



Bringing People and Services Together

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NEWS  
 Alliance of Information & Referral Systems  
 February 2007 Volume XXXI No. 2

# 2-1-1 gets its day to shine on Capitol Hill

**Patrick McIntyre**  
*Director, Public Policy, United Way of America*  
**Richard Stahl**  
*Chair, AIRS Public Policy Committee*

Some say it was the issue. Others contend it was the starpower in the room. Still others think it was a bit of both. What's true, however, is that 2-1-1 received tremendous media exposure on Capitol Hill the week of 2-1-1 Day.

On Tuesday, Feb. 13th, Sen. Hillary Rodham Clinton (D-NY) and Rep. Anna Eshoo (D-CA) announced the introduction of The Calling for 2-1-1 Act (HR 211 / S. 211) before a packed room of media in the U.S. Capitol. The

Members of Congress were joined by Brian Gallagher, President and CEO of United Way of America (UWA); Sec. Rodney Slater, Chairman of the Board of Trustees of UWA, and Jamie Moore, President Elect of AIRS.

After welcoming everyone and briefly describing United Way, 2-1-1, and what the bill would do, Brian Gallagher introduced Sec. Slater. 2-1-1s in Portland, Oregon, New Orleans, and Detroit identified three beneficiaries of 2-1-1 who have since given back, and Sec. Slater had the privilege of sharing their stories. From a single father of five, to a first responder, to a mother seeking help in caring for her severely injured son, the

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## Officers of the Corporation

*Caty Jirik, President*

*Jamie Moore, Treasurer and  
President Elect*

*Kathy O'Connor, Vice President*

*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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stories of Ian Finch, Cecile Tebo, and Cynthia Miller clearly illustrated the compelling reason why every American should have access to this critical communications tool.

Sec. Slater then introduced Sen. Clinton, (whom he's known for 27 years.) Sen. Clinton spoke of the crisis response element of 2-1-1 and how Connecticut's experience with it following September 11th really underscored for her the value and critical importance of the service. Rep. Eshoo touched on the everyday needs that 2-1-1 addresses, and both Members of Congress were incredibly eloquent during Q&A regarding 2-1-1 as a profession and the importance of establishing a nationwide system so information about services in one corner of the nation can be accessed by anyone anywhere.

Finally, Jamie Moore spoke to the fact that 2-1-1 was being provided by highly trained professionals and to the critical role AIRS plays in insuring quality and service standards for 2-1-1 and other information and referral services.

From the Contra Costa Times to the New York Sun, stories appeared across the country detailing the announcement.

You, too, can contribute to the cause. AIRS and United Way of America are committed to working with our members over the coming weeks to identify additional congressional co-sponsors to secure their commitment to co-sponsor the legislation. AIRS encourages members to contact their U.S. congressional delegation to support the Calling for 2-1-1 now. In addition, AIRS is developing a plan to capitalize on the strengths of our members to target key legislators, particularly key committee and subcommittee chairs and members, to garner support for moving the proposed legislation through committees and to the floor of the House and Senate for passage without significant changes to the language and dollars.

To ask your Members of Congress to cosponsor The Calling for 211 Act, simply dial toll free (888) PASS-211 today!

### **Promote your programs with the AIRS mailing list**

AIRS is a professional membership association of more than 1,000 organizations and 10,000 professionals that bring people and services together.

Our membership reflects the diversity of I&R itself ... including United Ways, Area Agencies on Aging, 2-1-1 services, disaster and emergency preparedness

organizations, military family support centers, child care referral agencies, volunteer centers, crisis intervention programs, libraries and government offices.

The AIRS mailing list consisting of more than 1000 organizations, each with a named contact, can be rented on a one-time basis for \$350.

# FLAIRS welcomes AIRS conference to state

**Libby Donoghue**  
**Executive Director**  
**2-1-1 Brevard Inc.**

The staff and volunteers of FLAIRS' more than 60 member agencies are excited to welcome you to Florida! Our members - 2-1-1s, 3-1-1s, United Ways and County Government agencies, Elder Helplines and Child Care Resource & Referral programs, Volunteer Centers and more - are looking forward to sharing ideas and learning from one another.

We'll do our best to keep the humidity down and the tropical weather away and to help you have some fun while you're in Jacksonville. To get you ready for your visit, you might want to brush up on your Florida Facts. Did you know that:

- ◆ The AIRS conference will be held in Florida's largest city

- ◆ The state capital is Tallahassee
- ◆ Florida has 663 miles of beaches along 1,197 miles of coastline
- ◆ We have approximately 7,700 lakes greater than 10 acres, the largest of which is Lake Okeechobee (a Seminole Indian word meaning 'grassy lake') at 700 square miles (the 2nd largest freshwater lake in the US)
- ◆ Florida actually means "full (or feast) of flowers." The state was named by explorer Ponce de Leon because of all the flowers he saw when he landed here in 1513. The orange blossom is our state flower
- ◆ Greater Miami is the only metropolitan area in the United States whose borders encompass two national parks
- ◆ Saint Augustine is the oldest European settlement in North America
- ◆ Gatorade was

- named for the University of Florida Gators where the drink was first developed
- ◆ Mechanical refrigeration, the first suntan cream and the first riding lawn mower were all invented in Florida
- ◆ 1,000 people move to Florida each day
- ◆ Florida has more golf courses than any other state (1,250 and counting)
- ◆ The Pinellas Trail, a 47-mile hiking/biking trail connecting St. Petersburg with Central and north Pinellas County, is the longest urban linear trail in the eastern United States
- ◆ Venice is known as the Shark Tooth Capital of the World
- ◆ Fort Lauderdale is known as the Venice of America because of its 185 miles of local waterways
- ◆ In 1987 the Florida legislature designated the American alligator the official state reptile.

## Tentative Schedule

### Saturday, May 5

6 p.m.-8 p.m. Registration Open  
 1 p.m.-5 p.m. Affiliate Council Meeting

### Sunday, May 6

7 a.m.-6 p.m. Registration Open  
 8 a.m.-5 p.m. State Units on Aging Retreat  
 8 a.m.-5 p.m. Area Agency on Aging Retreat  
 9 a.m.-4:15 p.m. Intensives  
 1:30 p.m.- 3:30 p.m. CIRS Test/AAS Test  
 4:30 p.m.-5:30 p.m. Military Orientation & Welcome  
 4:30 p.m.-5:30 p.m. Newcomer's Orientation & Welcome  
 5:30 p.m.-6:30 p.m. Opening Reception in Exhibit Hall

### Monday, May 7

7 a.m.-6 p.m. Registration Open  
 8 a.m.-9:45 a.m. Opening Breakfast  
 9:30 a.m.-5 p.m. Exhibits Open  
 10 a.m.-11:30 a.m. Concurrent Workshops  
 10 a.m.-11:30 a.m. 211 State Directors Workshop  
 1 p.m.-2:30 p.m. 211 Assembly  
 1 p.m.-2:30 p.m. Concurrent Workshops  
 3:15 p.m.- 4:45 p.m. Concurrent Workshops  
 6 p.m.-8 p.m. Usergroup Meetings  
 6 p.m.-8 p.m. Exhibitor Demos

### Tuesday, May 8

8 a.m.-6 p.m. Registration Open  
 8:30 a.m.-10 a.m. Concurrent Workshops  
 9:30 a.m.-5 p.m. Exhibits Open  
 10:30 a.m.-Noon Concurrent Workshops  
 12:15 p.m.-2 p.m. Aging Luncheon with Speaker  
 2:15 p.m.-3:45 p.m. Concurrent Workshops  
 2:30 p.m.-4:30 p.m. CIRS Test/AAS Test  
 6 p.m.-10 p.m. "A Taste of Florida"  
 Off-Site Event & Friends of AIRS Auction & Dance Party

### Wednesday, May 9

7:30 a.m.-8:45 a.m. Department of Defense Breakfast with Speaker  
 8 a.m.-6 p.m. Registration Open  
 9 a.m.-10:30 a.m. Concurrent Workshops  
 9:30 a.m.-3 p.m. Exhibits Open  
 10:45 a.m.-12:15 p.m. Concurrent Workshops  
 12:30 p.m.-2 p.m. Annual Meeting and Membership Lunch  
 2:15 p.m.-3:45 p.m. Concurrent Workshops  
 3:45 p.m. Conference Adjourns

## Not too late for early registration

Special early bird rates are available for the AIRS I&R Training and Education Conference until March 28th. Book now - and save money! This year's conference registration brochure includes more information and a registration form for mailing or faxing but better still, you can opt for online registration by going to [www.airs.org](http://www.airs.org) and clicking on "Conference." Also, a registration form is available on page 17.

# Jacksonville: More than just a breath of fresh AIRS

Sharon Galler

*AIRS Conference Coordinator*

There are endless things to see and do (and love) about the city of Jacksonville and the surrounding areas. Known as the “The River City” since it runs along the beautiful St. John’s River, Jacksonville is the second largest city in land-mass, second only to Tokyo. Jacksonville offers a wide range of diverse natural environments and neighborhoods plus a growing arts and cultural community.

With the miles of beautiful pristine, beautiful weather, sandy beaches, majestic oak trees, marshlands and extensive natural preserves, it’s no wonder why over one million people have chosen to call Northeast Florida home. You’ll find a plethora of wonderful locally owned boutique shops and outstanding restaurants. Jacksonville is close to historical landmarks in Fernandina Beach and home of the Ponce deLeon's “Fountain of Youth.” History buffs can explore the Castillo San Marcos or the Kingsley Plantation and Fort Clinch State Park.

Jacksonville offers many ways to indulge your cultural pursuits; the Cummer Museum of Art and Gardens, the Museum of Science and History, the newly opened Museum of Modern Art and the Alexander Brest Museum at Jacksonville University. Jacksonville is also a mecca for the sports fans, hosted Super Bowl XXXIX and is home to the NFL



## Sunshine, Sandals and Surf I&R's BREATH OF FRESH AIRS

Jacksonville Jaguars, the Jacksonville Suns baseballs team and headquarters of the PGA Tour. In addition, the city also boasts some of the finest golf courses in the US, premier tennis facilities, excellent fishing and water sports of all types. Don't forget the Budweiser Brewery tour to learn all about the secrets of the beer brewing process or take a scenic river cruise along the St. John's River. Of course, miles and miles of beautiful, sandy beaches will be just the ticket to relax and recharge before or after the conference. So plan to come early, stay late to enjoy the vivacity of city living, the charm of Florida life and the unspoiled beauty of nature ... all in one place!

Visit some of these area highlight

Web sites:

Hyatt Regency Jacksonville - [www.Jacksonville.hyatt.com](http://www.Jacksonville.hyatt.com)  
Convention & Visitors Bureau - [www.visitjacksonville.com](http://www.visitjacksonville.com)  
The Landing - [www.jacksonvillelanding.com](http://www.jacksonvillelanding.com)  
Jacksonville Zoo & Gardens - [www.jacksonvillezoo.org](http://www.jacksonvillezoo.org)  
Adventure Landing Amusement Park - [www.adventurelanding.com](http://www.adventurelanding.com)  
Cummer Museum of Art & Gardens - [www.cummer.org](http://www.cummer.org)  
Jacksonville Museum of Modern Art - [www.jmoma.org](http://www.jmoma.org)  
Museum of Science & History - [www.themosh.org](http://www.themosh.org)  
Ripley's Believe It or Not Museum [www.staugustine-ripleys.com](http://www.staugustine-ripleys.com)  
Boomtown Underground - [www.boomtowntheatre.com](http://www.boomtowntheatre.com)  
Timucuan Ecological Preserve - [www.nps.gov/timu/](http://www.nps.gov/timu/)

# 2-1-1s in the news across the country

## Arkansas

“Arkansas to Launch 211 Service This Year.” Governor Beebe announced that a new telephone system, called Arkansas 211, would be in place by this summer. <http://www.katv.com/news/stories/0207/397735.html>

“New 211 Phone System Set To Launch Statewide.” The annual operating budget for Arkansas 2-1-1 is approximately \$1 million for the first two years. The Wal-Mart and Sam’s Club Foundation issued the initial challenge grant of \$600,000 to the initiative. <http://www.swtimes.com/articles/2007/02/16/news/news04.txt>

## California

“Supporters of Calif. 2-1-1 hot line seek federal aid to expand.” Rep. Anna Eshoo, D-Palo Alto, who sponsored a companion bill in the House of Representatives, said the federal funding will fill gaps in the 211 system and complete a national branding effort. <http://www.jems.com/news/278670>

“Groups push to expand 2-1-1 line: Contra Costa, Alameda counties getting closer to implementing referrals of social services.” [http://www.insidebayarea.com/trivalleyherald/localnews/ci\\_5231861](http://www.insidebayarea.com/trivalleyherald/localnews/ci_5231861)

“211 Hotline Launched In Santa Clara Co.: Already In San Francisco” <http://abclocal.go.com/kgo/story?section=local&id=5018985>

“A salute to folks behind 211 line.” Mercury News Editorial : “With 211, the valley’s neediest are finding it easier to get vital information.” <http://www.mercurynews.com/mld/mercurynews/news/opinion/16680097.htm>

“Senators Clinton and Dole to Discuss ‘The Calling for 2-1-1 Act’ : Legislation Designed To Establish a Federal Partnership to Give More Americans Access to 2-1-1 Services.” [http://home.businesswire.com/portal/site/google/index.jsp?ndmViewId=news\\_view&newsId=20070212005693&newsLang=en](http://home.businesswire.com/portal/site/google/index.jsp?ndmViewId=news_view&newsId=20070212005693&newsLang=en)

“Groups push to expand 211 line: Contra Costa, Alameda counties getting closer to implementing referrals of social services.” Supporters of 211 service gathered at the nation’s Capitol to promote federal legislation that would dedicate \$700 million to expanding the three-digit, toll-free hot line in communities across the nation. [http://www.orovillemr.com/news/bayarea/ci\\_5224330](http://www.orovillemr.com/news/bayarea/ci_5224330)

Reps. McCarthy, Capps Join to Support “The Calling for 2-1-1 Act.” Bill would help launch, maintain a 2-1-1 calling system in San Luis Obispo County. It is hoped that 2-1-1 will start in San Luis Obispo County this summer. <http://www.ksby.com/home/headlines/5542011.html>

## Florida

“Area officials launch 2-1-1 call-in system.” <http://www.gainesville.com/apps/pbcs.dll/article?AID=/20070215/LOCAL/702150334/-1/news>

“2-1-1 phone service gives health information.” To increase public awareness, 211 Palm Beach/Treasure Coast and county and local governments have designated Feb. 11-18 as 211 Awareness Week. Adolescents who do not feel comfortable talking about their problems over the phone can communicate online with a 211 operator by simply logging on to AOL’s Instant Messenger at [www.aim.com](http://www.aim.com), and IM either TEEN211PBTC1 or TEEN211PBTC2 to chat with a trained staff member from 3 to 11 p.m. daily. [http://www1.tcpalm.com/tcp/localnews/article/0,2545,TCP\\_16736\\_5339469,00.html](http://www1.tcpalm.com/tcp/localnews/article/0,2545,TCP_16736_5339469,00.html)

“Session can identify social needs.” “Significant progress has been made in the past 12 years to address social services for our local residents. ... The free and confidential 2-1-1 informational and referral telephone service puts callers in contact with the human and health services throughout the county 24 hours a day, seven days a week in more than 150 languages.” [http://www.sptimes.com/2007/01/23/Citrus/Session\\_can\\_identify.shtml](http://www.sptimes.com/2007/01/23/Citrus/Session_can_identify.shtml)

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“Guide for teen volunteers available.” In an effort to promote youth volunteerism and help students complete service projects, the Volunteer Action Center and 2-1-1 Tampa Bay Cares has published the Pinellas County Teen Guide to Service Learning.  
[http://www.sptimes.com/2007/01/23/Northpinellas/Guide\\_for\\_teen\\_volunt.shtml](http://www.sptimes.com/2007/01/23/Northpinellas/Guide_for_teen_volunt.shtml)

“Some refuse to shun homeless: Advocates say there is no one answer.” 211 Tampa Bay Cares: Call for information about where to find help or give help in Pinellas County. To be directed to the proper services, callers should indicate that they're homeless.  
[http://www.sptimes.com/2007/02/18/Neighborhoodtimes/Some\\_refuse\\_to\\_shun\\_h.shtml](http://www.sptimes.com/2007/02/18/Neighborhoodtimes/Some_refuse_to_shun_h.shtml)

**Georgia**

“211 info line expected to be up late February.”  
<http://news.mywebpal.com/partners/680/public/news778996.html>

**Illinois**

“211 not yet statewide in Illinois: United Way says 211 system could help Illinois residents if funding is made available.” “For Illinois residents, finding assistance or volunteering could be as easy as dialing 211 if federal dollars become available, according to some United Way officials.”  
<http://nwitimes.com/articles/2007/01/23/news/illiana/2375a85b61139c7b8625726c0011136d.txt>

**Indiana**

“United Way looks to expand center.” The United Way of Southwestern Indiana's 211 Call Center celebrated two years this week and is looking to expand.  
<http://www.courierpress.com/news/2007/feb/15/united-way-looks-to-expand-center/>

“Disaster drill to test emergency response.” Director of emergency management hopes public will call 211 during an emergency and not tie up emergency lines.  
[http://www.post-trib.com/news/224411\\_disaster\\_article](http://www.post-trib.com/news/224411_disaster_article)

**Louisiana**

“Baton Rouge offers citywide crisis hotline service: Phone counseling stems from SG death.” Describes origin of Baton Rouge Crisis Intervention Center. Center also offers: United Way 211: “...which gives callers information on everything from how to get help paying an electricity bill to finding free day cares.”  
<http://media.www.lsureveille.com/media/storage/paper868/news/2007/01/25/News/Baton.Rouge.Offers.Citywide.Crisis.Hotline.Service-2677283.shtml?sourcedomain=www.lsureveille.com&MIHost=media.collegepublisher.com>

**Maine**

“211 Maine Service Marks Its First Anniversary.”  
<http://kennebecjournal.mainetoday.com/view/letters/3609969.html>

**Massachusetts**

“2-1-1 system A-OK so far.” Update on Massachusetts 2-1-1 system in operation since July.  
<http://www.thesunchronicle.com/articles/2007/01/24/news/news8.txt>

**Michigan**

“After helping others, 211 gets in line for help.” Michigan Public Service Commission has approved the Jackson call center to start serving Hillsdale, Eaton, Ingham and Clinton counties.  
<http://www.mlive.com/news/jacitpat/index.ssf?base/news-20/1171710308181020.xml&coll=3>

**Minnesota**

“Student input key in success of meth task forces.” Care and Treatment Task Force is working to update information for the 211 Crisis Line.  
[http://www.pineandlakes.com/stories/012407/news\\_20070124038.shtml](http://www.pineandlakes.com/stories/012407/news_20070124038.shtml)

**Nevada**

“Free hotline, Nevada 2-1-1, helped 50,000 in first year.”  
<http://www.kesq.com/Global/story.asp?S=6101141&nav=9qrx>

“2-1-1 Help Hotline Celebrates First Anniversary.” In the past year, 2-1-1 has expanded its services and is now available to residents in 99.5 percent of Nevada.  
<http://www.krnv.com/Global/story.asp?S=6081318&nav=8faO>

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### **New Jersey**

“Six winter-weather health tips.” Residents urged to call 2-1-1 for more information on heat-assistance programs.

<http://www.cn.com/apps/pbcs.dll/article?AID=/20070125/FRONT01/70125025>

### **New York**

“Calling 211 will soon be a link to help.” Western New York is about to get a new three-digit hot line number: 211. Plans call for 211 to begin this the summer.

<http://www.buffalonews.com/editorial/20070211/1018846.asp>

“City Expanding 311 Line Offerings To Include Nonprofits, Social Services.” On the heels of his re-election in November 2005, Mayor Bloomberg pledged to add to 311, to connect callers with the city's thousands of nonprofit groups and social service agencies.

<http://www.nysun.com/article/48624>

### **North Carolina**

“2/11 is 2-1-1 Day” In Western North Carolina 2-1-1 services is provided by United Way's 2-1-1 of Western North Carolina, which operates in Buncombe, Henderson and Transylvania counties and will expand to Madison County later this year.

<http://www.citizen-times.com/apps/pbcs.dll/article?AID=200770208111>

“211 service goes on line.” Robeson County began offering the United Way 211 telephone

service for a trial period of 18 months.

<http://www.robsonian.com/articles/2007/02/14/news/news/story04.txt>

### **North Dakota**

“New group gives farmers a helping hand.” “Families struggling because of the effects of the drought can call into 211 and share what some of their needs are. ... We help them resource. We look at what their needs are, and our case worker helps them fill in the gaps. We do have a stipend we can give to the family. It's not a large amount, but we have paid for some hay and utility bills.”

<http://www.bismarcktribune.com/articles/2007/02/18/news/top-news/129012.txt>

### **Ohio**

“Hoping for a home: County shelters providing warmth for homeless.” 2-1-1 takes the reservations for Project Hope homeless shelter.

[http://www.zwire.com/site/news.cfm?newsid=17793054&BRD=1698&PAG=461&dept\\_id=21849&rfi=6](http://www.zwire.com/site/news.cfm?newsid=17793054&BRD=1698&PAG=461&dept_id=21849&rfi=6)

### **Oklahoma**

“211 Expands In Oklahoma.” Bartlesville area call center will serve Washington, Nowata, Craig, Mayes, Delaware and Ottawa counties, and a portion of Osage County.

<http://www.kotv.com/news/local/story/?id=120055>

“We speak for the trees.” Oklahoma Department of

Emergency Management is asking people to stop contacting both state and local offices about tree and debris removal. Residents urged to contact 2-1-1. “When they call we've just been giving them the 211 number as well...They can save themselves a step just by punching 211.”

[http://mcalesternews.com/cnhi/mcalesternews/homepage/local\\_story\\_024110844.html?keyword=leadpicturestory](http://mcalesternews.com/cnhi/mcalesternews/homepage/local_story_024110844.html?keyword=leadpicturestory)

“Oklahoma State and Federal Ice Storm Response Continues.” The State Emergency Operations Center is utilizing the 2-1-1 system as a resource for non-emergency disaster information services.

<http://www.allamericanpatriots.com/m-news+article+storyid-17953.html>

### **Pennsylvania**

“Preston wants to create 2-1-1 telephone service in Pa.” State Rep. Joseph Preston, D-Allegheny, will introduce legislation that would create a 2-1-1 abbreviated dialing code in Pennsylvania. Preston's legislation would designate the state Department of Health as the implementing agency.

<http://www.pahouse.com/pr/024020207.asp>

### **South Carolina**

“Calling For 2-1-1 Access For Everyone in South Carolina, America.” “We know that life is not tidy,” said Rep. Anna Eshoo, lead sponsor, The Calling for 2-1-1 Act, H.R. 211. “No matter what area of the country you live in, no

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matter what your economic background is, things happen in life. And no matter how informed someone might be, they probably don't know the specifics of services in a community. The 2-1-1 program is the ultimate connection for what happens in life."

<http://www.wltx.com/news/story.aspx?storyid=46952>

### **Tennessee**

"United Way's new 211 service benefits region." "On a local level, a 211 system helps save communities money because it reduces the number of non-emergency calls to 911. And it helps improve efficiency by reducing the number of misdirected calls to state, local and non-profit agencies. And those are just some of the benefits that a 211 service offers."

<http://www.jacksonsun.com/apps/pbcs.dll/article?AID=/20070212/OPINION/702120302>

"Residents can call 2-1-1 to get social services."

<http://www.jacksonsun.com/apps/pbcs.dll/article?AID=/20070212/NEWS01/70212017>

### **Vermont**

"Human Services Helpline 2-1-1 Turns Two with Expanded Services ." Vermont 2-1-1, a program of the United Ways of Vermont, was launched in February of 2005 to help people with health and human services needs connect with private, local, state and national agencies that can help meet those needs.

[http://champlainislander.com/index.php?option=com\\_content&task=view&id=2644&Itemid=58](http://champlainislander.com/index.php?option=com_content&task=view&id=2644&Itemid=58)

### **Virginia**

"The 411 on 2-1-1: Virginia's 2-1-1 community telephone resource has grown, but needs more funding."

[http://www.richmond.com/communityfocus/output.aspx?Article\\_ID=4565540&Vertical\\_ID=127&tier=1&position=6](http://www.richmond.com/communityfocus/output.aspx?Article_ID=4565540&Vertical_ID=127&tier=1&position=6)

"Need services? Just Call 211!"

"... the organizers of the regional 211 system -- the Nonprofit Roundtable of Greater Washington, the United Way of Central Maryland, the Northern Virginia Regional Commission and Crisislink are to be commended for their effort to make sure residents of the Washington area have better knowledge of services available to them."

<http://www.connectionnewspapers.com/article.asp?article=77700&paper=59&cat=131>

### **Washington**

"Add 211 to your list: Health, social service referrals available." Eastern Washington 211 call center set to launch.

<http://www.spokesmanreview.com/local/story.asp?ID=170502>

### **Washington, D.C.**

"Finding Help is Now Easier in the National Capital Region: DC, Maryland and Virginia Partnership Delivers New 2-1-1 Database and Website." "www.211metrodc.org is an important step in our efforts

towards a regionally integrated 2-1-1 service," says Chuck Bean, Executive Director of the Nonprofit Roundtable. "With this new database, residents of the Washington metropolitan area can identify agencies and programs that meet their needs. This is a huge leap forward for people who need essential services in our region. It's great to work together with the District of Columbia, Maryland, and Virginia on this project."

<http://www.primenewswire.com/newsroom/news.html?d=113584>

### **Wisconsin**

"Brown Co. Board gives nod to 211 call center: Number provides access to health and human services." The 211 Wisconsin Board of Directors on Tuesday approved an application for the Brown County United Way to provide the special call center. The 24-hour-a-day year-round service is expected to be available by the end of April.

<http://www.greenbaypressgazette.com/apps/pbcs.dll/article?AID=/20070125/GPG0101/701250688/1207/GPGnews>

"Federal legislation could help state expand 2-1-1 help."

<http://www.wbay.com/Global/story.asp?S=6118879>

"Glad You Asked: help for cocaine addiction. ..." "Best place to start is Racine County's 211 line."

<http://www.journaltimes.com/articles/2007/02/01/local/columns/21765847.txt>

# 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**

Beckworth, Elizabeth - Charlotte Co Human Services, Port Charlotte FL

Beezy, Ellen - Crisis Link, Arlington VA

Carmouze, Christine - Fairfax County Government, Leesburg VA

Carter, Jamie - Crisis Link, Arlington VA

Chandler, Carole - Crisis Link, Arlington VA

Cuccinelli, Ieva - Crisis Link, Arlington VA

Dicke, Marilyn - Crisis Link, Arlington VA

Gugel, Deborah - Crisis Link, Arlington VA

Joy, Patricia - Crisis Link,

Arlington VA

Kaminsky, Richard - Crisis Link,

Arlington VA

Langley, Lynda - Crisis Link, Arlington VA

Limage, Tavna - Dept. of Systems Mgmt., Woodbridge VA

Lung, Daisy - Crisis Link,

Arlington VA

McEearney, Leanna - Crisis Link, Arlington VA

Melnikow, Cassandra - Crisis Link, Arlington VA

Parker, Tennille - City of Falls Church, Annandale VA

Putman, Marion - Center for Abuse and Rape Emergencies, Port Charlotte FL

Raible, Elizabeth - Crisis Link, Arlington VA

Short, Michelle - Crisis Link, Arlington VA

Tarrant, John - Crisis Link, Arlington VA

## **CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging**

Barturen, Idane - Alliance for Aging, Miami FL

Benitez, Esperanza - Alliance for Aging, Miami FL

Canales, Vivien - Alliance for Aging, Miami FL

Fiallo, Irene - Alliance for Aging, Hialeah FL

Gordon, Sophia - West Central Florida Area Agency on Aging, Riverview FL

Mele, Lisa - Alliance for Aging, Miami FL

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## AIRS partner to hold national conference

AIRS is a partner with the National Emergency Number Association (NENA) in the "Next Generation E9-1-1 Partnership" to help adapt N11 numbers to new technology and support new communications devices.

NENA's mission is to foster the technological advancement, availability and implementation of a universal emergency telephone number system (9-1-1). In carrying out its mission, NENA promotes research, planning, training and education.

NENA will be holding its Annual 9-1-1 Conference and Trade Show, June 9-14, 2007, in Charlotte, North

Carolina.

The NENA Annual 9-1-1 Conference and Trade Show brings together 9-1-1 center managers, directors, technology specialists and policy leaders for training, education and dialogue, attracting more than 2,000 attendees from across the country. The six-day conference includes expert panels and educational sessions, an innovative exhibit hall, special networking opportunities, and high-quality keynote speakers.



For more information, visit:

<http://www.nena.org/pages/ContentList.asp?CTID=55>

# The quiet corners of the AIRS Web site

The AIRS Web site at [www.airs.org](http://www.airs.org) receives more than 5,000 unique visitors and 400,000 page visits every month.

Most of the visitors are looking for information about accreditation, certification and the annual conference:

- ◆ [http://www.airs.org/aboutairs/about\\_accreditation.asp](http://www.airs.org/aboutairs/about_accreditation.asp)
- ◆ [http://www.airs.org/aboutairs/about\\_certification.asp](http://www.airs.org/aboutairs/about_certification.asp)
- ◆ [http://www.airs.org/events/events\\_conference.asp](http://www.airs.org/events/events_conference.asp)

But there might be some other information within the Web site that might not be known by all members and might be useful to some:

- ◆ <http://www.airs.org/airsstandards.asp> contains the latest copy of the AIRS Standards (latest version is 5.1)
- ◆ [http://www.airs.org/pub/pub\\_disaster.asp](http://www.airs.org/pub/pub_disaster.asp) contains information about emergency preparedness and I&R in disasters
- ◆ <http://www.airs.org/militaryresources.asp> has resources for U.S. and Canadian military personnel and their families
- ◆ [http://www.airs.org/pub/pub\\_publications.asp](http://www.airs.org/pub/pub_publications.asp) has an order form for AIRS publications
- ◆ [http://www.airs.org/members/mbr\\_howjoin.asp](http://www.airs.org/members/mbr_howjoin.asp) features an AIRS membership directory (scroll to the bottom of the page)

◆ [http://www.airs.org/affiliates/aff\\_affiliateguide.asp](http://www.airs.org/affiliates/aff_affiliateguide.asp) contains a list of AIRS Affiliates including links to Web sites when applicable

◆ [http://www.airs.org/affiliates/aff\\_affiliateevents.asp](http://www.airs.org/affiliates/aff_affiliateevents.asp) is where one usually finds information about Affiliate conferences (although it is still early in the year). It does contain some information on previous conferences

◆ <http://www.airs.org/members/eitcnews.asp> features updated information on Earned Income Tax Credits

◆ [http://www.airs.org/aboutairs/about\\_studymaterials.asp](http://www.airs.org/aboutairs/about_studymaterials.asp) is a good page to check out if you are preparing for a Certification examination

◆ [http://www.airs.org/aboutairs/about\\_testdates.asp](http://www.airs.org/aboutairs/about_testdates.asp) on the other hand, lets you know when and where Certification exams are scheduled

◆ [http://www.airs.org/aboutairs/about\\_bs\\_directors.asp](http://www.airs.org/aboutairs/about_bs_directors.asp) is the place to find out who is on the AIRS Board

◆ [http://www.airs.org/aboutairs/about\\_board\\_app.asp](http://www.airs.org/aboutairs/about_board_app.asp) has some information about Board committees that are open for volunteers

And finally:

◆ <http://www.airs.org/contact.asp> shows who you need to ask if you can't find what you need on the Web site!

## Welcome New AIRS Members

### Individual Members

Scott Adams - Grass Valley, CA  
Elizabeth B. Arnold - Ft. Rucker, AL  
Frank S. Avery, Sr. - Galveston, TX  
Henry Bass - Baton Rouge, LA  
Janice D. Beyt - Lafayette, LA  
Livija R Bolster - Atlanta, GA  
Terri Brock - Shreveport, LA  
Louis Cook - Chapel Hill, NC  
Ms. Barbara Ann Dorsey - St. Joseph, MN  
Ricardo Escobar - Durham, NC  
Luease Graham - Shreveport, LA  
Holly Henderson - Houston, TX  
Don Hrdina - Rochester, MN  
Linda Jackson - Battle Creek, MI  
Roberta Jarrett - Charlotte, NC  
Ms. Helen Landsman - Palo Alto, CA  
Linda Lucero - Leesburg, VA  
Susan L Mayer - Montoursville, PA  
Beverly S. McCormick - Lake Charles, LA  
Sharon C. Pickard - Oklahoma City, OK  
Jerry Powell - Griffith, IN  
Jerry Roberts - Rochester, MN  
Janet Sanders - New York, NY  
Steven C. Schenck - St. Louis, MO  
John Schurhammer - Rochester, MN  
Regina Wilson - Madison, WI  
Chad Wojchik - Rochester, MN

### Agency Members

2-1-1 East Texas United Way of Tyler/Smith County - Tyler, TX  
2-1-1 Northwest - Fergus Falls, MN  
Affiliated Computer Systems (ACS) - Brooklyn, NY  
Aging Commission of the Mid-South - Memphis, TN  
Aging Resources of Central IA - Des Moines, IA  
Allegan County Crisis Response Services, Inc. - Allegan, MI  
Area Agency on Aging of the Lower Rio Grande Valley - McAllen, TX  
Area Agency on Aging Region 3C - Coldwater, MI  
Area IV Office on Aging - Twin Falls, ID  
Area XIV Agency on Aging - Creston, IA  
Arizona Healthcare Cost Containment System - Phoenix, AZ  
Army Community Service - Fort Myer, VA  
Baby Your Baby - Salt Lake City, UT  
Bartlesville Regional United Way - Bartlesville, OK  
Boulder County Aging Services - Boulder, CO  
Caroline County Public Library - Denton, MD  
Catholic Charities - Round Lake, IL  
Catholic Charities - Chicago, IL  
Central Alabama Aging Consortium - Montgomery, AL  
Commission on Aging & Retirement Education (CARE) - Baltimore, MD  
Community Resource Database of L.I. - Centereach,

*Continued on page 11*

# AIRS partners with UWA on "Volunteer Management During Times of Crisis" project

A major grant award will improve the training and resources available for I&R providers on issues related to ensuring the best results from the use of volunteers during disaster situations. (Volunteers, in this instance, include professional staff from other organizations offering their services during crises).

**IMPACT:** A Fund for Change Through Volunteerism is supported by major leadership funding from The UPS Foundation, with additional funding from the

AT&T Foundation, The Home Depot and Capital One Financial Corporation, and has awarded a one-year grant to the United way of America.

AIRS contributed to the development of the proposal and will be providing real and in-kind contributions to the initiative.

The main objectives of the project are:

- ◆ To develop a 2-1-1 disaster volunteer manage-

*Continued on page 12*

## *Continued from page 10*

NY Crisis Services of North Alabama - Huntsville, AL	St. Lucie County - Vero Beach, FL Metropolitan Area Agency on Aging - No. St Paul, MN	IA St Louis Area Agency on Aging - St. Louis, MO
Davis Senior Center - Davis, CA Detroit Public Library and the TIPS Service - Detroit, MI	New Life Human Development Services - Hollywood, FL North Carolina Division of Aging and Adult Services - Raleigh, NC	St Louis Public Library - St. Louis, MO Stanislaus Co Dept of Aging and Veterans Services - Modesto, CA
DOROT Inc - New York, NY Easter Carolina Council - New Bern, NC	Northern Virginia Regional Commission - Fairfax, VA Northland Agency on Aging - Decorah, IA	Synergy Software Technologies - Essex Junction, VT Taylor County Services - Abilene, TX
Elderbridge Agency on Aging - Fort Dodge, IA Generations - Vincennes, IN	Northwest Aging Association - Spencer, IA Ohio District 5 Area Agency on Aging. Inc - Mansfield, OH	United Way of Allen Co - Fort Wayne, IN United Way of Amarillo & Canyon - Amarillo, TX
Generations Area Agency on Aging - Davenport, IA Greater Lynn Senior Services - Lynn, MA	Pasadena Public Library - Pasadena, CA Pledge for Life Partnership - Kankakee, IL	United Way of Athens - Limestone County - Athens, AL United Way of Champaign County - Champaign, IL
Hawkeye Valley Area Agency on Aging - Waterloo, IA Health Assist Tennessee - Nashville, TN	Queen Annes County Department on Aging - Centreville, MD Scenic Valley Area Agency on Aging - Dubuque, IA	United Way of Pierce County - Tacoma, WA United Way of RI - Providence, RI
Heritage Area Agency on Aging - Cedar Rapids, IA Interfaith Careiving Network - Waukesha, WI	Seattle King County Aging & Disability Services - Seattle, WA Secured Independence - Scottsdale, AZ	United Way of Tuscarawas County, Inc. First Call for Help - New Philadelphia, OH United Way of Weld Co - Greeley, CO
Jasper CountyCommunity Services - Rensselaer, IN Jayhawk Area Agency on Aging - Topeka, KS	Seneca Area Agency on Aging - Ottumwa, IA Senior Centers of Spartanburg County Inc. - Spartanburg, SC	University of MO - OSEDA - Columbia, MO Valley Program for Aging Services - Waynesboro, VA
Jewish Family and Children's Service of Minneapolis - Minnetonka, MN Jewish Family Service - Seattle, WA	Services for Older Citizens - Grosse Pointe, MI Single Point of Entry - Detroit Area Agency on Aging - Detroit, MI	Vantage Point, AAA - Hartsville, SC Vermont Center for Crime Victim Services - Waterbury, VT
Kenosha Human Development Services - Kenosha, WI Lincoln County Commission on Aging - Merrill, WI	Siouxland Aging Services, Inc. - Sioux City, IA South Plains Association of Governments - Lubbock, TX	Vernon Co Aging Unit - Viroqua, WI Volunteer & Information Center Inc - Montgomery, AL
Local Office on Aging - Roanoke, VA Louisiana Association of United Ways - New Orleans, LA	Southeast Iowa Area Agency on Aging, Inc. - Burlington, IA Southern Alabama Regional Council On Aging - Dothan, AL	Volunteer & Information Center Inc - Montgomery, AL Volunteer Florida - Tallahassee, FL
Maryland Department of Aging - Baltimore, MD McHenry County Crisis Services - Woodstock, IL	Southwest 8 Senior Services - Council Bluffs, IA	Washington State DSHS/HCS-State Unit on Aging - Olympia, WA Western Arizona Council of Governments - Yuma, AZ
Mental Health Association of Indian River &		

### *Continued from page 11*

ment training curriculum with the assistance of local 2-1-1s, AIRS, UWA's 2-1-1 team and the Points of Light Foundation.

- ◆ To disseminate the training curriculum to 2-1-1s and project partners via webinars, national conferences, regional trainings and UWA's online Knowledge Café.
- ◆ To institutionalize the training

through AIRS online training portal that would include a testing component to ensure that knowledge is understood.

Beth Pline, formerly of the Texas 2-1-1 movement and the AIRS Board, has been hired by UWA as the project's curriculum writer. Also, about a dozen "subject matter experts" with specific experi-

ence in the provision of I&R during disasters, will be traveling to Washington, D.C., for in-depth sessions in order to share their experiences and to make sure that the training matches the need.

Some of this training will be available as part of the Disaster Track at the forthcoming AIRS I&R Conference in Jacksonville in May.

## What's Going on in Georgia

*The What's Going On article will feature a different affiliate in each issue. If you would like your affiliate featured, submit your affiliate news and contact information to [newslettereditor@airs.org](mailto:newslettereditor@airs.org).*



**2-1-1 Call Centers:** 9

**2-1-1 Progress:** 58% of Georgia's 159 counties and 76% of the population.

**2-1-1 History:** The 2-1-1 call center in Atlanta is the oldest center in the country and will celebrate its 10th anniversary June 12.

The Georgia Department of Human Resources (DHR) Office of Child Support Services (OCSS) has signed a contract with United Way 211, whereby United Way 211 line agents will handle up to 50,000 OCSS calls a month. The contract took effect January 1, 2007. The contract follows a successful pilot last fall, when representatives from DHR trained United Way 211 line agents on how to handle calls for general information or referral to OCSS staff (what OCSS refers to as "Tier One" calls).

The majority of calls placed to United Way 211 come from single mothers, the same population served by OCSS. The goal of the contract is to coordinate services between United Way 211 and OCSS and enhance the callers' experience, especially when the issue that prompts the call is more complex than a late child support check.

The arrangement will benefit DHR by providing well-trained call agents who are knowledgeable about other resources in metro Atlanta. In return, United Way 211 will benefit financially and add another area of call-handling expertise.

*--Written by Betty Hanacek, Vice President of Information Resources at United Way of Metropolitan Atlanta*

# Standards Corner: The standard of backups

The "Standards Corner," is a periodic feature that will discuss different aspects of the Standards for Professional Information and Referral. Wherever you are in the AIRS accreditation process, you may have a need for more in depth discussion of an aspect of the Standards. This column will take a section of the Standards and expand on either the whole standard or a part of a Standard. Information from accredited agencies will be used if needed. We welcome your input - if you have a burning question about an interpretation of a standard, or if you see a need for clarification, please send your "Standards Corner" request to [newslettereditor@airs.org](mailto:newslettereditor@airs.org)

**Mary Hogan**

**Past AIRS Board President**

Redundancy, redundancy, redundancy - not a bad mantra when it comes to backups plans. Just ask anyone who has experienced even a minor disaster such as a leaky ceiling over the server or who has been within earshot of a staff member who accidentally hit the delete permanently button when they meant to hit save. Or ask the person who faithfully performed a backup every night, faithfully stored backup tapes offsite and then one day, when the tapes were needed, realized that the tapes were defective.

The AIRS Standards contains two references to backing up databases. It is most likely that future versions of the standards will take a closer look at a requirement for the backing up and the security of all data systems (including e-mail, documents, handhelds, etc).

Section II of the AIRS Standards covers the development and maintenance of the I&R resource database. A subsection of Standard 10: Database Maintenance is the following criteria: 7. The I&R service shall safeguard its resource data-

base through duplication or computerized back-up. The back-up database shall be kept in a secure location where it will be protected from destruction or theft.

Standard 11: Inquirer Data

Collection loosely touches on the issue of backups when it discusses the "security system" since many I&Rs store their client and call records on a computerized system: 7. The I&R service shall have in place a written policy describing security precautions which protect and keep confidential data collection forms and inquirer information. The security system shall conform to all applicable statutes and shall include provisions for the storage, retrieval, use and ultimate disposition of records. Unless the I&R service is involved in a cooperative service delivery arrangement in which client records are shared, those outside the I&R service shall see only aggregate data.

During the accreditation process, the review team is looking to see whether the I&R service has a method for safeguarding the resource database and whether the organization has a backup policy and procedure for the database and

caller data.

A backup policy is essential for any organization. It is also the main ingredient of any business continuity plan. How do you go about creating backup plans? It all depends on the sophistication of your systems. A written plan could be one page for small organizations, and cover the basics of who, what, when and where: What data is being backed up, where the data is being backed up to, how often backups are done, who is responsible for the backups and who tests the success of the backups? A larger organization's plan could run for several pages and could possibly be done by in-house IT experts or outside consultants who offer back-up software and services as well as off-site storage.

## Further Reading:

- ◆ AIRS Standards for Professional Information and Referral, 5th edition  
<http://www.airs.org/airsstandards.asp>
- ◆ TechSoup provides a range of technology services for nonprofits, including news and articles, discussion forums, and discounted

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# 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 an up-to-date list of tests visit the AIRS Web site at [www.airs.org](http://www.airs.org).

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 12 - ELLICOTT CITY, MD**

8:30-10:30 a.m.

George Howard Building - Ellicott Room

3430 Court House Drive

Sandra Berkeley (410) 222-4464  
[agsabe81@aacounty.org](mailto:agsabe81@aacounty.org)

There is a \$10 administrative fee due at the time of the test, payable to Maryland AIRS by check or cash. AIRS Certification Test Skills Training will be offered on Thursday, March 15 from 8:30 a.m. to Noon at the George Howard Building, Ellicott Room, Ellicott City, Maryland. The cost is \$25.

## **APRIL 17 - MADISON, WI**

1- 3 p.m.

Concourse Hotel

1 West Dayton Street

Maurine Strickland

(608) 266-4448

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

## **APRIL 19 - ATLANTA, GA**

10 a.m. - Noon

Atlanta Regional Commission

Area Agency on Aging

40 Courtland Street NE

Joy Lankford (404) 463-3233

[jlankford@atlantaregional.com](mailto:jlankford@atlantaregional.com)

There is an administrative fee of

\$25 per person that must be paid by March 15. Make checks payable to Atlanta Regional Commission and mailed to: Atlanta Regional Commission, AAA - 40 Courtland Street NE - Atlanta, GA 30303 -ATTN: Joy Lankford

Training on the ABCs of I&R will be presented on April 17 from 9 a.m. - 4 p.m. at Atlanta Regional Commission.

## **APRIL 20 - TORONTO, ONT**

1-3 p.m.

Findhelp Information Services

543 Richmond Street West, Suite 125

Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)

## **APRIL 20, TEMPLE, TX**

2 - 4 p.m.

Central Texas Workforce Center

102 East Central Avenue, Ste 300

Wanda Williams (254) 939-3771  
[wandaw@workforcelink.com](mailto:wandaw@workforcelink.com)

An administrative fee of \$20 payable by check or cash to CTWDB is due March 16 with local registration form.

## **APRIL 20 - PORTLAND, OR**

10:30 a.m. - 12:30 p.m.

211info

621 SW Alder Street, Suite 810

Liz Bartell (503) 650-5705

[lizb@co.clackamas.or.us](mailto:lizb@co.clackamas.or.us)

Certification Preparation class

March 2, 10:30 a.m.-12:30 p.m.,

621 SW Alder Street, Suite 810.

## **APRIL 27 - ROCHESTER, NY**

9 - 11 a.m.

211 LIFE LINE

1 Mount Hope Avenue

Shye Louis (585) 758-1119

[slouis@abvi-goodwill.com](mailto:slouis@abvi-goodwill.com)

## **MAY 4 - WINDSOR, ONTARIO**

10 a.m. - Noon

Information Windsor

300 Giles Blvd. E, Unit A-2

Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)

Preparatory workshop April 27, 9:30 a.m. -3:30 p.m. at above address. Cost for workshop is \$149.

## **MAY 6 - JACKSONVILLE, FL**

1:30 - 3:30 p.m.

AIRS Conference - Hyatt Regency

Jacksonville Riverfront

225 East Coast Line Drive

Amanda Leibert (703) 218-2477

[amandaleibert@airs.org](mailto:amandaleibert@airs.org)

## **MAY 8 - JACKSONVILLE, FL**

2:30 - 4:30 pm

AIRS Conference - Hyatt Regency

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Jacksonville Riverfront  
225 East Coast Line Drive  
Amanda Leibert (703) 218-2477  
[amandaleibert@airs.org](mailto:amandaleibert@airs.org)

**MAY 10 - LOS ANGELES, CA**

9 - 11 a.m.  
The California Endowment's  
Center for Healthy Communities  
1000 N Alameda Street  
Tara Sullivan-Hames  
(530) 879-2455  
[tsullivanhames@ncen.org](mailto:tsullivanhames@ncen.org)

A \$25 administrative fee payable  
to CAIRS is due at the time of the  
test.

**MAY 10 - LOS ANGELES, CA**

2 - 4 p.m.  
The California Endowment's  
Center for Healthy Communities  
1000 N Alameda Street  
Tara Sullivan -Hames  
530/879-2455  
[tsullivanhames@ncen.org](mailto:tsullivanhames@ncen.org)

A \$25 administrative fee payable  
to CAIRS is due at the time of the  
test.

**MAY 15 - WORCESTER, MA**

1:30 - 3:30 p.m.  
College of the Holy Cross Hogan  
Campus Center  
1 College Street  
Nina Loveless (617) 348-8560  
[ninaloveless@dt.state.ma.us](mailto:ninaloveless@dt.state.ma.us)  
If not registered for the New  
England I&R conference being  
held on the same day, there will be  
a \$20 fee due at the time of the  
test.

**MAY 18 - WICHITA, KS**

1 - 3 p.m.  
United Way of the Plains  
245 N Water  
Heather Pierce (316) 267-1321  
[hpierce@unitedwayplains.org](mailto:hpierce@unitedwayplains.org)

**MAY 31 - RED DEER, ALBERTA, CANADA**

3:30 - 5:30 p.m.  
4728 Ross Street  
Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)  
Preparatory workshop May 31, 1 -

3 p.m. at the same address.

**JUNE 6 - CONCORD, NH**

9:30 - 11:30 a.m.  
State Office Building - Brown  
Building Room 232  
129 Pleasant Street  
Jennifer House (603) 271-0544  
[jlhouse@dhhs.state.nh.us](mailto:jlhouse@dhhs.state.nh.us)  
ABCs of I&R will be presented  
May 22 from 9:30 - Noon at the  
SOPS/Brown Building, Room 288,  
129 Pleasant Street.

**JUNE 23 - WILMINGTON, DE**

10:00 am - Noon  
Delaware Helpline  
900 N King Street, Suite 330  
Ann Lewandowski  
(302) 255-1829  
[ann.lewandowski@state.de.us](mailto:ann.lewandowski@state.de.us)



# 2007 I&R Training and Education Conference

May 6-9, 2007, Jacksonville, FL • Hyatt Regency Riverfront Hotel

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

## Registration Form



First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Name as you want it to appear on badge: \_\_\_\_\_ Title: \_\_\_\_\_ Member Number: \_\_\_\_\_  
 Organization: \_\_\_\_\_ Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 DSN#(Military Only): \_\_\_\_\_ Email: \_\_\_\_\_  
 Emergency Contact Name: \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

**Military Branch:**  
 Air Force  
 Marines  
 Coast Guard  
 Army  
 Navy

**Special Needs:**  
 Disability  
 Vegetarian

**Mail, Fax, or Email Completed Form to:**

**AIRS**  
**c/o CONDOR Registration Services**  
 P.O. Box 3348  
 Huntsville, AL 35810

Phone: 256/852-4490  
 Fax: 256/852-6838 or 800/742-3251  
 Email: info@condorregistration.com

AIRS Tax ID# 23-7235032

**Payments:**  
 All transactions are in U.S. dollars. Please make checks payable to AIRS and drawn on a U.S. bank.

**Cancellation/Refund Policy:**  
 No cancellations will be accepted after April 15, 2007. Cancellations prior to this date will be subject to a \$100 processing fee. All Cancellations must be submitted in writing. Refunds will not be given for no-shows at the conference. IF you are unable to attend and have already registered, you may substitute someone in your place for a fee of \$50. Please submit changes in writing with payment to CONDOR Registration Services at the address

Conference Registration: (Select one)	By March 28	After March 28	Charge
<b>AIRS Member (See below)</b>			
<input type="checkbox"/> Basic Level .....	\$425	\$525	\$ _____
<input type="checkbox"/> Standard Level .....	\$404	\$504	\$ _____
<input type="checkbox"/> Enhanced Level .....	\$383	\$483	\$ _____
<input type="checkbox"/> Premium Level .....	\$361	\$461	\$ _____
<input type="checkbox"/> FLAIRS .....	\$361	\$461	\$ _____
<input type="checkbox"/> Aging Network Member .....	\$425	\$525	\$ _____
<input type="checkbox"/> Non-Member .....	\$550	\$675	\$ _____
<input type="checkbox"/> FLAIRS Single Day Registration Fee .....	\$140	\$180	\$ _____
<input type="checkbox"/> Single Day Registration Fee .....	\$240	\$280	\$ _____
<input type="checkbox"/> Non-Member Single Day Registration .....	\$340	\$380	\$ _____

Select Day:  Monday, May 7  Tuesday, May 8  Wednesday, May 9

**Join today and take the member rate**  
 Contact Membership Director:  
 Moayad Zahraiddin 703-218-AIRS x202 or moayadzahraiddin@airs.org

★ **Important:** You must select the correct membership level. Selecting the wrong membership level could cause a delay in processing your registration and/or incur higher registration fees. Your membership level can be found on your "Certificate of Membership" which is sent to either the individual member or your organization's designated contact.

**Continuing Education Units:**

	Fee	
<input type="checkbox"/> AIRS members .....	\$25	\$ _____
<input type="checkbox"/> Non-members .....	\$35	\$ _____

**AIRS Intensives - Sunday, May 6:** (Select one, Pre-registration required, seating is limited.)

<input type="checkbox"/> The ABC's of I&R .....	\$150	\$ _____
<input type="checkbox"/> Cultural Competency in I&R Services .....	\$150	\$ _____
<input type="checkbox"/> Disaster Preparedness: Challenges and Solutions .....	\$150	\$ _____

For description of Intensives please visit [www.airs.org](http://www.airs.org)

**Aging Retreats - Sunday, May 6:** (Select one, included with full conference registration)

State Units on Aging (SUA)  
 Area Agency on Aging (AAA)

**Additional Items Requested:** (Please indicate number of guest tickets or CD-ROMs desired.)

Program CD-ROM .....	_____ CDs @ \$20	\$ _____
Welcome Reception (Sunday, May 6) .....	_____ Guests @ \$40	\$ _____
Friends of AIRS Party, Auction & Dinner (Tue., May 8) .....	_____ Guests @ \$60	\$ _____
Luncheon Tuesday (May 8) .....	_____ Guests @ \$40	\$ _____
Luncheon Wednesday (May 9) .....	_____ Guests @ \$40	\$ _____

**CIRS/CRS/CIRS-A Exam:** (Submit application separately to AIRS)  
 All applications must be received by April 15, 2007 and be approved before applicants will be eligible to take the exam.  
 Exam Dates: May 6, 2007 1:30 & May 8, 2007 2:30  
 Applications can be found at [www.airs.org](http://www.airs.org) under Certification.

**Method of Payment:**  MasterCard  VISA  Amer Exp  Check (Payable to AIRS) Total Charge \$ \_\_\_\_\_

Purchase Order # \_\_\_\_\_ (POs must be paid by March 28 to receive early rate. All POs must be paid by April 15, 2007)

Card/Check # \_\_\_\_\_ Exp Date: \_\_\_\_\_ / \_\_\_\_\_ Verification Code: \_\_\_\_\_ (See below)

Cardholder's Name on Card: \_\_\_\_\_ Signature: \_\_\_\_\_

Zip code for billing address: \_\_\_\_\_ Credit Card Verification Code is 3 digits on back of MC & VISA, 4 digits on front of AmEx