



Bringing People and Services Together

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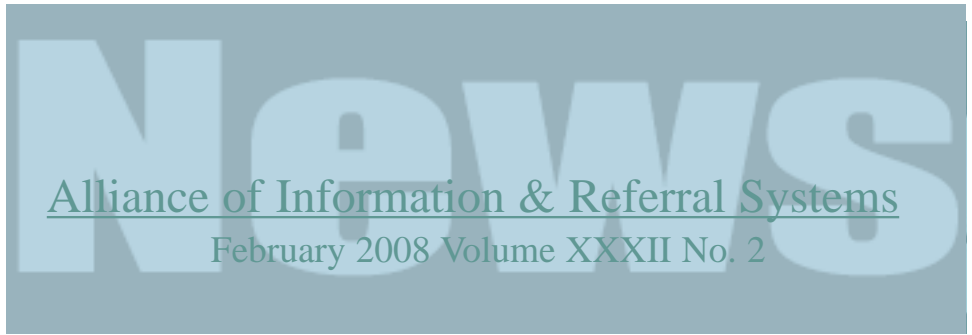
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National I&R Day Resolution introduced before Congress

On February 13, 2008, House Resolution 985 was introduced by Representative Lee Terry (R-Nebraska). The resolution expresses support for the designation of March 7 as National Information and Referral Services Day. AIRS President, Jamie Moore, is a constituent of Rep. Terry and was instrumental in getting the resolution introduced.

This resolution has been referred to the House Energy and Commerce Committee on which Rep. Terry is a member. Late last week AIRS public policy leadership conferred with Rep. Terry's office to coordinate advocacy efforts on behalf of

the resolution. The initial work will involve trying to secure co-sponsors on a bi-partisan basis to the resolution. The greater the number of co-sponsors the better the prospects for action by the Energy and Commerce Committee and then the House.

It was agreed that those House members who are already co-sponsors of the Calling for 211 legislation would be a good target list to begin contacting for support. In addition, we would like to ask that AIRS members contact their House Member and urge them to co-sponsor H Res 985. The full text follows.

House Resolution 985

Whereas, information and referral (I&R) services provide the active process of linking the consumer who has a need or problem with the most appropriate service that can address that need or solve that problem;

Whereas, quality information and referral services are the key point of entry to the entire human services delivery system;

Whereas, information and referral services have been recognized in federal legislation for 35-years since the 1973 reauthorization of the Older Americans Act and subsequently included the establishment of the National Eldercare locator and development of Aging and Disability Resource Center;

Whereas, the United States is currently served by information and refer-

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Officers of the Corporation

Jamie Moore, President
Tim Sylvia, Vice President
Roberto Armijo, Treasurer
Georgia Sales, Secretary

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

The AIRS Newsletter is provided as a benefit to all AIRS members. For information about membership contact us at (703) 218-AIRS (2477).

AIRS accepts paid advertising for inclusion in its publications for products and/or services which are related to the purposes of AIRS and its members. The products and services advertised in AIRS publications do not necessarily imply endorsement by AIRS or its membership.

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

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ral through 2-1-1 programs, Aging I&R services, Aging and Disability Resource Centers, Child Care Resource and Referral services, military family centers and other specialty I&R services; and informed individuals are better equipped to make decisions, when they understand the variety of services available;

Whereas, In 1997, the National 2-1-1 Initiative was established with the United Way of Metropolitan Atlanta creating the first 24 hour telephone information and referral service using the easy to remember 2-1-1 dialing code for access;

Whereas, in 2000, the Federal Communications Commission reserved the 2-1-1 dialing code for community information and referral services, intended as an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies including during times of disaster;

Whereas, the Alliance of Information and Referral Systems (AIRS) has been providing professional standards and credentialing programs for those operating I&R services; and,

Whereas, expanding access to information about and referrals to services provides individuals with lower-cost and safer options for managing needs, and is likely to reduce confusion, frustration and inaccessibility to services;

Now, therefore, be it Resolved, That the House of Representatives-

(1) Designate March 7, National Information and Referral Services Day, to raise public awareness about the existence and importance of information and referral services for all Americans and to more effectively target these services to reach those most in need;

(2) Conduct activities in communities across the nation involving schools, nonprofit organizations, businesses and other entities to ensure that information and referral services are part of everyday life including emergency preparedness;

(3) Reaffirm the importance of clear and consistent professional standards to govern every aspect of quality information and referral services.

Taxonomy web site adds new functions

The 211 Taxonomy web site, www.211taxonomy.org, has been upgraded to version 4.1. The new version comes with some new features, namely filters, customized filter set searches and custom reports.

Filters

This function allows subscribers to create, share and maintain customized versions of the Taxonomy by removing terms they do not wish to include in your filtered set. Some filters are “official” (created by work groups with expertise in a particular area). Others are created by subscribers and may be shared (community filters) or kept as private. Official and community filtered sets are available to all subscribers. For information about how to use this function, refer to the Manage Filters Help page

Customized Filtered Set Searches

Subscribers have the ability to select any of the published customized versions of the Taxonomy created by the Manage Filters function to use as the basis of their search. Click on “change” next to “Viewing” and select the filter you wish to apply. Resulting searches will include only terms included in the customized filtered set.

Custom Reports

The Print function now allows subscribers to configure, download and print customized versions of the Taxonomy. Options include:

Full Taxonomy: This option features the entire Taxonomy and allows subscribers to choose the locale (U.S. English or Canadian English), speci-

fy the format (organized by code or term name), select the fields to include (definition, use references, see also references, related concepts, external system terms, comments and bibliographic references) and specify the levels they wish to include.

Filtered: This option allows subscribers to choose a customized version of the Taxonomy created and saved using the Manage Filters function to determine which terms will be included in your custom report. They can then choose the locale, specify the format (organized by code or term name), select the fields to include (definition, use references, see also references, related concepts, external system terms, comments and bibliographic references) and specify the levels they wish to include as in the Full Taxonomy Report.

Related Concept: This option allows subscribers to choose one of the related concepts to determine which terms will be included. They can then choose the locale, specify the format (organized by code or term name), select the fields to include (definition, use references, see also references, related concepts, external system terms, comments and bibliographic references) and specify the levels they wish to include as in the above two reports.

It’s important for taxonomy users to keep their subscription up to date so they can take advantage of the support the Web site can give them in maintaining their customization.

Aging and Disability Taxonomy Starter Set Unveiled

The Aging and Disability Starter Set is a customized version of the AIRS/211 LA County Taxonomy of Human Services maintained and published by 211 LA County. This is a special version that contains only Taxonomy terms needed by organizations that provide aging & disability information and referral services.

It was developed under the leadership of Theresa Lambert, formerly Deputy Director of the National Association of State Units on Aging (NASUA) and Director of the AoA-funded National Aging I&R Support Center, and Georgia Sales, Resource Systems Developer at 211 LA County-both then members of the Alliance of Information and Referral Systems (AIRS) Board of Directors.

A workgroup, comprising knowledgeable experts from eight of the Aging & Disability Resource Center grantees, aging I&R/As, the disability community, the Lewin Group, and the U.S. Administration on Aging, met regularly over the period

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of a year to create the customized version.

Members of the workgroup include:

- ◆ Heather Burkhardt, North Carolina Division of Aging & Adult Services
- ◆ Mary A. Chilvers, Krista Boston and Tom Gossett, Minnesota Board on Aging
- ◆ Patrice Earnest, Atlanta Regional Commission, AAA
- ◆ Mary G. James, New Mexico Aging & Long Term Care Services Department
- ◆ Kara R. LeBeau, National Association of State Directors of Developmental Disabilities Services (NASDDDS)
- ◆ Kathleen McHarg, Multnomah County Aging & Disability Services (AAA)
- ◆ Susan Shepherd, Washington Aging & Disability Services Administration
- ◆ Maurine Strickland, Wisconsin Bureau of Aging and Disability Resources
- ◆ Christina Neill, The Lewin Group
- ◆ Greg Case, Sherri Clark, and Greg Link, Administration on Aging

The “slimmed down” version of the Taxonomy will serve as a “starter set” for new users. Because terms not relevant to these fields have been excluded, the Taxonomy will be easier to understand and use as a classification tool, facilitating its implementation in these specialized settings. The excluded terms will not be deleted, just deactivated, making it possible for new users to evaluate the starter set and turn on additional terms as might be appropriate based on the availability of community resources and the populations served by a particular agency.

Once XML versions of the customized version have been completed, software vendors will be able to develop a utility to import the XML file and show as active only terms in the starter set when the Taxonomy is loaded. People can also use the Taxonomy customization functionality currently available within their software.

The aging/disability starter set can now be seen by licensed Taxonomy subscribers on the Taxonomy Web site: www.211taxonomy.org. The XML version should be available soon. ADRCs and aging I&R/As that are interested in using this starter set, should discuss the issue with their software vendors.

User-Friendly: Two Services for Keeping Your System Patched

By Dick Manikowski
Detroit Public Library-
TIP Database & Subscriptions

Keeping a WINDOWS-based PC secure in today’s interconnected world requires constant vigilance. Nefarious parties all over the world are developing and launching schemes to break through your system’s defenses and do things like:

- ◆ Access your personal files
- ◆ Pirate your passwords so they can empty your bank account or run up charges on your credit cards
- ◆ Steal your identity

- ◆ Recruit your PC for their botnetwork so that it will help them send out spam

Keeping your virus protection definitions up to date won’t necessarily protect you. The villains can also gain access to your machine by exploiting vulnerabilities in the operating system or in applications that you’re running or that are being run on Web pages that you’re loading.

Microsoft routinely releases patches for newly discovered vulnerabilities in WINDOWS and in Microsoft applications on the second Tuesday of each

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month (also known as Patch Tuesday), but other vendors release patches irregularly as vulnerabilities are discovered and blocking strategies are developed. Keeping your PC locked down requires monitoring the Web sites of the vendors of all of the packages installed on your PC. During one 24-hour period in early February, for example, security updates and patches were released for ADOBE READER, SUN JAVA, APPLE QUICKTIME PLAYER, and SKYPE CHAT and VOIP.

Obviously, few people have the time to devote to staying on top of all those products. That's why a couple of different Web services have popped up which will help you with the task.

Both of these services are free for use on individual PCs. If you're going to run them across your network, though, you'll need to purchase the proper licenses to authorize that activity. Check the Web sites for more information.

SECUNIA PSI

Secunia (www.secunia.com) is a Danish company that provides both online scans (click on the Scan Online link) and scans via a downloaded application (click on the Personal (PSI) link).

Both versions require the MICROSOFT WINDOWS XP (SERVICE PACK 2) or higher operating systems. The Online scan also requires SUN JAVA.

The PSI scan is far more rigorous than the Online scan is the online scan can check your system for outdated and vulnerable versions of a couple of dozen popular applications, while the downloaded PSI application checks for thousands of different products.

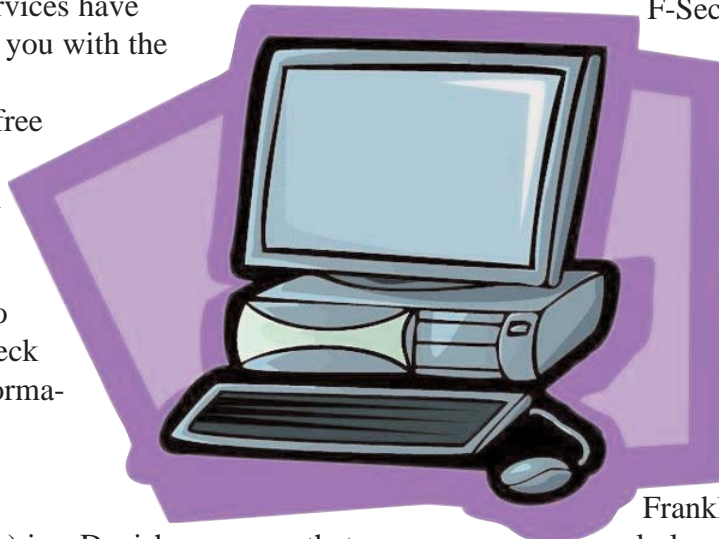
A second difference is that the Online scan relies on Active X and consequently can only run on MICROSOFT INTERNET EXPLORER. The downloaded PSI application can deal with FIREFOX, OPERA, SAFARI, and other browsers.

Registration for the 2008 AIRS Conference is now OPEN on our web site, http://www.airs.org/documents/AIRS_Conference_Reg08.pdf. The registration brochure is also available, so don't wait, register today! We look forward to seeing you in sunny Houston y'all!

The third difference is that the Online scan can only run when you visit the Web site and click on the link. When you download and install the PSI scan, though, it defaults to loading when your PC boots up and to proactively running scans on a weekly basis (after first downloading updated search rules).

The scans themselves are quick and clean. Any insecure programs are identified, and the user can usually click on a provided link to download and install the recommended patch or new version.

F-SECURE HEALTH CHECK



F-Secure (www.f-secure.com) is a Finnish company. Its F-SECURE HEALTH CHECK online scan requires WINDOWS XP or higher as well as having ACTIVEX and JAVA enabled. HEALTH CHECK will only run under MICROSOFT INTERNET EXPLORER v. 6 and higher-FIREFOX users are shut out.

Frankly, this is a product that I only learned about today. I can't tell from the Web site whether HEALTH CHECK will be made available free of charge on an ongoing basis or whether it's an introductory teaser for what will become a fee-based service.

In any event, it's slick. Not only does it check for unpatched vulnerabilities and provide Solve links to download and install needed patches and product updates, it even noted that my MICROSOFT WINDOWS FIREWALL is turned on and that my SYMANTEC ANTIVIRUS definitions need to be updated and that I'm not running any antispymware product. The Secunia scans noted that my antivirus definitions are out of date but didn't appear to examine the firewall state or advise me of the lack of antispymware.

2007 wildfires show need for statewide 2-1-1 network

**By Sara W. Matta,
Former Executive Director, 2-1-1
San Diego**

After 35 years in the information and referral field, 21 years running the program that ultimately became 2-1-1 San Diego, and a long-held passionate belief in the potential of 2-1-1 to revolutionize the way people seek and receive help, I dialed 2-1-1 in late October.

It wasn't to check the functionality of the system, nor to connect with a particular 2-1-1 specialist, nor to be sure my cell phone had access to 2-1-1 service.

It was to secure information on how best to clear the debris from my Starvation Mountain home, which burned to the ground on October 22, 2007 -- the same day that had long been planned as my official retirement as CEO of 2-1-1 San Diego.

I remember feeling very proud as a volunteer - one of more than 1,200 volunteers that came to 2-1-1 San Diego's aid - worked with me, despite a dearth of specific infor-

mation on available resources to clear our property. As she guided me to some Web sites that we reviewed together, I remember thinking, "She's working with me. Beside me."

And that is the whole point of 2-1-1, which was designated in 2000 by the Federal Communications Commission (FCC) as the national telephone number for information and referral and is now available to approximately 75 percent of Americans and 84 percent of Californians.

As wonderful as it is to contemplate that 2-1-1 is available to more than 27 million Californians, the lessons of the wildfires must not go unheeded: we must achieve 100 percent coverage with an integrated network that can function optimally in future disasters; and we must develop a sustainable funding model in partnership with stakeholders from every sector.

In addition, even as we tackle the work ahead in California, we must continue to advocate for a truly

national 2-1-1 system with consistent, stringent quality assurance standards; large-scale visibility of 2-1-1's benefits; and federal support for the Calling for 2-1-1 Act, which, if passed, will assist communities with the costs of operating their 2-1-1 systems.

As this report will detail - and many other post-disaster reports have also quantified over the past several years - the value of 2-1-1 is no longer in question.

Now it is incumbent upon all of us - as community leaders, citizens, legislators and funders - to understand the lessons learned and translate them into a strong commitment to 2-1-1.

Our communities deserve no less.

For a copy of Trial By Fire: How 2-1-1's Regional Response to the 2007 Wildfires Underscored the Need for a Statewide Network, February 11, 2008, go to <http://www.cairs.org/docs/TrialbyFireFINAL.pdf>

February FEMA Disaster Declarations

Major Disaster Declarations

02/21 Kentucky Severe Storms, Tornadoes, Straight-line Winds, and Flooding

02/07 Tennessee Severe Storms, Tornadoes, Straight-line Winds, and Flooding

02/07 Arkansas Severe Storms, Tornadoes, and Flooding

02/06 Hawaii Severe Storms, High Surf, Flooding, and Mudslides

02/05 Missouri Severe Storms, Tornadoes, and

Flooding

02/01 Kansas Severe Winter Storms

Fire Management Assistance Declarations

02/25 Texas Silver Fire

02/25 Oklahoma South Woodward Fire

02/25 Texas South Odessa Fire

02/23 Texas Scurry Complex Fire

02/13 Texas Broadway Fire

02/08 Texas

AIRS online training courses: 2007 totals

The following table shows the online training courses taken by AIRS members in 2007. The courses at the bottom reflect their completion dates over the year (for example, Confidentiality became available just a few days before the Christmas break). In late January 2008, a new course became available called AIRS: Database Management.

| Number of individuals completing course | Training Course |
|---|--|
| 172 | AIRS: Introduction to Taxonomy and Indexing |
| 159 | AIRS: The Information and Referral Process |
| 116 | AIRS: Working with Challenging Clients |
| 107 | AIRS: Introduction to I & R |
| 95 | AIRS: An Overview for Resource Specialists |
| 35 | AIRS: Serving People with Mental Health Issues (New Course) |
| 20 | AIRS: Inclusion/Exclusion (New Course) |
| 13 | AIRS: Disaster Preparation and Volunteer Management (New Course) |
| 1 | AIRS: Confidentiality (New Course) |
| 618 | Total |

2-1-1s in the news across North America

British Columbia

"Campbell wants British Columbians to fight climate change, improve health care." C. Premier Gordon Campbell announced: "A 211 service will be launched to give people phone access to social services offered in their communities."

http://www.canada.com/vancouver_sun/news/story.html?id=344d4c64-b474-45f6-b9f9-dc46d2e6803e

Ontario

"211 service launched in city." In the coming weeks, 211 will be expanded throughout Thunder Bay District, including Geraldton, Longlac, Upsala and Marathon.

http://www.chroniclejournal.com/stories_local.php?id=91439

"New 211 info service saves time

finding answers." United Way spokeswoman, Joanne Kembel said 211 will not only serve the residents of the city, it will also allow planners to see where the greatest needs are or where there are gaps in service and pinpoint deficiencies. The service is free and confidential to use and is available 24/7."

http://www.tbsource.com/local_news/index.asp?cid=104619

Alabama

"Volunteers from across the state lend a hand." Staff from Information Center in Montgomery were available on-site to relay information back to the call center.

<http://www.montgomeryadvertiser.com/apps/pbcs.dll/article?AID=/20080219/NEWS/802190340/1001>

Alaska

"3 digits, thousands of answers."

<http://www.ktuu.com/Global/story.asp?S=7857505>

California

"Editorial: Celebrate 211 line." "Although in operation just a short time, the 211 service has proved its value. The Star would like to join with the Board of Supervisors, which has declared this week '211 Week in Ventura County,' in publicly recognizing this important anniversary."

<http://www.venturacountystar.com/news/2008/feb/10/celebrate-211-line/>

"Is decision not to give money to panhandlers the right choice?" Ethics columnist discusses issue of

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donations. One reader: “responds by giving the requester a card with information about his community’s 211 telephone service that directs callers to various social services.”
<http://www.oregister.com/column/giving-money-panhandlers-1982214-homeless-people>

“Singing the Praises of 2-1-1.” Overview of one-year celebration for the United Way’s information and referral line in Santa Clara County.
http://www.mercurynews.com/salpizarro/ci_8247668

“211 is the phone number to call for Inland services.”
http://www.pe.com/localnews/inland/stories/PE_News_Local_R_dial13.384f9cf.html

“Today is 2-1-1 Day in Los Angeles.” Overview of 2-1-1 service submitted by a Los Angeles Fire Department Spokesperson.
<http://lafd.blogspot.com/2008/02/to-day-is-2-1-1-day-in-los-angeles.html>

“20,000 local calls for assistance to 211 in '07.” In recognition of the third anniversary of 211 Ventura County, United Way hosted an anniversary reception. Ventura County’s 211 program was launched through a partnership of United Way, Interface Children Family Services and First 5 Ventura County in 2005.
<http://www.venturacountystar.com/news/2008/feb/10/20000-local-calls-for-assistance-to-211-in-07>

“Getting help on phone.” 2-1-1 officially up and running in Alameda, Contra Costa, Marin, Napa, Santa Clara and Solano counties.
http://www.contracostatimes.com/opinion/ci_8238803

“Counties launch social services hot line: As of today, help with food, health care, housing, employment available to residents throughout region by calling 211.”
http://origin1.contracostatimes.com/news/ci_8229267

“State of County: Economic cuts in offing.” Board of Supervisors have announced series of projects the county plans to undertake this year. Projects include expanding the county’s 2-1-1 information line to the 18 cities in the county.
<http://www.signonsandiego.com/news/metro/20080213-1832-bn13county.html>

“The Contra Costa Crisis Center received a \$500,000 grant from the John Muir/Mt. Diablo Community Health Fund to expand its 211 phone system over the next three to five years. The 211 system utilizes a nationwide toll-free number to provide information on local health and social services for about 200 million Americans . . .”
<http://www.jobjournal.com/thisweek.asp?artid=2269>

Colorado
“Places to turn instead of turning to abuse.” “Like 911 only 211 but for health and human services crises...”

http://www.koaa.com/aaaa_top_stories/x1457863331

“To help or to get help, 2-1-1 is a valuable program in Weld.”
“Should a natural disaster strike, should a river flood, or a tornado strike -- 2-1-1 shifts gears and addresses the needs that arise from those emergencies. That’s because the Weld County 2-1-1 service is part of the State Voluntary Organization Active in Disasters Program and part of the Weld County Community Organization Active in Disasters.”
<http://www.greeleytrib.com/article/20080221/READERS/253768828>

Florida
“Dial 211 to link to area resources.” Overview of 2-1-1 program that serves residents of Alachua, Bradford, Dixie, Gilchrist, Levy and Union counties.
<http://www.gainesville.com/article/20080214/NEWS/802140311/1002/NEWS>

Georgia
“United Way pushes 2-1-1 for community information.” “The UW is working with the governor’s office in hopes Gov. Sonny Perdue will create a study commission that will set the standards for the state’s call centers and come up with ideas for funding.”
http://www.moultrieobserver.com/local/local_story_050223012.html

Illinois
“PATH hoping to pilot statewide crisis hotline.” “PATH and United

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Way of McLean County have been among 21 organizations from throughout the state trying to get 211 in Illinois."

<http://www.pantagraph.com/articles/2008/02/14/news/doc47b4b3e2c505c013936731.txt>

Iowa

"Expanding risk pool funds, United Way thanks and IowaCare work." "On Wednesday, United Way staff and volunteers met at the Capital to thank legislators for funding the 2-1-1 initiative. 2-1-1 is a free 24 hour referral helpline that allow callers to speak with trained professionals about available health and human services. The service is available in all of Iowa's 99 counties and receives more than 20,000 calls a month."

<http://www.mtvernonlisbonsun.com/article.php?viewID=2335>

Kansas

"Help needed for rebuilding Greensburg." People who want to help build the houses in Greensburg or donate can call United Way's information line at 211 (toll free).

<http://www.kansas.com/news/state/story/309030.html>

Kentucky

"City offering new foreclosure hotline." "Louisville-Jefferson County Metro Government is offering some new tools for homeowners in danger of foreclosure. The city is using Metro United Way's social services hotline (2-1-1) to help connect homeowners to counseling and other resources."

<http://louisville.bizjournals.com/louisville/stories/2008/02/18/daily2.html?jst=b ln hl>

"Hot line offers advice to avoid foreclosure: Most homeowners unaware of options." About 550 people called the local 2-1-1 number during a special five-hour session. A team of 30 people handled the hot line phones during the session, including volunteers from the real estate and banking industries.

<http://www.courier-journal.com/apps/pbcs.dll/article?AID=/20080222/NEWS01/8021079/1008>

Maine

"Mainers Without Power Urged To Take Safety Precautions." Residents urged to call 2-1-1 for information about shelters.

<http://www.wcsh6.com/news/article.aspx?storyid=80827>

Massachusetts

"211 is the New Information Hotline."

<http://www.wickedlocal.com/cohaset/news/lifestyle/columnists/x249518636>

Michigan

"United Way 211's a great thing." Self-identified "grumpy and skeptical old reporter:" "Statewide, they've got something even more significant coming down the track. It's called 211, the health and human services equivalent of the 911 telephone emergency service. Dialing 211 connects people with important services, including job training, substance abuse, heating,

food, housing, utilities, mental health, counseling and more.

Within a mere six years, the program has grown from nothing to serving more than 70 percent of Michigan's population...it looks as though the 211 program is providing exactly what's needed to help more people, more quickly, more effectively and at less cost."

<http://www.dailypressandargus.com/apps/pbcs.dll/article?AID=/20080207/OPINION01/802070315>

"Area Dentists, University of Detroit Mercy Team Up to Provide Free Dental Care to Low-Income, Uninsured Detroit-Area Children on Saturday, February 2." "For the first time, the dental societies have teamed up with the United Way for Southeastern Michigan 211 call center to schedule appointments."

<http://www.prnewswire.com/cgi-bin/stories.pl?ACCT=104&STORY=/www/story/01-29-2008/0004745282&EDATE=>

Missouri

"Gov. Blunt Activates State Agencies, Guard for Disaster Response." "Citizens who need help are urged to call 211. The 211 Service is now available for most areas of Missouri and helps citizens with disaster information and referrals."

<http://www.govtech.com/gt/262623?topic=117693>

"United Way marks 211 Day. Dialing 211 in Mid-Missouri can connect a willing volunteer with a waiting agency or a citizen in need

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with available local services.”

<http://www.californiademocrat.com/articles/2008/02/13/news/322news57.txt>

Nebraska

“Mall Shooting Victims Fund Distribution Approved.” “Any of the roughly 200 people who were in Von Maur at the time of the shooting can get free counseling by calling the United Way. Simply dial 211. 35 local counselors volunteered to help.”

http://www.kptm.com/Global/story.asp?S=7921309&nav=menu606_24_9

New York

“211 Help Line Launched in Southern Tier.” 2-1-1 now available in Steuben, Chemung, Allegany, Schuyler and Yates counties.

<http://www.weny.com/News-Local.asp?ARTICLE3864=7679053>

“Three numbers away from finding help: Enactment of 2-1-1 number in Chemung, Schuyler, Steuben counties helps residents, agencies.”

<http://www.stargazettenews.com/apps/pbcs.dll/article?AID=/20080213/OPINION01/802130321>

North Carolina

“Financial Health Fair comes to A-B Tech.” United Way’s 2-1-1 of WNC provided referral specialists to assist participants with referrals to services.

<http://www.citizen-times.com/apps/pbcs.dll/article?AID=/20080224/NEWS01/80222083>

Ohio

“United Way 211 service now on the Net.” “In order to access United Way 211 online, individuals must visit www.unitedwayottawacounty.org and click on the Get Help link on the left-hand column.”

<http://www.portclintonnewsherald.com/apps/pbcs.dll/article?AID=/20080213/NEWS01/802130315/1002>

“City, county proclaim day for 211 help number.” Proclamations declaring the day National 211 Day were presented yesterday by the city of Toledo and Lucas County commissioners to Bill Kitson, president and chief executive officer of United Way of Greater Toledo.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20080212/NEWS17/714744867/-1/NEWS>

“Today is 211 Day.” Governor Ted Strickland declared Feb. 11- Statewide 2-1-1 Day.

<http://www.chillicothe Gazette.com/apps/pbcs.dll/article?AID=/20080211/NEWS01/802110303>

“Info Line is there to help: Free service gives referrals to needy, finds everyday solutions to problems.” “In many areas around the country, including in Summit County, these free services are referred to as 2-1-1 service, so named for the numbers a person can dial to reach the service.”

<http://www.ohio.com/business/15916912.html>

Oklahoma

“Painkiller addiction: One of many.” “To find help for prescription drug addiction, call Tulsa’s Helpline at 211, or go to www.tulsaworld.com/211.”

http://www.tulsaworld.com/news/article.aspx?articleID=20080216_238_A1_hrpTo55828

“Non-Profit Agencies Receive Ice Storm Grants from United Way.” The Tulsa Area United Way, together with Tulsa Community Foundation and Bank of Oklahoma, awarded \$750,000 to local non-profit organizations in need following December’s ice storm. Those benefiting included 2-1-1.

<http://www.gtrnews.com/greater-tulsa-reporter/2625/non-profit-agencies-receive-ice-storm-grants-from-united-way>

Rhode Island

“Help is just a phone call away.” On Feb. 11, representatives of the United Way of Rhode Island visited colleges, senior centers, hospitals, supermarkets, and agencies throughout Rhode Island in a campaign to let people know that the “211 call center is here to help - and to listen.”

http://www.projo.com/news/content/united_way_211_02-11-08_II8URM0_v43.38cd039.html

South Carolina

“Residents with questions told to start dialing 211.” “Aiken Public Safety officials want the public to know about a three-digit phone number that could prove helpful,

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and it's not 911." Approximately 15,000 phone calls a month coming to Public Safety dispatch center and an estimated 20 percent of those phone calls are for non-city related items.

http://chronicle.augusta.com/stories/020708/met_186412.shtml

Tennessee

"Tornado help; what you need to know." "For information about services or where to go for help, you can call United Way's 211 number."

<http://www.jacksonsun.com/apps/pbcs.dll/article?AID=/20080218/NEWS01/80218006>

Texas

At the regular Commissioners Court meeting, Kara Stevens, spokeswoman for the 211 Area Information Center, gave commissioners an annual report on the program.

http://www.southeasttexaslive.com/site/news.cfm?newsid=19285349&BRD=2287&PAG=461&dept_id=512588&rfti=6

"Brazos Valley 2-1-1 helps callers get back on their feet." "The 2-1-1 Center for the Brazos Valley is a United Way-run telephone bank that serves as a starting point for people in the region who need help or want to provide it. In the past seven years, it has grown exponentially."

<http://www.theeagle.com/local/Brazos-Valley-2-1-1-helps-callers-get-back-on-their-feet>

"Dial 2-1-1 for local resources."

"One of the help lines available for families in need is 2-1-1."

<http://web.theparisnews.com/story.lasso?ewcd=5680b7a71c53c348>

Vermont

"Vermont expands answers to monochloramine questions."

Members of the public who have questions or concerns about monochloramine may now obtain answers by either logging in to healthvermont.gov or by calling Vermont 2-1-1.

http://www.watertechnonline.com/news.asp?N_ID=69244

Virginia

"211 Phone Number For Government Services Launched In N. Va.."

<http://www.nbc4.com/news/15254094/detail.html>

"Community Focus: Central Virginia's free human services resource network celebrates second anniversary." "Navigating the terrain of information and options for help can be overwhelming," said Trisha Ferrell, assistant vice president for Information and Referral at United Way. "In many cases, there's assistance available, but people often go without

because they're not sure where to begin."

<http://www.richmond.com/community-focus/23541>

Washington

"United Way pushes for 211 money: Number helps find resources after emergency."

<http://www.bellinghamherald.com/102/story/325577.html>

Wisconsin

"211 Call Center." Kathy Holtrop, Program Director for the Northwoods 211 Call Center: "Just the day to day questions that we get, it's awesome to have a local number, 211. Nothing more than dialing 211 from your phone and it hooks you up with a local agency, us, to give you the information you need for you and your family so you don't have to call 10 different numbers to get 10 different answers."

http://www.wjfw.com/email_story.html?SKU=20080212094204

"Call centers aid military families." "Nationwide, 2-1-1 call centers have provided varying degrees of assistance to military families, said Eric Ostermann, executive director of 2-1-1 Wisconsin."

<http://www.greenbaypressgazette.com/apps/pbcs.dll/article?AID=/20080212/GPG0101/802120550/1207/GPGnews>

AIRS and Direct TV

I&R agencies may end up answering many calls from people asking about the conversion to Direct TV Feb. 17, 2009. AIRS has put up brochures and other promotional pieces call centers can use to assist with letting people know about the conversion. The Web page is here: http://www.airs.org/aboutairs/about_dtv.asp

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

Estrada, Dolores - Northwest Indiana Community Action Corp., Crown Point IN
Indjich, Rada - Northwest Indiana Community Action Corp., Crown Point IN
Ingrid, Kay - Northwest Indiana Community Action, Crown Point IN
Mendoza, Mary - Information & Referral Services Inc, Tucson AZ
Millier, Kimberly - Information & Referral Services Inc, Tucson AZ
Ruiz-Harbinson, Becky - Northwest Community Action, Crown Point IN

Russo, Noreen - Catholic Charities, Chicago IL

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Baker, Shirley - LifeTime Resources, Dillsboro IN
Bowman, Tanas - Area Agency on Aging PSA-2, Dayton OH
Brown, Erin - Area Agency on Aging PSA2, Dayton OH
Fritz, Cynthia - Area Agency on Aging, Dayton OH
Gamble, Jerri - Area Agency on Aging, Dayton OH
Heed, Christine - Area Agency on Aging, Dayton OH
Shields, Joyce - Area Agency on Aging, Dayton OH

MARK YOUR CALENDARS!

For the 2008 AIRS Training & Education Conference May 18-21, 2008, Houston, Texas



Affiliate News for Feb.

What's Happening in ... Illinois

The Request for Proposal for 2-1-1 pilots in Illinois was released on Feb. 13, 2008. The deadline is April 11, 2008 and the anticipated announcement of the vendors is scheduled for May 15, 2008. The state department is looking for social service organizations to apply to participate in the program and receive a 2-1-1 designation. Eligible applicants are existing not-for-profit and governmental organizations that currently provide telephone information and referral services. To see RFP:

<http://www.purchase.state.il.us/ipb/IllinoisBID.nsf/frmBidDocFrameset?ReadForm&RefNum=22014285&DocID=BA58FFCB41D68645862573EC005DCD64&view=viewSolicitationsOpenByDate>

Welcome New Members

Individual Members

Debra B. Duncan - Durham, NC
Mark Silverman - Freeport, NY
David S. Plowman - Redding, CA
Ms. Marilyn R. Shraberg - River Ridge, LA
Michael DeBerry - Montgomery, AL

Agency Members

ACT Corp - Daytona Beach, FL
ASCOG - Duncan, OK
Assistance League Hollywood Senior Center - Los Angeles, CA
Catholic Charities of Diocese of Greenburg - Greensburg, PA
Center for Community Action - Huntingdon, PA
Child Care Connection - Trenton, NJ
CHOICE - Philadelphia, PA
City of Bloomington Human Services Division - Bloomington, MN
COPE Services - Grafton, WI
Crisis Connecion - Minneapolis, MN
DFD Russell Med Ctrs. - Leeds, ME
Elderbridge Agency on Aging - Mason City, IA
Family Resource Connection - Rhinelander, WI
Friendship Centers of Emmet County - Petosky, MI
Great River Bend Area Agency - Davenport, IA
Hawkeye Valley Area Agency on Aging - Waterloo, IA
Hoosier Uplands Area XV Agency on Aging - Mitchell, IN
Illinois Department on Aging - Springfield, IL
Jefferson County Council on Aging - Birmingham, AL
Jewish Community Federation of Cleveland - Cleveland, OH
Jewish Family Service - Los Angeles, CA
Langdale County Department on Aging - Antigo, WI

Lee-Russell Council of Govt's. - Opelika, AL
Legal Services for New York City - New York, NY
Lifespan, Inc - Hamilton, OH
Little Tokyo Service Center CDC - Los Angeles, CA
Mendota Area Senior Services Inc - Mendota, IL
Nassau County Dept of Senior Citizen Affairs - Uniondale, NY
Northwest Aging Association - Spencer, IA
NYS Kinship Navigator - Rochester, NY
Oak Hill Technology, Inc. - Austin, TX
Opportunity Council - Bellingham, WA
Permian Basin Area Agency on Aging - Midland, TX
Scenic Valley Area VIII Agency on Aging - Dubuque, IA
Siouxland Aging Services - Sioux City, IA
Southeast IA Area Agency on Aging - Burlington, IA
Southwest LA Education & Referral Center, Inc - Lafayette, LA
Tailwind Associates - Schenectady, NY
The Parenting Network - Milwaukee, WI
The Woman's Heart - Casper, WY
United Way of Low Country, Inc. - Beaufort, SC
Valley Interfaith Council - Chatsworth, CA
Virginia Sexual and Domestic Violence Action Alliance - Richmond, VA
Volunteer Action Center - Parkersburg, WV
Western Indiana Economic Development District Area 7 Agency on Aging and the Disabled - Terre Haute, IN
Wexford Couny Council on Aging - Cadillac, MI
Wold Hunger Year - New York, NY

Certification test dates

Test sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The CIRS, CRS and CIRS-A exams will be offered at each test site.

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

Please be aware that registration for your local Affiliate Conference does not constitute registration for the AIRS Certification exam. If you are interested in testing, all certification exam applications, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for certification with your conference registration.

If an application and payment are mailed to an address other than the AIRS National Office in Fairfax, Virginia, the application will not be processed, and the applicant will be unable to sit for the exam.

The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization.

For additional questions, or to schedule a test, contact the AIRS Headquarters at (703) 218-AIRS (2477) ext 201 or certification@airs.org.

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

2-4 pm
Community Information and Referral
2200 N Central Avenue, Suite 601
Mark Lewis (602) 263-8845
mlewis@cir.org

ed March 7 from 9 am to Noon at the above address.

APRIL 4 - TORONTO, ONT
9:30-11:30 am
543 Richmond Street West, Suite 125
Cristina Umana (416) 392-4558
cumana@findhelp.ca

A Preparatory Workshop will be offered April 3, 9 am to 4 pm at the above address. The cost is \$99 + GST.

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

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

APRIL 25 - NEW YORK, NY
10 am - Noon
Federation of Protestant Welfare Agencies
281 Park Avenue South
Judy Milove (212) 801-1350
jmilove@fwpa.org

APRIL 25 - COLUMBIA, SC
10 am - Noon
United Way - 1800 Main Street
Denise Rivers (803) 734-9939
riversd@aging.sc.gov

The ABCs of I&R will be provided April 23-24, 10 am - 4 pm at the above address.

APRIL 4 - MINNEAPOLIS, MN
10 am - Noon
Greater Twin Cities United Way
404 South 8th Street
Kathy O'Connor (612) 598-4190
kathyoconnor345@gmail.com
Parking is available in ramps either across the street or next door. Approximate cost is \$9 per day.

APRIL 18 - MILWAUKEE, WI
10 am - Noon
Milwaukee County Department on Aging
310 W Wisconsin Avenue, 7th Floor- East
Steven Peterson (414) 289-5797
speterson@milwaukeecounty.com
A preparation class will be provid-

MAY 1 - HIGHLAND CITY, FL
10 am - Noon
5605 US Highway 98 South
June May- Barnett
(863) 648-1500 x 231
june.may-barnett@uwcf.org

MAY 6 - ANNAPOLIS, MD
9-11 am
Anne Arundel County Department

APRIL 15 - PHOENIX, AZ

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of Aging and Disabilities
2666 Riva Road, Suite 400
Sandra Berkeley (410) 222-4464
agsabe81@aacounty.org
A \$10 fee for test administration is payable at the door. CIRIS Skills Training will be offered on April 23, 2008, from 8:30 am-12:30 pm at the George Howard Bldg., Ellioott Room, 3430 Court House Drive. There will be a \$25 fee.

MAY 8 - CONCORD, NH

10 am - Noon
DHHS State Office, Brown Bldg.
129 Pleasant Street
Jennifer Hosue (603) 271-0544
jlhosue@dhhs.state.nh.us
The ABCs of I&R will be presented on April 23 from 9:30 am - 12:30 pm at the above address in room 211.

MAY 9 - TULSA, OK

1-3 pm
16 E 16th Street, 1st Floor
Conference Room
Donnie House (918) 295-1227
dhouse@csctulsa.org

MAY 16 - KALAMAZOO, MI

10 am - Noon
1104 S. Westnedge
Judy Whitehurst (269) 381-1510
jwhitehurst@gryphon.org

MAY 18 - HOUSTON, TX

1:30-3:30 pm
AIRS National Conference -
Westin Galleria Houston
5060 W. Alabama
Amanda Leibert (703) 218-2477
ext. 211
amandaleibert@airs.org

MAY 20 - HOUSTON, TX

2:30-4:30 pm
AIRS National Conference -
Westin Galleria Houston
5060 W. Alabama
Amanda Leibert (703) 218-2477
ext. 211
amandaleibert@airs.org

MAY 20 - BISBEE, AZ

10 am - Noon
118 Arizona Street - SEAGO
Conference Room
Kathleen Heard (520) 432-5301
kheard@seago.org

MAY 29 - WAYNE, MI

10 am - Noon
The Senior Alliance-Area Agency
on Aging
3850 Second Street, Suite 201
Christine Kenzie (734) 727-2062
ckenzie@tsalink.org
Free parking is available in a parking structure. There currently is no training scheduled, but check the MI-AIRS web site at www.mi-airs.com, Upcoming Events section, to confirm if a training has been scheduled.

MAY 31 - ST. LOUIS, IL

1-3 pm
United Way
910 N 11th Street
Debbie Fagin (314) 242-1801
fagind@stl.unitedway.org
A \$25 administration fee is due on exam day. Checks should be made out to Illinois AIRS.

JUNE 4 - COLUMBUS, OH

10 - Noon or 1-3 pm
FIRSTLINK

195 North Grant Avenue
Mark Sutton (614) 221-6766x116
msutton@firstlink.org
On street parking, so bring quarters for the meter.

JUNE 4 - ROCK ISLAND, IL

10:00 am - Noon
Western Illinois Area Agency on Aging
729 34th Avenue
Deb Cashllo (309) 793-6800
dcashllo@wiaaa.org
A \$25 administration fee is due on exam day. Checks should be made out to Illinois AIRS.

JUNE 11 - LYNCHBURG, VA

10 am - Noon
United Way of Central Virginia
1010 Miller Park Square
Joan Phelps (434) 455-6906
joan.phelps@unitedwaycv.org

JUNE 12 - ATLANTA, GA

10 am - Noon
United Way of Metropolitan Atlanta
100 Edgewood Avenue
Kimberly Heywood
(404) 527-5931
kperkins-heywood@unitedwayatlanta.org
A fee of \$25 administrative fee is payable at the door to GAIRS. This fee includes parking validation.

SEPT. 11 - ALEXANDRIA, LA

1-3 pm
1101 Fourth Street, Suite 202
Shirley Walker (337) 310-INFO
shirley.walker@310info.org