaned out.

Don't haphazardly delete all the files. The options are explained pretty clearly. Think twice, for instance, before doing a wholesale emptying of the Recycle Bin. Once you've cleaned up unneeded files, click on *Start | Programs | Accessories | System Tools | Disk Defragmenter* and select the drive you've just cleaned up.

Defragmenting will repack files

(which, over time, get scattered into multiple chunks all over a drive) into contiguous clusters. The reordering won't last forever, so it's a good idea to run *Disk Defragmenter* periodically. I do it about once a month.

### Step 5: Managing Virtual Memory

Windows XP is a RAM hog. Even if you've only got a single application running, the operating system is juggling all sorts of things in the background. And when you run multiple apps simultaneously, your system may run out of RAM.

When that happens, the operating system starts using disk space in lieu of RAM. This slows things down (because mechanical operations like disk writes and reads are inherently much slower than the electronic operations which occur in RAM), but it's certainly better than having your system crash. Windows manages this virtual memory without any user intervention, but the case can be made that the default settings are less than optimal.

Click on *Start | Control Panel | System | Advanced | Performance Settings*. On the *Advanced* tab, click on the *Change* button in the *Virtual Memory* section. You'll be able to see and set options for each logical drive in your system. Your system is probably set to the default, with a system-managed swapfile (another word for virtual memory) set up on your C: drive

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and none on any other hard drives.

If you have multiple physical drives (not logical ones), operations will flow more smoothly if the swapfile (and you only need one for your system, not one for each physical or logical drive) resides on a different physical drive than that on which Windows resides. Doing so will even out the workload.

I also recommend unchecking the *System-managed size* radio button

and taking the reins yourself.

But before you do that, select the *No paging file* radio button, reboot the PC, then run *Disk Defragmenter* (see Step 4) on the drive. Reboot the PC again after *Disk Defragmenter* has finished. Don't try to run any applications with no swapfile.

Now, return to the *Virtual Memory* dialog box and choose the *Custom size* radio button and specify an

*Initial size* of 2.5 times the amount of RAM your system has and an identical *Maximum size*. Keeping the swapfile at a fixed size removes the Windows workload of constantly having to resize the file as well as managing its contents.

And since you've created it on a drive which had been defragged before the new swapfile was created, the file should be contiguous. Reboot your PC one more time and you should be in business.

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## Welcome New Members

2-1-1 Community Resources & Elder Helpline - Orlando, FL

2-1-1 East Texas United Way of Tyler/Smith County - Tyler, TX

AACOG Bexar Area Agency on Aging - San Antonio, TX

Action for Older Persons, Inc. - Binghamton, NY

Adams County Aging Dept. - Adams, WI

Aging & Adult Care of CW - E Wenatchee, WA

Aging Resource Center for Douglas County - Superior, WI

Aging Resource Center of Brown County - Green Bay, WI

Alliance for Disabled in Action, Inc - Edison, NJ

American Foundation for the Blind - New York, NY

Travelers Aid Society of Los Angeles - Los Angeles, CA

Barron County Aging and Disability Resource Center - Barron, WI

Baton Rouge Crisis Intervention Center, Inc. - Baton Rouge, LA

Berkshire Community Action Council - Pittsfield, MA

Brain Injury Association of Vermont - Shelburne, VT

Brown County United Way - Green Bay, WI

CONTACT Altoona - Altoona, PA

Casa De Amigos of Midland TX Inc - Midland, TX

Catawba County United Way - Hickory, NC

Catholic Charities, Diocese of Joliet - Kankakee, IL

Catholic Charities/Archdiocese of Newark - East Orange, NJ

Center for Siouland - Sioux City, IA

Central Texas Information & Referral System - Belton, TX

Champaign County Regional Planning Commission - Urbana, IL

City of Livonia, Community Resource - Livonia, MI

Coastal Georgia AAA - Brunswick, GA

Common Ground Sanctuary - Bloomfield Hills, MI

Contact Lifeline of the Highland Rim - Tillahoma, TN

Council of Community Services/Southwest VA I&R Center - Roanoke, VA

Council on Aging - Santa Rosa, CA

Covenant House - Hicksville, NY

Crisis Line of Central Virginia, Inc. - Lynchburg, VA

Delaware County Office of Services for the Aging (COSA) - Eddystone, PA

Door County Senior Resource Center - Sturgeon Bay, WI

Eau Claire County Department on Aging - Eau Claire, WI

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# Test your knowledge of the Professional Standards for Information & Referral

## ***This month: Disaster Preparedness***

*This is the first in a series of articles designed to help those new to the field of I&R become familiar with the AIRS Standards, and for those already experts in the Standards, this test will be a useful reminder. E-mail me your answers to the following questions at [newslettereditor@airs.org](mailto:newslettereditor@airs.org) and those who answered all the questions correctly will have their names printed in the April edition of the newsletter. Those names also will go into a random drawing, and the winner of the drawing will receive an AIRS pin.*

**1. What does the acronym VOAD mean?**

- a. Volume Of Associate Duties
- b. Voluntary Organizations Assisting in Disasters
- c. Virtual Organizing of Agency Directories
- d. Vehicles Operating Alongside Doctors

**2. I&R agencies should track open hardware stores and working ATMs during a disaster:**

- a. True
- b. False

**3. Backup systems for telephones should be:**

- a. Analog
- b. Digital

**4. I&Rs should have emergency operations training:**

- a. Semi-annually
- b. Annually
- c. Biennially

**5. An I&R agency should be prepared to continue to offer services even if its building is destroyed.**

- a. True
- b. False

**6. Disaster services should be classified in the Disaster Services section of the AIRS/INFO LINE Taxonomy of Human Services. Which section is that?**

- a. B's
- b. D's
- c. H's
- d. T's



**7. I&R services should establish a relationship with their \_\_\_\_\_ to make sure their organization is given high priority.**

- a. Cable Service
- b. Takeout Service
- c. Cleaning Service
- d. Telephone Service

**8. What does an I&R agency NOT need to have a written procedure for during a disaster?**

- a. Weekly Work Schedule
- b. Disaster Debriefing
- c. Emergency Evacuation
- d. Procedures for contacting the police/paramedics

**9. I&R agencies should add temporary services to their database during a disaster.**

- a. True
- b. False

**10. After the disaster is over, the I&R agency shall:**

- a. Produce a report, which documents what procedures worked well and what needs to be improved
- b. Hold informal discussions about the disaster.
- c. Pretend the disaster never happened.

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Eden I&R Inc - Hayward, CA  
Elder Network of the Capital Region - Albany, NY  
Family Support Center- Lackland - Lackland AFB, TX  
First Call for Help - Culpepper, VA  
Fulton County Office on Aging - Atlanta, GA  
Helpline/Jewish Board of Family & Children's Services - New York, NY  
InfoLine of Central Jersey - Milltown, NJ  
Institute for Human Services/HELPLINE - Bath, NY  
Interfaith Older Adult Programs, Inc. - Milwaukee, WI  
Jasper CountyCommunity Services - Rensselaer, IN  
Land of the Dancing Sky, Area Agency on Aging - Warren, MN  
Linkage Lycoming - Williamsport, PA  
Marine Corps Community Services/ Marine & Family services - FPO, AP  
Mental Health Association in Waukesha Co - Waukesha, WI  
Mesa Co Dept of Human Services - Grand Junction, CO  
Metropolitan Center for Independent Living - St. Paul, MN  
Mickie Watterson/Associates - New York, NY  
Montachusett Home Care Corp - Leominster, MA  
National Association of State Units on Aging - Washington, DC  
Northern Virginia Regional Commission - Fairfax, VA  
Northwest Indiana Community Action - Hammond, IN  
Ohio Department of Aging - Columbus, OH  
Ozaukee County Aging Services Dept. - Port Washington, WI  
Paraquad - St. Louis, MO  
Pesely Consulting and Temporary Services - Sacramento, CA  
Pierce Co Aging & Long Term Care - Tacoma, WA  
Private Industry Council - Chico, CA  
Regional Action Phone, Inc. - Batavia, NY  
Sauk County Commission On Aging - Baraboo, WI  
Senior Serivces Assoc., Inc. - Elgin, IL  
Senior Services Inc. - Forsyth, NC  
SeniorsPlus - Lewiston, ME  
Southeast GA Area Agency on Aging - Waycross, GA  
Spherix, Inc. - Beltsville, MD  
Switchboard of Miami - Miami, FL  
TXU Energy - Dallas, TX  
The Center for Information & Crisis Services Inc - Lantana, FL  
The Council on Drug & Alcohol Abuse - Lancaster, PA  
Truckee Tahoe Seniors Council - Truckee, CA  
Umpqua Community Action Network - Roseburg, OR  
United Way LINC - Lancaster, PA  
United Way of Fresno County - Fresno, CA  
United Way of Greater Duluth 2-1-1 - Duluth, MN  
United Way of Lee County - Ft. Myers, FL  
United Way of McLean County - Bloomington, IL  
United Way of Metropolitan Nashville - Nashville, TN  
United Way of Midland County - Midland, MI  
United Way of Northeast Florida - Jacksonville, FL  
United Way of Pierce County - Tacoma, WA  
United Way of Southwestern Indiana - Evansville, IN  
United Way's 2-1-1 - Chattanooga, TN  
United Ways of Vermont - Burlington, VT  
VIA LINK - New Orleans, LA  
Virginia Dept. for the Aging - Richmond, VA  
Volunteer & Info Services of the Rappahannock United Way - Fredricksburg, VA  
Washington County Office on Aging - West Bend, WI  
Wastenaw United Way - Ann Arbor, MI  
Waukesha Co Dept. of Senior Services - Waukesha, WI  
Waushara County Dept. of Aging Services - Wautoma, WI  
Wood County Aging Resource Center - Wisconsin Rapids, WI  
Workforce Network, Inc. - Corpus Christi, TX

# 211s across the country and in the news

*With launches in Indiana, Kansas, Maine, Nevada, Oklahoma, Virginia and Washington state, and a soon to be launched center in Missouri, 2-1-1 serves about 161 million Americans - over 53% of the US population - with 187 active 2-1-1 systems covering all or part of 39 states (including 13 states with 100% coverage) plus Washington, D.C., and Puerto Rico.*

## **Arkansas**

“Local United Way Chapter Proposes New Non-Emergency Call Center.” The United Way of Pulaski County is exploring 2-1-1 service.

<http://www.katv.com/news/stories/0206/299354.html>

“211 help line in works to connect Arkansans, social service agencies.” The United Way of Pulaski County is planning to establish a 211 help line The W. K. Kellogg Foundation, based in Battle Creek, Mich., recently awarded a \$ 200,000 grant to lay the groundwork for 211 in Arkansas, Mississippi and Louisiana.

<http://www.nwanews.com/adg/News/144424/>

## **California**

“Bowl-A-Thon funds will help Hotline prepare to implement 211, an easy-to-remember phone number that will enhance Hotline's emergency capabilities.”

<http://www.sanluisobispo.com/mld/sanluisobispo/business/13905352.htm>

“Council asked to back 2-1-1 plan.” The 2-1-1 Stanislaus HelpLine is expected to be launched in July 2007 with the assistance of federal tax dollars.

[http://www.mantecabulletin.com/articles/2006/02/02/ceres/local\\_news/news06.txt](http://www.mantecabulletin.com/articles/2006/02/02/ceres/local_news/news06.txt)

“S.D. Cingular users can now access 211: Line offers community information for free.” The company is the second wireless carrier to make 211 available for its San Diego customers. T-Mobile did so in September.

<http://www.signonsandiego.com/news/business/20060222-9999-1b22cingular.html>

## **Connecticut**

“State Cracking Down on Meth Labs.” Governor Rell urges Connecticut residents to call the state's 211 information line if they need drug treatment.

<http://www.wfsb.com/Global/story.asp?S=4445104>

## **Florida**

“Children's Trust excels.” As the agency enters its fourth full year, the Trust, according to its annual report, has, among other things, “Established a 211 human-service hotline in partnership with Switchboard of Miami to provide telephone counseling, crisis intervention and information and referrals to social-service providers.”

<http://www.miami.com/mld/miamiherald/news/opinion/13779757.htm>

“2-1-1 now serving DeSoto County” United Way 2-1-1 of Manasota Inc. now serves DeSoto County. As of November 2005, the service was available in only 36 of 67 Florida counties. Congressmen have proposed legislation that would expand Florida's 2-1-1 network to all counties in the state.

<http://www.sun-herald.com/NewsArchive4/020306/tp7de7.htm?date=020306&story=tp7de7.htm>

Crisis Center of Tampa Bay, Inc. has received the \$100,000 Sapphire Award from the Blue Foundation for a Healthy Florida. The Blue Foundation for a Healthy Florida is Blue Cross and Blue Shield of Florida's (BCBSF) philanthropic affiliate. “The Sapphire Award recognizes and rewards community health programs that have demonstrated excellence, success and high merit,” said Susan Towler, executive director, The Blue Foundation for a Healthy Florida.

<http://www.bcbsfl.com/es/index.cfm?section=&fuseaction=MediaRoom.mediaRelease&ID=20060207104620&Method=Full&Cache=Off>

## **Georgia**

“211 system has been boon in emergencies.” “The growth of the 211 phone system nationally has meant

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more than just a speedier way for people to get social service information.”

[http://heraldnet.com/stories/06/02/19/100loc\\_b4211side001.cfm](http://heraldnet.com/stories/06/02/19/100loc_b4211side001.cfm)

#### **Indiana**

“Don't know who to call? 211 referral service now available in St. Joseph, Elkhart and Marshall counties.” 43 of Indiana's 92 counties now have access to 211. More counties will join in the next two weeks.

<http://www.southbendtribune.com/apps/pbcs.dll/article?AID=/20060211/News01/602110337/1/NEWS01/CAT=News01>

“Helpline ready to serve Hoosiers: New phone service offers information.” “Warren Allender, head of Elkhart County's Department of Emergency Management, said 211 is an important system when a crisis happens that requires more than emergency response from police, fire or ambulance.

<http://www.etruth.com/News/Content.aspx?ID=366383&page=>

“Residents needing help may soon call 2-1-1: Number would be for healthcare, housing, legal aid.” Overview of possible ways of connecting Grant County residents to 2-1-1.

<http://www.chronicle-tribune.com/apps/pbcs.dll/article?AID=/20060208/NEWS01/602080333/1002>

“Elkhart County: 2-1-1 phone assistance service will start soon.”

<http://www.etruth.com/News/Content.aspx?ID=366089&page=>

#### **Louisiana**

“State shelters homeless evacuees with end to FEMA's hotel program.”

Evacuees needing emergency housing information can call the Louisiana Hurricane Emergency Shelter hotline at 1 (866) 310-7617, or the Centerpoint social service hot line at 2-1-1, to begin assistance in finding longer term housing.

<http://www.shreveporttimes.com/apps/pbcs.dll/article?AID=/20060207/NEWS/60207009>

#### **Kentucky**

“Need helping hand? Dial 211.” The phone referral service works with 1,800 agencies and organizations in Boone, Campbell, Grant and Kenton counties and three Ohio counties: Hamilton, Brown and Clermont.

<http://news.kypost.com/apps/pbcs.dll/article?AID=/20060208/NEWS02/602080375/1014>

#### **Maine**

“One new number, 5,500 services.” The call center, at Ingraham's new headquarters in Portland's Monument Square, can be reached by dialing 211 anywhere in Cumberland or Washington County. Its coverage will expand to York and Penobscot counties on April 30 and be accessible statewide in July.

<http://pressherald.maintoday.com/news/state/060208call211.shtml>

#### **Maryland**

“Telephone service to offer list of community resources.” Washington County Commissioners voted unanimously to contract with the Mental Health Association of Frederick County, Md., to provide the 2-1-1 telephone service in Washington County.

[http://www.herald-mail.com/?module=displaystory&story\\_id=130071&format=html](http://www.herald-mail.com/?module=displaystory&story_id=130071&format=html)

#### **Michigan**

The Volunteer Center of Battle Creek is looking for individuals to deliver informational materials to local companies about the 211 program.

<http://www.battlecreekenquirer.com/apps/pbcs.dll/article?AID=/20060208/LIFESTYLE08/602080320/1032>

“DTE Energy Foundation Gives \$7 Million in 2005.” The DTE Energy Foundation's grant of \$250,000 helped create a new telephone resource center for people living in metro Detroit.

<http://www.pnnonline.org/article.php?sid=6517&mode=thread&order=0&thold=0>

#### **Missouri**

“Soon you can dial 211 for United Way.” The United

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Way 211 system will be launched at the Heart of America United Way's annual meeting on March 9.  
<http://www.kansascity.com/mld/kansascity/news/local/13751629.htm>

### **Nevada**

“Nevada launches free 2-1-1 telephone information system.” “The first 211 call was made by Governor Guinn who, without identifying himself, asked where he should go to find a job at the end of the year. Guinn is in the last year of his final term as governor.”

<http://www.krnv.com/Global/story.asp?S=4487193&nav=8fa0>

“Nevada unveils new informational service number.” Governor Guinn: “This will go a long way in eliminating the frustration when you know you can contact somebody and they can give you an answer.”

<http://www.krnv.com/Global/story.asp?S=4484341&nav=8fa0>

### **New Mexico**

“2006 Legislature: Health & Human Services Measures mean to boost 211 call service.” The bills, if passed, would provide \$462,000 from the state's general fund to help expand 2-1-1 to 95% of New Mexicans. New Mexico has six 211 call centers in the state's most populated areas.

<http://www.freewmexican.com/news/38997.html>  
<http://legis.state.nm.us/Sessions/06%20Regular/bills/senate/SB0496.html>

### **New York**

“211 center aids thousands: Local operators answer variety of calls for help.” William McCullough, executive vice president of the United Way of Greater Rochester: “Consistently we hear from people trying to find help that it's difficult to be familiar with all the governmental and private programs that exist here...”

<http://www.democratandchronicle.com/apps/pbcs.dll/article?AID=/20060202/NEWS01/602020369/1002/NEWS>

“Keep up progress on making Rochester lead-safe.” 2-1-1 will participate in an extensive lead-safety awareness advertising over the next few years.  
<http://www.democratandchronicle.com/apps/pbcs.dll/article?AID=/20060212/OPINION02/602120316/1039/OPINION>

### **North Carolina**

“211: Let your fingers do the dialing: Free service offers central place to call for health and human services needs.”

[http://www.hickoryrecord.com/servlet/Satellite?pagename=HDR/MGArticle/HDR\\_BasicArticle&c=MGArticle&cid=1137834027926](http://www.hickoryrecord.com/servlet/Satellite?pagename=HDR/MGArticle/HDR_BasicArticle&c=MGArticle&cid=1137834027926)

### **Ohio**

“A closer look at 211.” When United Way of Greater Cincinnati launched the local 211 service in 2003, it was the first 211 line in Kentucky and the second in Ohio, behind one in Delaware County, north of Columbus.

<http://news.cincypost.com/apps/pbcs.dll/article?AID=/20060208/NEWS01/602080345>

### **Oklahoma**

“211 frees 911 lines in county.” The 211 system was introduced into Pontotoc county last week, along with 13 other counties in southeastern Oklahoma. “...considering that tornado season will soon be upon us, the 211 program is something southeastern Oklahoma should be proud to have.”

[http://www.adaeveningnews.com/editorials/local\\_story\\_038143719.html?keyword=topstory](http://www.adaeveningnews.com/editorials/local_story_038143719.html?keyword=topstory)

“211 goes into effect: Pontotoc County program to serve 14 counties.”

[http://www.adaeveningnews.com/homepage/local\\_story\\_033161846.html?keyword=leadpicturestory](http://www.adaeveningnews.com/homepage/local_story_033161846.html?keyword=leadpicturestory)

### **Pennsylvania**

“Press ‘1’ for assistance.” United Way of Westmoreland County is working to improve its existing information and referral system and lay the groundwork for a 211 system. Planning for a 211

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## **Continued from Page 15**

system in Pennsylvania began in 2001.

[http://pittsburghlive.com/x/tribune-review/health/s\\_423346.html](http://pittsburghlive.com/x/tribune-review/health/s_423346.html)

## **South Dakota**

“Awards honor those who help Sioux Falls.” Janet Kittams-Lalley of the HelpLine Center was honored at the annual Sioux Empire United Way Volunteerism and Leadership Luncheon. Kittams-Lalley, helped Sioux Falls become the 13th community in the nation to provide 211 phone service.

<http://www.argusleader.com/apps/pbcs.dll/article?AID=/20060215/LIFE/602150304/1004>

## **Texas**

“Free Help for Tax Season.” For more information on the free tax help, call ACORN at 226-25-84, or call the United Way at 211.

[http://www.woai.com/news/local/story.aspx?content\\_id=ED270AE6-7FBA-437B-9861-8338C5F04964](http://www.woai.com/news/local/story.aspx?content_id=ED270AE6-7FBA-437B-9861-8338C5F04964)

“Nonevent of the year.” Legacy Bank, North Dallas Bank and Trust, and Presbyterian Hospital and Medical Center are underwriting the costs of announcing the “No-Gala Gala,” a benefit for the Assistance Center of Collin County. “Information and referral on almost any subject is available from The Assistance Center by simply dialing 211.”

[http://www.dallasnews.com/sharedcontent/dws/news/city/collin/stories/DN-faybles\\_05cco.ART.North.Edition2.3eab680.html](http://www.dallasnews.com/sharedcontent/dws/news/city/collin/stories/DN-faybles_05cco.ART.North.Edition2.3eab680.html)

“Feeling lost and overwhelmed about the drug plan? We can point you toward the right path.” Call 211 for dates and times of information seminars.

<http://www.statesman.com/life/content/life/stories/health/02/4consumer.html>

## **Utah**

“Medicare drug plan still striking out with seniors New study: Most have heard about the program by now, but few claim to really understand it.” 211 Information Director Josh Pederson acknowledged that accessing community services is as challenging as navigating I-15’s notorious “spaghetti bowl.”

[http://www.sltrib.com/utah/ci\\_3522547](http://www.sltrib.com/utah/ci_3522547)

## **Virginia**

“For social services information, dial 211.” “The statewide initiative will be tested during the next five months to track the volume of calls, in hopes of expanding it to a 24-hour program.”

<http://home.hamptonroads.com/stories/story.cfm?story=99610&ran=211124>

“Kaine places first call on new 211 system.”

Governor Tim Kaine placed the first call to the state’s new 2-1-1 system.

<http://www.wavy.com/Global/story.asp?S=4488686&nav=23ii>

“Governor launches 211 system: With one call, residents can get information on child care, housing assistance and more.”

[http://www.timesdispatch.com/servlet/Satellite?page-name=RTD%2FMGArticle%2FRTD\\_BasicArticle&c=MGArticle&cid=1137834022478&path=!news&s=1045855934842](http://www.timesdispatch.com/servlet/Satellite?page-name=RTD%2FMGArticle%2FRTD_BasicArticle&c=MGArticle&cid=1137834022478&path=!news&s=1045855934842)

“One-Stop Health: 2-1-1 Virginia immediately connects people with free information on available community services.” Governor Timothy M. Kaine: “It will soon be in everyone’s memory if they have a social service need ... They will know, it will be engrained in all of us, to dial 2-1-1...”

[http://www.richmond.com/communityFocus/output.aspx?Article\\_ID=4120571&Vertical\\_ID=135&tier=1&position=2](http://www.richmond.com/communityFocus/output.aspx?Article_ID=4120571&Vertical_ID=135&tier=1&position=2)

## **Washington**

“Easy new resource for social services - Dial 211.”

[http://seattletimes.nwsourc.com/html/local-news/2002816872\\_infoline20m.html](http://seattletimes.nwsourc.com/html/local-news/2002816872_infoline20m.html)

“Help is just a 211 call away: A new phone system will be a resource for people to find out where to get or give help.”

[http://heraldnet.com/stories/06/02/19/100loc\\_b1211001.cfm](http://heraldnet.com/stories/06/02/19/100loc_b1211001.cfm)

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“Dial 2-1-1 starting on 2/22.” Washington Information Network 2-1-1 has already begun taking calls in Yakima but will officially open lines in four locations in the state on Feb. 22.

<http://www.yakima-herald.com/page/dis/285316394599621>

## **Wisconsin**

“211 service fielding more calls: Crisis calls drop as people gain help earlier.” Report detailing county 211 activities shows more people are calling 211 for help in Waukesha County.

[http://www.gmtoday.com/news/local\\_stories/2006/Feb\\_06/02112006\\_03.asp](http://www.gmtoday.com/news/local_stories/2006/Feb_06/02112006_03.asp)

“Someone special: 211 volunteers honored.” Connie Miller, Mary Ann Rehberg, Lucille Warren, Char Lima and Carol Appleton, volunteers for the 2-1-1 service, were recognized for their contributions.

<http://www.madison.com/tct/news/index.php?ntid=717>

# **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**

Talton, Carol - NSO, Detroit MI  
Bush, Angela - NSO, Detroit MI  
Melendez, Anjilina - United Way 211, Toledo OH  
Scott, Bertha - NSO ETS/SPC, Detroit MI  
Suttice, Ethel - NSO, Detroit MI  
Smith-Washington, JoAnne, Detroit MI  
Siegl, Karen - NSO ETS-SPC, Detroit MI  
Breech, LaTonia - Neighborhood Service Organization, Detroit MI  
Sanders, Linda - NSO ETS/SPC, Detroit MI  
Spratling, Lori - NSO, Southfield MI  
Ward, Thomasine - NSO, Detroit MI  
Crim, Triandis - Neighborhood Service Organization, Detroit MI  
Farrin, Monte - First Call For Help, Weston FL

## **CERTIFIED INFORMATION & REFERRAL IN AGING SPECIALISTS**

McGrath, Kelly - Area Agency on Aging 1-B, Southfield MI  
Smith, Sandra - Area Agency on Aging 1-B, Southfield MI

78&ntpid=8

## **Canada, Ontario**

“Move program gets city dancing.” For information about recreation in Toronto call Findhelp Information at 211.

[http://www.thestar.com/NASApp/cs/ContentServer?pagename=thestar/Layout/Article\\_Type1&c=Article&cid=1139786107827&call\\_pageid=968350130169&col=969483202845](http://www.thestar.com/NASApp/cs/ContentServer?pagename=thestar/Layout/Article_Type1&c=Article&cid=1139786107827&call_pageid=968350130169&col=969483202845)

## **National**

“AN ‘ASK ANYTHING’ HOTLINE.” The January 2006 edition of Ladies Home Journal (Vol. 123 Issue 1, p52, 1/3p) has an article about 2-1-1 in the “Family Matters” section. Included is a quote by Kelly Levy: “Each call center has trained specialists to assist with health and social services questions....” Article also discusses 2-1-1 in times of crisis.

# Wisconsin: more than just the AIRS conference

## What to know if you are planning a trip to Wisconsin:

Did you know...

Cranberries are the #1 fruit crop in the state.

Wisconsin is the leading producer of Ginseng in the US.

Malted Milk was invented in Racine, WI by William Horlick in 1887.

The Milton House in Milton, WI served as a station for the Underground Railroad.

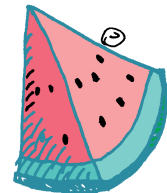
Wisconsin became the first state to require doctors and persons treating the sick to complete training in pathology, diagnosis, anatomy and physiology in 1925.

One of the founding teams of the National Football League was the Green Bay Packers.

Milwaukee is the official national headquarters for bowling.

Frank King who created the comic strip "Gasoline Alley" was born in Cashton, WI in 1883.

Pardeeville, WI is home to the US Watermelon Seed- Spitting and Speed-Eating Championships (held every September).



## AIRS Conference registration opens in March

Register by April 28 and SAVE!

AIRS Members:

Basic Level \$425

Standard Level \$404

Enhanced Level \$383

Premium Level \$361

WisconsinAIRS Member \$361

Aging Network Member \$425

Non-Member \$550

Single Day \$240

Non-Member Single Day \$340

Conference prices if you register after April 28:

AIRS Members:

Basic Level \$525

Standard Level \$504

Enhanced Level \$483

Premium Level \$461

WisconsinAIRS Member \$461

Aging Network Member \$525

Non-Member \$675

Single Day \$280

Non-Member Single Day \$380

Please Note:

*So that all requests and orders can be processed in a timely manner, it is very important that you pay the*

*correct amount. Submitting the wrong amount could cause a delay in processing your registration and/or incur higher registration fees. You must be absolutely sure of your correct membership level. Your membership level can be found on your "Certificate of Membership" which is sent to either the individual member (if an individual membership) or your organization's designated contact.*

# Certification Test Dates

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

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

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).

## **APRIL 6 - ELLSWORTH, WI -**

1:00 - 3:00 pm

Pierce County Office Building

412 West Kinne

Maurine Strickland (608)266-4448

[strikma@dhfs.state.wi.us](mailto:strikma@dhfs.state.wi.us)

## **APRIL 10 ROCHESTER, NY -**

5:30-7:30 pm

LIFELINE/211

1 Mount Hope Avenue

Shye Louis (585) 423-9494x661

[slouis@thehealthassociation.org](mailto:slouis@thehealthassociation.org)

## **APRIL 13 ROCHESTER, NY -**

5:30-7:30 pm

LIFELINE/211

1 Mount Hope Avenue

Shye Louis (585) 423-9494x661

[slouis@thehealthassociation.org](mailto:slouis@thehealthassociation.org)

## **APRIL 13 ATLANTA, GA -**

10:00 am - Noon

100 Edgewood Avenue

Dessalyn Orengo (404) 614-1025

[dorengo@unitedwayatlanta.org](mailto:dorengo@unitedwayatlanta.org)

## **APRIL 20 - RIVERSIDE, CA -**

9:00 - 11:00 am

Volunteer Center of Riverside

County

2060 University Avenue, #212

Allan Friedman (916)551-3450

[allanm@cfilc.org](mailto:allanm@cfilc.org)

An administrative fee of \$25.00 is due on exam day in the form of a check or cash, payable to CAIRS.

## **APRIL 21 - KANSAS CITY, MO**

- 1:00 - 3:00 pm

United Way

1080 Washington

Patricia Harvey (816) 559-4670

[pattharvey@hauw.org](mailto:pattharvey@hauw.org)

## **APRIL 26 - HAMILTON,**

**ONTARIO** - 10:00 am - Noon

Settlement and Integration Service Organization

360 James Street North

LIUNA Station - Lower Concourse

Cristina Umana (416)392-4558

[cumana@findhelp.ca](mailto:cumana@findhelp.ca)

## **APRIL 29 - WORMLEYSBURG,**

**PA** - 9:00 - 11:00 am

1011 Mumma Road, Suite 100

Venessa Rivera Colon (717) 441-

5342 [vcolon@policy-studies.com](mailto:vcolon@policy-studies.com)

An administrative fee of \$5.00 is due on exam day in the form of a check or cash, payable to Pennsylvania Association for I&R.

## **MAY 4- SEATTLE, WA -**

10:00 am - Noon

Crisis Clinic

1515 Dexter Avenue N, #300

Susan Gemmel (206) 461-3210 x

601 [sgemmel@crisisclinic.org](mailto:sgemmel@crisisclinic.org)

## **MAY 4 - BLOOMINGTON, IL -**

10:00 am - Noon

East Central Illinois Area Agency on Aging

1003 Maple Hill Road

Gina Strafford (630) 407-6444

[gina.strafford@dupage.co.org](mailto:gina.strafford@dupage.co.org)

An administrative fee of \$25.00 is due prior to exam day in the form of a check or cash, payable to Illinois AIRS.

## **MAY 5 - ELLICOTT CITY, MD**

- 8:30 - 10:30 am

George Howard Building, Ellicott Room

3430 Court House Drive

Kathy Edler (410) 822-5400

[kedler@chesapeake.edu](mailto:kedler@chesapeake.edu)

An administrative fee of \$10.00 is due on exam day in the form of a check or cash, payable to Maryland AIRS. AIRS Certification Test Skills Training will be held on April 5, 2006 at the above building from 8:30 am - 12:30 pm, cost is \$25.00.

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**MAY 17 - WORCESTER, MA -**

1:45 - 3:45 pm

College of the Holy Cross - Hogan Campus Center  
1 College Street

Gary Lever (617) 536-0501 x 202 [glever@tmfnet.org](mailto:glever@tmfnet.org)

**MAY 18 - CHILLICOTHE, OH -**

10:00 am - Noon

Martha Cottrill Clinic - Scioto Paint Valley Mental Health  
Center

4449 State Route 159

Pamela Moody (740) 773-4357 [pmoody@spvmhc.org](mailto:pmoody@spvmhc.org)

**MAY 18 - MACON, GA -**

1:00 - 3:00 pm

Vineville United Methodist Church  
2045 Vineville Avenue

Dessalyn Orenge (404) 614-1025  
[dorenge@unitedwayatlanta.org](mailto:dorenge@unitedwayatlanta.org)

**JUNE 4 - MILWAUKEE, WI -**

1:30 - 3:30 pm

AIRS Conference - Hyatt Regency Milwaukee  
333 West Kilbourne Avenue

Amanda Leibert (703) 218-2477 x 211  
[amandaleibert@airs.org](mailto:amandaleibert@airs.org)

**JUNE 7 - MILWAUKEE, WI -**

2:30 - 4:30 pm

AIRS Conference - Hyatt Regency Milwaukee  
333 West Kilbourne Avenue

Amanda Leibert (703) 218-2477 x 211  
[amandaleibert@airs.org](mailto:amandaleibert@airs.org)

**JULY 13 - EAST PEORIA, IL -**

8:30 - 10:30 am

Illinois AIRS Conference - Stoney Creek Inn  
101 Mariners Way

Gina Strafford (630) 407-6444  
[gina.strafford@dupage.co.org](mailto:gina.strafford@dupage.co.org)

An administrative fee of \$25.00 is due prior to exam day in the form of a check or cash, payable to Illinois AIRS; or free with conference registration. The ABCs of I&R will be held on July 12th as part of the Illinois AIRS conference.

**ADVERTISEMENT**

**Resource House  
Story No.9**



**Tom Page** - Executive Director  
Washington Information Network 2-1-1

**When did WIN 211 start using  
Resource House?**

The first WIN 211 group was Crisis Clinic in Seattle in 2004. Seven 2-1-1 sites in the state network will be using Resource House and uploading to the same statewide website.

**How did you go about choosing software?**

After an exhaustive national survey of I&R systems, Resource House was selected as the "best software for Washington State's 2-1-1 system" and received the highest scores for:

1. Responsiveness
2. Ease of use for staff and volunteers
3. Ease of use for the public
4. Support for an integrated statewide database while ensuring local control for data
5. Overall look and feel of all the components

**WIN 211 will be receiving \$1,000,000 from the State of Washington this year. Do you think Resource House played any role in helping secure this funding?**

Yes, having a comprehensive statewide database for use by the Call Centers, state agencies and the general public was one of the most appealing features to the legislature and state government. It would have been much more challenging without Resource House as the engine.

  
The  
**Resource House**  
[www.northlightsoft.com](http://www.northlightsoft.com)