



Bringing People and Services Together

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

Alliance of Information and Referral Systems  
July 2006 Volume XXVI No. 6

## Online certification tests proposed

**Cathleen Kelly**  
*Chair, AIRS Certification Committee*

Over the past 18 months, the AIRS Certification Committee has been looking at the benefits of moving to online certification.

This would involve eligible candidates

taking their certification examination on a computer rather than a desk, entering their answer choices with a mouse rather than a pencil and obtaining their results immediately rather than within an often-anxious 30 days.

Originally, the hope was that online certifi-

cation would increase access for candidates in smaller, more geographically remote agencies where transportation to a site often presents problems of time and cost. However, the reality is that online certification still requires a neutral proctor (there must be a check that the person taking the

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## Free fundraising tool

GoodSearch is an Internet search engine ([www.GoodSearch.com](http://www.GoodSearch.com)) that enables you to help fund any of hundreds of thousands of charities or schools through the simple act of searching the Internet.

The company was founded by a brother and sister team who lost their mom to cancer and wanted to find an easy way for people to support their favorite causes.

It's simple. You use GoodSearch.com like any other search engine (it's partnered with Yahoo! to ensure great results), but each time you search, your charity earns about one cent.



Last year search engines generated close to \$6 billion in revenue from advertisers. Think about what your favorite cause could do with even a fraction of that money!

--taken from [www.GoodSearch.com](http://www.GoodSearch.com)

## Officers of the Corporation

*Caty Jirik, President*

*Kathy O'Connor, President-Elect*

*Georgia Sales, Secretary*

*Jamie Moore, Treasurer*

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

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

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

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

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Portland, OR  
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test is the person who applied for the test and that there is no resource material available).

Depending on the numbers involved, online certification would also require a computer lab. These are now more widely available (often in schools or non-profit agencies engaged in employment training). It is difficult to gauge whether such a facility is available at a low cost in every community.

The advantages of online certification are that it is easier to administer and that candidates can not only receive their results immediately but in the case of someone not meeting the required pass score, they could receive a breakdown of the areas that require more study (for example, "scored 44% on questions relating to the I&R process").

This is an issue that is replete with "on the one hand" and "on the other hand" situations. For many people, an online test would be easier than dealing with a 20 sheet booklet of questions and a complicated answer card. For others, needing to interface with a computer screen may accentuate any existing anxieties about the test environment.

Our own research and the opinions of credentialing experts tend to stress that offering both options (online and paper) is not really an option at all - as it may lead to inequities of opportunity. For example, it takes longer to answer 100 questions on paper than it does online.

On the administrative front, the software programs that operate certification programs are usually geared to providing it either online or on paper. Offering both systems doubles the software costs and the maintenance time.

Another consideration has been offered by some affiliates who are concerned that online certification may result in fewer people attending regional and state training conferences.

The AIRS Certification Committee comprises people across the diversity of I&R and includes both Board members and non-Board members. We have shared this issue with the Affiliates Council and are now sharing it with you. If you have any insights into online certification that you wish to share, please feel free to email the Certification Committee at [certification@airs.org](mailto:certification@airs.org).

# 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 (CIRS)**

McCloughen, Coni - First Call For Help, South Bend IN  
Sovinski, John - First Call For Help, South Bend IN  
Steele, Barbara - United Way of St Joseph County First Call For Help, South Bend IN  
Arrott, Marilyn - HESSCO Elder Services, Sharon MA  
Azoy, Mary - CrisisLink, Arlington VA  
Barton, Lisa - HESSCO Elder Services, Sharon MA  
Berry-McDonagh, Kathy - Visiting Nurses Association of Cape Cod, S. Dennis MA  
Ciccione, Lisa - Crossroads RI, Providence RI  
Crowell, Sally - Community Services Council of NH, Concord NH  
Dahlborg, Louise - Bristol Elder Services, Inc., Fall River MA  
Doster, Meredith - Dial-Self Teen Services, Greenfield MA  
Loftur-Thun, Carol - Crisis Link, Arlington VA  
Neal, Mary - Fairfax Co. Dept. of System Management for Human Services, Reston VA  
Shirley, Kate - Rappahannock United Way, Fredericksburg VA  
Stone, Carolyn - Council of Community Services, Roanoke VA  
Tourangeau, Sheila - Brain Injury Association of Vermont, Shelburne VT  
Traylor, Monica - , Fairfax VA

Walsh, Sarah - Volunteer & Info Services of the Rappahannock United Way, Fredericksburg VA  
Brewer, Catherine - Scioto Paint Valley M.H.C., Kingston OH  
Camelo, Linda - Pathways of Licking County, Newark OH  
Carmean, Jennifer - Scioto Paint Valley Mental Health Center, Kingston OH  
Cuby, Virginia - Middle GA Area Agency on Aging, Macon GA  
Dowler, Jeannie - Scioto Paint Valley MHC Crisis Center, Chillicothe OH  
Engard, Jennifer - Pathways of Licking County, Newark OH  
Hogan, Benae - Middle Georgia Regional Development Ctr/ AAA, Forysth GA  
Lowe, Jane - Pathways of Licking County, Newark OH  
Marie, Michael - Scioto Paint Valley Mental Health Crisis Center, Clarksburg OH  
Nicodemus, Lance - Pathways of Licking County, Newark OH  
Persinger, Robert - Pathways of Licking County, Newark OH  
Workman, Catherine - Scioto Paint Valley MHC/Crisis Center, Chillicothe OH  
Fitzgerald, Jackie - Voices of Hope, Great Falls MT  
Gonzales, Diana - United Way of the Texas Gulf Coast, Houston TX  
Icenogle, Rita - United Way of Escambia County First Call for Help, Pensacola FL  
Katzenburger, Tina - Army

Community Service, Rock Island IL  
Kemp, Sarah - FIRSTLINK, Fargo ND  
Koscher, Jessica - United Way of Elkhart County, Elkhart IN  
Megna, Olivia - Child & Family Services of SW MI, INC, Benton Harbor MI  
Moor, Justin - Area Office on Aging of Northwestern Ohio, Inc., Toledo OH  
Schmidgall, Natalie - Greater Twin Cities United Way 211, St. Paul MN  
Wade, Lucie - United Way of Escambia First Call For Help, Pensacola FL  
White, Andora - Mental Health Association in ND, Bismark ND  
Avila-Lopez, Claudia - TN Disability Pathfinder, Nashville TN  
Brown, Cathy - United Way of Greater Richmond and Petersburg, Fredericksburg VA  
Corbett, Kristen - United Way of Utah County, Provo UT  
DeGeorge, Jane - Mental Health Association in Waukesha County, Wukesha WI  
Goggins, Michelle - Racine County Human Serv. Dept., Racine WI  
Hahn, Brenda - Mental Health Association in ND, Bismark ND  
Heffernan, Robin - Racine County Human Services, Racine WI  
Easley-Hill, Laura - United Way of Anchorage, Anchorage AK

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Jensen, Nora - Kenosha Human Development Services, Kenosha WI  
Klamann, Evyette - Mental Health Association Waukesha County, Waukesha WI  
Larson, Ruta - Racine County Human Services Department, Racine WI  
Lindhard, Anita - Region 2 AAA, Brooklyn MI  
McGlone, Anna - United Way of the Bluegrass, Lexington KY  
Smith, Wanda - People for People, Yakima WA  
Traylor, Anne - United Way of Clark, Champaign and Madison Co., Springfield OH  
Vallejo, Tina - Safe Haven, Racine WI  
Campos, Cynthia - Mission Hospital, Mission Viejo CA  
Glover, Lori - InfoLink Orange County, Costa Mesa CA  
Hernandez, Katherine - Senior Information and Assistance, San Bernardino CA  
Jaworski, Joanne - Co of San Bernardino, Ontario CA  
Laird, Jackie - San Bernardino County Dept. of Aging, Redlands CA  
Padilla, Patricia - Dept. of Aging and Adult Services, San Bernardino CA  
Weishaar, Robert - Dept. of Aging and Adult Services, San Bernardino CA  
Buonocore, Erin - First Call For Help 2-1-1, Parsippany NJ  
Cypfers, Stella - NORWESCAP 2-1-1, Bangor PA  
Grissinger, Colleen - Policy Studies, Wormleysburg PA  
Hamilton, Yolanda - Center For Family Services, Williamstown NJ  
King, Colleen - Info Line of Central Jersey, Colonia NJ  
Kowalski, Linda - United Way of Hudson County, Jersey City NJ  
Lehman, Linda - Center For Family Services, Williamstown NJ  
Mayer, William - Contact of Ocean County, Toms River NJ  
O'Brien, Jamesina - Center For Family Services, Williamstown NJ  
Rosenberg, Emily - Union Organization for Social

Service, Pennsauken NJ  
Stallworth, Ena - Center For Family Services, Williamstown NJ  
Bessler, David - 211 LA County, San Gabriel CA  
Gutierrez, Albertine - 211 of Los Angeles County, San Gabriel CA  
Hansen, Emily - 211 LA County, San Gabriel CA  
Ho, Christina - 211 LA County, San Gabriel CA  
Jurado, Hector - 211 Los Angeles County, Covina CA  
Kim, Shawn - 211 L.A. County, San Gabriel CA  
Lim, Cherrie - 211 LA County, San Gabriel CA  
Moreno, Arlene - 211 of Los Angeles County, San Gabriel CA  
Ramos, Karla - 211 LA County, San Gabriel CA  
Roman, Gilda - 211 LA County, San Gabriel CA  
Stubblefield, Carolyn - 211 of Los Angeles County, San Gabriel CA  
Vanderlaan, Delia - InfoLine LA County, San Gabriel CA  
Bouma, Serena - Distress Centre, Calgary AB  
Cohen, Joy - Distress Centre, Calgary AB  
Felizardo, Margarida - Distress Centre, Calgary AB  
Prytula, Eva - Distress Centre, Calgary AB  
Reneau, Kristen - Distress Centre, Calgary AB  
Sharpe, Hillary - Distress Centre, Calgary AB  
Berry, Arlene - United Way of Peterborough & District, Peterborough ON  
Chan, Vienna Chui - Centre for Information and Community Services (CICS), Mississauga ON  
Iskander, Iris - Centre for Information and Community Services (CICS), Scarborough ON  
Lam, Nguyet-Huu - Centre for Information and Community Services (CICS), Scarborough ON  
Lamoureux, Alexandra - Warren Shephill Partnership Ltd., Toronto ON  
Wong, Amy - Centre for Information & Community Services (CICS), Markham ON  
Archer, Shaina - The Support Network, Edmonton AB  
Bao, Linda - The Support Network, Edmonton AB  
Federspiel, Lisa - The Support Network, Edmonton AB  
Keen, Andrea - The Support Network, Edmonton AB  
Strel, Sarah - The Support Network, Edmonton AB

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Abella, Heather - YMCA  
Newcomer Information Centre  
(NIC), Toronto ON  
Davilla, Carmen - YMCA  
Newcomer Information Centre  
(NIC), Toronto ON  
Metikos Debeljacki, Dunja -  
YMCA Newcomer Information  
Centre (NIC), Toronto ON  
Trivedi, Bhavna - YMCA  
Newcomer Information Centre  
(NIC), Richmond ON  
Yang, Liu Qing - YMCA  
Newcomer Information Centre,  
Toronto ON

**CERTIFIED INFORMATION & REFERRAL  
SPECIALISTS-AGING (CIRS-A)**

Muckway, Linda - Muncie IN  
Benson, Elizabeth - Service Link  
Resource Center, Concord NH  
Burns, Melinda - Greater Lynn  
Senior Service, Lynn MA  
Cobb, Cynthia - Coastline Elderly  
Services, New Bedford MA  
Donnelly, Ellenette - Service Link,  
New Hampton NH  
Glew, Ann - Crossroads RI,  
Providence RI  
Grumbach, Helen - Crossroads RI,  
Blackstone MA  
Marques, Luzia - Coastline Elderly  
Services, New Bedford MA  
Young, Sheila - Natick Council on  
Aging, Natick MA  
Dickol, Sharon - Coastal Area  
Agency on Aging, Brunswick GA  
Doyle, Marie - Fayette Co. Senior  
Services, Fayetteville GA  
Green, Marvara - Coastal GA  
AAA, Brunswick GA  
Hunter, Andromeca - Southeast  
GA RDC, Waycross GA  
Asuncion, Lito - Hawaii County

Office of Aging, Hilo HI  
Bacon, Nancy - Service Link  
Resource Center, Laconia NH  
Blades, Roberta - Service Link,  
Concord NH  
Cradly, Beth - Senior Services Inc,  
Winston-Salem NC  
Janas, Toni - Area Agency on  
Aging, Region 1, Phoenix AZ  
Reed, Ruby - CICOA Aging and  
In-home Solutions, Indianapolis IN  
Rotramel, Ruth - Grant County  
Center of Aging, Lancaster WI  
Sindelar, Leigh - Area Agency on  
Aging of Southwestern Illinois,  
Belleville IL  
Stolte, Patricia - Service Link Coos  
County, Berlin NH  
Bailey, Leigh - Southern Crescent  
AAA, Franklin GA  
Carnes, Jason - Area 10 Agency on  
Aging, Ellettsville IN  
Cleveland, Heather - EARPDC,  
Anniston AL  
Costilla, Ellen - , Los Lunas NM  
Funseth, Mary - MetaStar,  
Madison WI  
Hutchins, Charlotte - Milwaukee  
Co Dept. of Aging, Milwaukee WI  
LeMay, Sonja - Milwaukee County  
Dept. on Aging, Milwaukee WI  
Leon, Blanca - Washoe County  
Senior Services, Sparks NV  
Netzel, Dan - MetaStar, Madison  
WI  
Nikolas, Nancy - ND DHS Aging  
Services, Bismark ND  
Rachow, Byron - Milwaukee  
County Dept. on Aging,  
Wauwatosa WI  
Riley, Essie - Aging & Disability  
Resource Center, Kenosha WI  
Sayre, David - Area Agency on  
Aging of SW Illinois, Belleville IL

Senger, Astrid - ND Dept of  
Human Services, Bismarck ND  
Skiba, Renee - Milwaukee County  
Dept. on Aging, Milwaukee WI  
Slack, Beth - Area Agency on  
Aging, Camden AL  
Smith, Lana - EARPDC, Anniston  
AL  
Southard, Lynda - Cajan Area  
Agency on Aging, Lafayette LA  
Stoecker, Carol - Milwaukee Co  
Dept on Aging, Milwaukee WI  
White, Holly - Options for  
Community Living, Dyersburg TN  
Henderson, Mynette - Riverside  
Co Office on Aging, Riverside CA  
Houser, Barbara - Riverside Co  
Office on Aging, Riverside CA  
Robles-Ayala, Rachel - Riverside  
Co Office on Aging, Riverside CA  
Kennedy, Mary Kate -  
1link4seniorcare.com, Glendora NJ  
Lee, Helen - LA City Dept. of  
Aging, Los Angeles CA  
Vazquez, Helen - City of Los  
Angeles Dept. of Aging, Los  
Angeles CA  
Cabrini, Mary - Scioto Paint Valley  
Mental Health Crisis Center,  
Clarksburg OH  
Couey, Willo - Co of San  
Bernardino, San Bernardino CA

**CERTIFIED RESOURCE SPECIALISTS  
(CRS)**

Buckingham, Sallie - Coastal  
Georgia Area Agency on Aging,  
Brunswick GA  
Fogerty, Kristen - United Way 211,  
Saint Paul MN  
Nygaard, Rachael - United Way of  
Asheville & Buncombe Co,  
Asheville NC  
Richards, Susan - United Way Fox

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Cities, Menasha WI  
Stellmon, Janet - Department of Health and Human Services (Montana), Helena MT  
Alloy, Jan - FIRSTLINK, Columbus OH  
Behling, Amanda - Mental Health Association in Waukesha County, Waukesha WI  
Boyle, John - Trident United Way

211, North Charleston SC  
Koscher, Jessica - United Way of Elkhart County, Elkhart IN  
Padgett, Jonathan - VIA Link, New Orleans LA  
Robillard, Jennifer - People for People, Yakima WA  
Sindelar, Leigh - Area Agency on Aging of Southwestern Illinois, Belleville IL

Tierra, Sharon - United Ways of Vermont / Vermont 211, Burlington VT  
Velazquez, Terry - United Way of North Central Florida, Gainesville FL  
Young, Connie - Richland Co Job & Family Services, Mansfield OH  
Haro, Claudia - 211 Los Angeles County, San Gabriel CA

# AIRS EXD grant set to expire

## *AIRS commits to continuing the program*

**Marianne Galleon**

***AIRS Board, Chair Technology Committee***

Over the past three years, the University of Nebraska Public Policy Center has volunteered technical and organizational resources to the AIRS XSD project. They have assisted in developing and versioning the AIRS XSD, created tools for and worked with vendors to implement exporting solutions, consulted with the AIRS subcommittee, validated data dumps, and helped organize subcommittee and vendor conference calls. The funds (a grant from the U.S. Department of Commerce) that have supported their assistance to AIRS, expires at the end of August.

AIRS is committed to ensuring that the AIRS XSD and committee are supported in their work. Clive Jones has taken on a larger role and will be responsible for all conference calls, notes, organizational coordination, and agenda development.

We are exploring how to ensure that we have the technological expertise needed to continue to manage and improve the XSD, provide assistance to vendors, and move forward toward certification. AIRS and the Public Policy Center are partnering to find grant funds that would support this work. In the meantime, although some staff from the Public Policy Center will continue to be a part of our committee and work, they will no longer have the resources to manage the XSD and provide technological consultations.

We hope, fairly quickly, to identify how to continue to provide technological consultation to our subcommittee and vendors. I would welcome any suggestions or comments you have about possible funding sources or approaches, or technological needs and suggestions. Please feel free to contact either Clive or me.

Finally, AIRS and I am sure everyone connected with this project, would like to thank Nancy Shank and her team at the University of Nebraska, for all of their leadership, expertise and hard work and for creating such a positive impact on the development of I&R systems.

*To contact Clive Jones, e-mail him at [clivejones@sympatico.ca](mailto:clivejones@sympatico.ca)*

*To contact Marianne Galleon, e-mail her at [marianne@211la.org](mailto:marianne@211la.org)*

# 2-1-1s making headlines nationwide

## Arizona

“Governor pleased by 211 system’s use.” Governor announced that the new state budget includes funding for a fulltime call center that will be part of the state’s permanent homeland security infrastructure.

<http://www.kold.com/Global/story.asp?S=5116489>

## California

“Court Tests Multilingual Hot Line Service at Mosk Courthouse.”

Superior Court Judge Charles McCoy: “Using a 211 telephone Court customers immediate and valuable assistance, saving them days-even weeks-of searching for critical Court programs and county social services.”

<http://www.metnews.com/articles/2006/211x071906.htm>

“Dial 211 For Help With Health And Social Problems.” Article gives overview of 2-1-1 system in San Diego. In the case of a major disaster, the 211 call center will serve as the county’s emergency information hotline.

<http://www.kfmb.com/features/healthcast/story.php?id=56127>

“Stanislaus’ 211 phone service clears hurdle: Number would guide callers toward social, health, disaster help.” The California Public Utilities Commission approved United Way of Stanislaus County as the provider of 211 service in the county. The United Way is targeting July 2007 as a launch date

for the service.

<http://www.modbee.com/local/story/12481934p-13199572c.html>

“County set to offer 211 social service hotline.” California Public Utilities Commission has approved 2-1-1 service for Marin County as well as for Napa, San Mateo and Solano counties. Service hopes to launch in fall.

[http://www.marinij.com/marin/ci\\_4030606](http://www.marinij.com/marin/ci_4030606)

“County may implement social services hot line: About 55 percent of U.S. has access to 211, which offers answers to public assistance queries using just one call.”

Contra Costa County Crisis Center hopes to have full-time operation of 2-1-1 begin by the end of the year.

<http://www.contracostatimes.com/mld/cctimes/news/local/states/california/14968785.htm>

Inland Empire United Way in Rancho Cucamonga is planning to start 2-1-1 social-services information line in fall.

[http://www.sbsun.com/news/ci\\_4021668](http://www.sbsun.com/news/ci_4021668)

“9-1-1 Abuse in Los Angeles: A Serious Problem.” Los Angeles residents with non-emergency public service requests or inquiries are encouraged to use the City’s 3-1-1 system, while those seeking health and human services guidance, may take advantage of our County’s 2-1-1 system.

<http://lafd.blogspot.com/2006/07/9-1-1-abuse-in-los-angeles-serious.html>

## Colorado

“211 numbers on rise.” United Way’s 211 program announced in April the launch of the 211 Info Line into Morgan County.

<http://www.fortmorgantimes.com/Stories/0,1413,164~8312~3356214,00.html>

“Thumbs Up/Thumbs Down.”

United Way 2-1-1 Information and Referral Specialists provide victims with information about where to get assistance in our community in the aftermath of crisis.

<http://www.coloradoan.com/apps/pbcs.dll/article?AID=/20060715/OPINION01/607150342/1014>

## Florida

“Answer the call: United Way changing its 211 service to an all-volunteer force.” Change to take effect October 1.

<http://www.ocala.com/apps/pbcs.dll/article?AID=/20060724/NEWS/207240330/1001/NEWS01>

“Hot line provides help for residents.” In 2005, 2-1-1 service recorded 120,000 phone calls in its five-county service area, as well as 100,000 hits on the Web site.

[http://www1.tcpalm.com/tcp/local\\_news/article/0,2545,TCP\\_16736\\_4832734,00.html](http://www1.tcpalm.com/tcp/local_news/article/0,2545,TCP_16736_4832734,00.html)

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## **Hawaii**

“Agencies unite for the needy: Various groups aim to ensure that a new law will not deprive Medicaid recipients of benefits.” State Human Services Director Lillian Koller is encouraging people to call 2-1-1 for more information about new requirements surrounding verification of citizenship.  
<http://starbulletin.com/2006/07/09/news/story05.html>

## **Indiana**

“211 could provide help around clock: Wayne Co. might add social service line, cut 911 calls.” Wayne, Union, Fayette and Rush counties are considering implementing 211 in 2007. Currently, 56 counties -- 76 percent of Indiana's population -- have access to 211 service.  
<http://www.pal-item.com/apps/pbcs.dll/article?AID=/20060724/NEWS01/607240302/1008>

“CANI gets \$125K grant: Program to receive United Way grant for housing assistance.” People needing emergency shelter services can call 211, First Call for Help.  
<http://www.fortwayne.com/mld/fortwayne/news/local/14995077.htm>

## **Iowa**

“Get answers through United Way 2-1-1.” United Way of Wapello County hosted a 2-1-1 session.  
[http://www.ottumwacourier.com/local/local\\_story\\_192220235.html](http://www.ottumwacourier.com/local/local_story_192220235.html)

## **Kansas**

“UNITED WAY 211 Heat helps set

call mark.” A record number of calls came in to the United Way 211 information line.  
<http://www.kansascity.com/mld/kansascity/news/local/15096601.htm>

“Cities, health agencies issue heat warnings.” For heat information and community resources (shelters, air conditioners, fans, help with utility expenses), individuals may call United Way 2-1-1, at 211.  
<http://www.bonnerrsprings.com/section/frontpagelead/story/8763>

## **Maine**

“2-1-1, a Vital New Statewide Resource, Launched.” 2-1-1 in Maine now statewide.  
[http://magic-city-news.com/article\\_6228.shtml](http://magic-city-news.com/article_6228.shtml)

## **Massachusetts**

“United Way expands system.” Statewide 1-877-211-MASS number available for people to call for information and referral.  
<http://www2.townonline.com/acton/artsLifestyle/view.bg?articleid=540160>

<http://www.masslive.com/hampfrank/republican/index.ssf?/base/news-5/115173986029840.xml&coll=1>

“Dial 211 for social service help: State health and human services, United Way collaborate.” MASS 211 for Assistance, is a collaboration between the state Department of Health and Human Services and the state's divisions of the United Way hopes to launch Sept. 1.  
<http://www.telegram.com/apps/pbcs.dll/article?AID=/20060726/NEWS/607260408/1008/NEWS02>

## **Michigan**

“2-1-1 help line connects callers, services in U.P.” U.P. 2-1-1 call center is funded through the Upper Peninsula Commission for Area Progress.  
<http://www.mininggazette.com/stories/articles.asp?articleID=2651>

“211 director takes job in Florida.” Jackson County's 211 manager Richard LaPratt is headed to Orlando, Florida.  
<http://www.mlive.com/news/jacitpat/index.ssf?/base/news-17/1152201973183330.xml&coll=3>

## **Minnesota**

“Minnesota Governor Pawlenty Announces Operation Stay Cool.” United Way 2-1-1 provides heat-related information during heat wave.  
<http://www.allamericanpatriots.com/m-news+article+storyid-15440.html>

## **Mississippi**

“New 2-1-1 line offers resources for callers.” Mississippi 2-1-1, which launched July 7, was funded through a grant from the Kellogg Foundation and the United Way of America.  
<http://www.sunherald.com/mld/sunherald/news/state/15106500.htm>

“New! Dial 2-1-1 for resources, referrals.” Bill McDonough, United Way of South Mississippi board president: “The 2-1-1 system will strengthen our communities by putting local people in a better position to access health and

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human service programs during times of need..."

<http://www.sunherald.com/mld/sunherald/news/local/15102973.htm>

"Dial '211' for United Way." The Mississippi Emergency Management Agency is counting on the new line to help get information to the public during the next disaster. Interim MEMA Dir. Mike Womack: "It will be much more effective than just trying to stand up a call center right when you have a disaster, so this is tremendous news."

<http://www.wlbt.com/Global/story.asp?S=5125752&nav=2CSf>

### **New Jersey**

"2-1-1." "The 2-1-1 partnership in New Jersey was coalesced under the leadership of the state's United Way organizations, with infrastructure support from Verizon, in February 2005."

<http://www.nj.com/living/times/community/index.ssf?/base/news-1/11534548157040.xml&coll=5>

### **New Mexico**

"United Way disputes high overhead costs." United Way of Santa Fe County says its overhead is higher because of two projects including 211.

<http://www.freewmexican.com/news/46841.html>

### **New York**

"City of Newburgh opens hydrants and cooling center." County residents can call 211 for more information.

<http://www.recordonline.com/archive/2006/07/18/3.htm>

### **Ohio**

"More rain adds to woes: two inches dumped upon already-soaked region." People and businesses who want to help in the recovery should call United Way's Volunteer Center at 211.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20060715/NEWS12/607150386/-1/NEWS>

"Family panel, parents ponder how to show path to services." Jim Brenizer, director of community outreach services at the local United Way discussed how 211 service helps "connect people in need with services in the community that can help them..."

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20060711/NEWS33/607110368>

### **Oklahoma**

"Oklahoma's 211 System Is A Year Old." 211 chairman Jerry McGee: "You hate to think someone's back at the 911 center talking to someone about rental assistance while your house might be on fire. So this really increases the effectiveness of both the social community and the emergency community."

<http://www.kotv.com/news/?107383>

### **South Dakota**

"Council helps fund for 211 start-up." The Rapid City Council approved giving \$10,000 this year to help support the 211 service. The service was activated in the

Rapid City area last month, and it serves people in Rapid City, Black Hawk, Piedmont, Box Elder, Ellsworth Air Force Base, Keystone and Hermosa.

<http://www.rapidcityjournal.com/articles/2006/07/07/news/local/news08.txt>

### **Tennessee**

"New relief group reaches out to tornado victims." Reformed World Relief Committee volunteers will drop off flyers asking homeowners to call 2-1-1 for survey information.

<http://www.rctimes.com/apps/pbcs.dll/article?AID=/20060714/MTCN0501/307140010/1316/MTCN0301>

### **Texas**

"Help with energy bills available." Residents can call 2-1-1 to donate fans.

[http://www.heralddemocrat.com/articles/2006/07/25/local\\_news/news01.txt](http://www.heralddemocrat.com/articles/2006/07/25/local_news/news01.txt)

"Tarrant Area Food Bank reinforces awareness of available emergency food after fire at other food agency." Persons can obtain information on food assistance and other social services by calling Information and Referral at the three-digit number 211.

[http://www.ntxe-news.com/artman/publish/article\\_35614.shtml](http://www.ntxe-news.com/artman/publish/article_35614.shtml)

"Editorial: Fahrenheit 2-1-1."

"Operated by the Heart of Texas Council of Governments, 2-1-1 is the avenue for plugging into assistance, information and whatever can help people get by with the

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community's assistance."

<http://www.wacotrib.com/opin/content/news/opinion/stories/2006/07/19/07192006waceditorial2.html>

"FEMA warns rental owners to keep receipts." "Evacuees may dial a state referral number, 2-1-1, to be connected with longterm recovery committees that have been established in more than 20 Texas communities to help hurricane survivors."

<http://www.jaspernewsboy.com/news/2006/0726/News/039.html>

"Service Without Ownership: AT&T partners with the Lone Star State to blaze new trails in networking efficiency and customer service." "The Texas Health and Human Services Commission (HHSC) was the first state agency to take advantage of the new IP network for the 211 help line that provides social and community services information statewide." Article includes overview of how telecommunications system works in a disaster.

<http://www.govtech.net/govcenter/solcenter/index.php?id=100285>

"Verizon grant will help HCCAN mobilize disaster response." Hopkins County Community Action Network (HCCAN) was awarded a \$3,200 Verizon Foundation Grant for equipment to improve its 211 Texas system. The grant will allow HCCAN to purchase phone response equipment, called Phone Tree, which will

enable officials to enter a large list of volunteers trained in disaster response into a data bank. The phone tree will have the capacity to make up to 60 calls an hour and will notify volunteers.

<http://www.ssnewstelegram.com/news/2006/july/nt071906VerizonGrant.html>

**Utah**

"UCARE Classes Help Caregivers Cope." For a list of upcoming caregiver classes and for information on a new respite program, Utah residents can call 2-1-1.

<http://www.ksl.com/?nid=148&sid=364676>

**Vermont**

"Hungry children need your help." Residents urged to call 2-1-1 to find out where local food banks and services are located.

<http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20060723/OPINION/607230314/1006>

**Washington**

"Have a Dispute? Call a Specialist." 211 organizer, Amy Peters: "We have all kinds of sources available to us in our region. That's the job of our information specialists to put people in touch with those resources."

[http://www.kapptv.com/index.php?sect\\_rank=1&story\\_id=185647](http://www.kapptv.com/index.php?sect_rank=1&story_id=185647)

"UCN inContact Selected as the First hosted System to Support a Statewide 2-1-1 Intelligent Call Handling Platform." Washington state will interconnect multiple,

independently operated call centers under one common call handling and data management system.

<http://security.itbusinessnet.com/articles/viewarticle.jsp?id=49402>

"Contact center technology selection done right." Washington Information Network 2-1-1, or WIN 211, connects eight independently operated call centers that will provide health and human service information in the event of an emergency. WIN 211 team selected inContact, a hosted call center application from Bluffdale, Utah.-based UCN Inc. Article includes section: "Anatomy of a contact center vendor selection process."

[http://searchcrm.techtarget.com/originalContent/0,289142,sid11\\_gci1204096,00.html](http://searchcrm.techtarget.com/originalContent/0,289142,sid11_gci1204096,00.html)

"Wash. first U.S. state with '211' calling." Project calls for linking eight call centers that use different internal systems, and supplying access from home for officials and experts whose input might be required on short notice or in an emergency.

<http://www.upi.com/Hi-Tech/view.php?StoryID=20060714-103427-6314r>

"Call 211 for social service help: People dial 911 for life-threatening emergencies." United Good Neighbors of Jefferson County is partnering with United Good Way of Clallam and Kitsap counties to create a 211 call center for the North Olympic Peninsula.

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<http://www.ptleader.com/main.asp?SectionID=10&SubSectionID=10&ArticleID=15467&TM=76013.82>

## Canada

“The scoop on 211 in Golden.”  
It is expected that the 211 initiative

in British Columbia would be delivered through two call centre operations, one in the lower mainland / Vancouver Island area, the other in the interior or Northern region of the province.

Approximately 15% of Canadian residents currently have access to a

2-1-1 system.

<http://www.thegoldenstar.net/portals-code/list.cgi?paper=100&cat=43&id=691758&more=>

# Miscellaneous thoughts not about baseball

**Dick Manikowski**

***Detroit Public Library-***

***TIP Database & Subscriptions***

This is another one of those months when I'm not particularly excited about any PC topic (and the editor has threatened to slap the mouse out of my hand if I try to submit a column about the miraculous year the Tigers are having after 12 consecutive seasons below .500), so here are some semi-random user tips.

## Getting IE to Open Maximized

Microsoft's INTERNET EXPLORER browser has an infuriating habit of launching with windows opened to occupy less than the full screen. Most users simply use the browser window's Maximize button when this happens, but there's a way to (temporarily) fix the problem.

- ◆ Close all open browser windows except for the one which opened to (and still is) of intermediate size.
- ◆ Don't use the Maximize button. Instead, use the mouse to grab the left edge of the window and drag it to the left edge of the desktop.
- ◆ Use the same method to stretch the other edges of the browser window to the edges of the desktop.
- ◆ While holding down the <Ctrl> key, click on IE menu options File | Close.
- ◆ Try launching a new IE session. It should open in a maximized window.

The fix isn't permanent-sooner or later, the intermediate sized windows will return. You'll need to repeat the fix when that happens . . . but that's less work than hitting the Maximize button every time you launch IE.

Note-This technique also works for windows opened by WINDOWS EXPLORER and the various MICROSOFT OFFICE applications.

## Printing in IE When There's No Print Button

Webmasters often create pages which lack the normal IE menu bar. Users know enough to use the Close button (r) to close these window, but they're at a loss when it comes to printing them.

Try <Ctrl-P> (think printer). In almost all cases, that keystroke combination will bring up the familiar Print dialog box.

## Printing Unprintable Pages

Every so often, you'll come across a page which displays fine but which simply doesn't want to print. Maybe the printout will only print the page header and footer but not the contents . . . or maybe the embedded graphics on the page will print out on one sheet and the text on another one.

I've never been able to figure out why these pages confuse IE's printing routines. I also don't understand why previewing the page (File | Print Preview . . .) and then clicking on the Print button on the preview page just about always prints out hard copy properly. All I know is that it does.

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### **Embedding Non-Breaking Spaces in WORD Documents**

I use a lot of ellipses (more commonly referred to as dot dot dot) in my writing, and it infuriates me when WORD has the temerity to break a line between two of the periods.

While it's always possible to go back in and manually clean up the disconnected ellipses, I often run so close to my copy deadline that details like this get past me. I've resolved the problem by placing non-breaking spaces between the three dots that collectively comprise each ellipsis. A non-breaking space is created by the <Shift-Ctrl-Spacebar> combination. (You can also create one via WORD's Insert | Symbol | Special Character menu sequence.) WORD won't break a line at a non-breaking space.

### **Creating Em-Dashes in WORD Documents**

I also use a lot of em-dashes in my writing. Most people call these punctuation symbols dashes, but one of the few fragments that my brain has retained from a BA in

journalism (other than beer-soaked memories of celebrating the Tigers' Word Series Championship of 1968) is the typographer's distinction between an en-dash (commonly called a hyphen) and an em-dash. (The terminology comes from the fact that the hyphen is roughly as wide as a lowercase "n" and the dash is roughly as wide as a lowercase "m.")

Most users create em-dashes in WORD the same way they would on a typewriter-by hitting the hyphen key twice.

Depending on what version of WORD you're running, the program may automatically convert the double hyphen to a true em-dash as you type. If it doesn't, though, you can manually create an em-dash via the <Ctrl-Alt-Numeric Keypad Hyphen> key combination. (Note-The hyphen component has to come from the key on the numeric keypad [not the one on the row of numbers et al above the qwerty line of keys] and that the <NumLock> key has to be toggled on.)

### **Creating Spanish characters in WORD Documents**

Foreign language characters pose a challenge, especially to those of us who rarely use them. You can find the characters and paste them in one-by-one via WORD's Insert | Symbol | Symbols menu sequence, but that gets old pretty quickly. A little Web searching, however, uncovers the shortcut keys that Microsoft has built into WORD (and buried so deeply that I'll be damned if I can find mention of them in the program's Help system). Per the good folks at Middle Tennessee State University ([mcla.mtsu.edu/help/spanish](http://mcla.mtsu.edu/help/spanish)):

- ◆ The ñ can be keyed in by following the key combination <Shift-Ctrl-~> with the n key (pressed after releasing the other three).
- ◆ á, é, í, ó, and ú can be keyed by following the key combination <Ctrl-'> with the appropriate vowel key (pressed after releasing the other two keys).
- ◆ ÿ and ÿ are produced by holding down <Shift-Ctrl-Alt> and either the ? or the ! keys (pressed at the same time as the other three keys-make up your mind, guys).

## **United Way begins 2-1-1 endorsement campaign**

United Ways and 2-1-1s as well as businesses and other nonprofits (both national and local) are encouraged to lend their names and sign onto the following statements:

"We, the undersigned, endorse nationwide coverage of the three-digit telephone number 2-1-1. We endorse 2-1-1 as a public/private partnership, and call for federal, state, local, non-profit, foundation, and

business investment to bring 2-1-1 to every American, so that every American will have access to community, volunteer, health and human service information and referral for everyday needs and in times of crisis preparedness and response."

To sign your organization onto the campaign, please email Carlos Marquez at [carlos.marquez@uwa.unit-edway.org](mailto:carlos.marquez@uwa.unit-edway.org)

# Welcome new members

Chris Myers - San Angelo, TX  
Berkeley Seniors Inc - Moncks  
Corner, SC  
Central Plains Area Agency on  
Aging - Wichita, KS  
Child Development Support  
Corporation - Brooklyn, NY  
Community Action Partnership of  
Kern - Bakersfield, CA  
Dane County Human Services -  
Madison, WI

DOROT Inc - New York, NY  
Easter Sealls, UCP, NC - Raliegh,  
NC  
Heart of America United Way -  
Kansas City, MO  
Human Resource Directions -  
Barneveld, NY  
Lincoln-Lancaster Co Health  
Department - Lincoln, NE  
Mental Health Association in  
Niagra County - Lockport, NY

North Carolina Council on  
Development Disabilities -  
Raliegh, NC  
Portland Impact - Portland, OR  
Seven Counties Services Inc. -  
Louisville, KY  
The ALS Association - St. Louis,  
MO  
Yuba Sutter Legal Center -  
Marysville, CA

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## Results in for April AIRS membership survey

In April 2006, AIRS members responded to a survey concerning the services provided by AIRS. Over 120 members participated in this follow-up to a survey undertaken in October 2005.

Regarding the service provided on membership issues, 84% stated that the response they received from calls and emails was either Very Good or Good. Regarding the timeliness of that help, only 68% registered Very Good or Good (24% stated Average), so this is something that has been recognized and will be addressed.

The handling of financial transactions over the past 6 months was rated as over 80% Very Good or Good across the categories of certification, membership and accreditation.

Regarding certification, some of the satisfaction numbers were slightly down from the previous survey, and the requirement for more timely responses from calls and emails was clearly expressed by members and will be addressed by all of AIRS staff.

Regarding accreditation, 87% of members found that the timeliness of response to calls and emails was either Very Good or Good, while 91% found that the

helpfulness of that response was also either Very Good or Good.

In response to questions about the general level of satisfaction with the new AIRS membership model (i.e. the joint membership with AIRS and an Affiliate), 15% were Extremely Satisfied, 55% Very Satisfied, 24% Somewhat Satisfied and 6% Dissatisfied. Some of the comments offered in this area suggested that some additional communication is still needed to fully explain the structure.

In response to questions about the general level of satisfaction with the new AIRS Newsletter, 18% were Extremely Satisfied, 59% Very Satisfied, 22% Somewhat Satisfied and only 1% Dissatisfied. Some of the specific comments offered in this area suggested that not all members are distributing the Newsletter within their organizations and that there should also be more articles reflecting the needs and interests of smaller agencies.

All of the comments received and all of the feedback provided has been enumerated in detail, compared to past performance and will be compared to future performance.

# How well do you know the AIRS Standards? Test yourself

*This is the next in a series of articles designed to help those new to the field of I&R become familiar with the AIRS Standards. For those already experts in the Standards, this test will be a useful reminder. This will be a quiz of the Standards of the Resource Database, Standards 6-10. E-mail me your answers to the following questions at [newslettereditor@airs.org](mailto:newslettereditor@airs.org) and those who answered all the questions correctly will have their names printed in the August edition of the newsletter.*

**1. The I&R service shall review the inclusion/exclusion criteria on a regular basis (at a minimum, every two years):**

- a. True
- b. False

**2. If the I&R service is comprehensive, the inclusion/exclusion criteria shall address the needs of all groups in the community; must include certain types of agencies and may include other types. Which type is not required to be included:**

- a. Government organizations
- b. Informal support groups
- c. Nonprofit organizations
- d. Critical for-profit organizations

**3. Which of the following is not a mandatory data element of a Resource Database:**

- a. Length of time on the organization's waiting list
- b. Geographic area served
- c. Legal status
- d. Eligibility requirements and exclusions

**4. All appropriate Taxonomy codes in updates shall be integrated within six months of issuance:**

- a. True
- b. False

**5. How can the Taxonomy be modified?**

- a. The Taxonomy does not need modification.
- b. Taxonomy modifications can be made locally.
- c. Resource Specialists can agree to modify the Taxonomy on the Affiliate level.
- d. Suggestions can be made to the Taxonomy system administrator for consideration for inclusion in the master system.

**6. Which phrase describes a way to search the Taxonomy?**

- a. Keyword index
- b. Keyword search



**7. Which of the following is a required search method:**

- a. Alphabetically by organization name
- b. Languages other than English
- c. Target population served
- d. Type of service provided

**8. The database must be updated how often:**

- a. Every year.
- b. Every six months.
- c. Every two years.
- d. When agencies send back their update forms.

**9. Records in the database shall include the date of the last two updates.**

- a. True
- b. False

**10. The I&R service shall safeguard its resource database through a back-up database, which shall be kept:**

- a. In the IT administrator's desk drawer.
- b. In a vault.
- c. In any secure location.
- d. A backup database is not required.

# 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 this website)

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

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

## **SEPT. 6 - COLUMBUS, OH**

10 a.m.-noon or 1-3 p.m.

### **FIRSTLINK**

195 N. Grant Avenue

Mark Sutton (614) 221-6766

[msutton@firstlink.org](mailto:msutton@firstlink.org)

There is on street metered parking, so bring quarters.

## **SEPT. 7 - TAMPA, FL**

2- 4 p.m.

Hilton Tampa Airport Westshore -  
FLAIRS Conference

2225 North Lois Avenue

Tim Sylvia (386) 253-0563 x228

[tsylvia-uwvf@cfl.rr.com](mailto:tsylvia-uwvf@cfl.rr.com)

## **SEPT. 21 - RAYMOND, WA**

9-11 a.m.

St. Lawrence Church

1112 Blake

Janet Parris (360) 452-3221 x102

[parrije@dshs.wa.gov](mailto:parrije@dshs.wa.gov)

## **SEPT. 22 - TORONTO, ONTARIO, CANADA**

1-3 p.m.

Metro Hall

55 John Street, Committee Room  
#313

Cristina Umana (416) 392-4558

[info@informcanada.ca](mailto:info@informcanada.ca)

Certification Preparatory workshop, September 15, 2006, 9:00 am - 4:00 pm, 543 Richmond.

## **SEPT. 28 - PORT ANGELES, WA**

9-11 a.m.

Health and Human Services,  
County Court House

Meeting Room Clallam

223 E. 4th Street

Janet Parris (360) 452-3221 x102

[parrije@dshs.wa.gov](mailto:parrije@dshs.wa.gov)

## **SEPT. 29 - BOSIE, ID**

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

NW-AIRS Conference

Holiday Inn

3300 Vista Avenue

Patricia Williams (208) 287-1020

[williams@idhw.state.id.us](mailto:williams@idhw.state.id.us)

## **SEPT 29 - DENVER, CO**

10 a.m.-noon

Mile High United Way

2505 18th Street

Pat Gash (719) 583-6611

[pgash@srda.org](mailto:pgash@srda.org)

## **SEPT. 29 - MILLBRAE, CA**

9-11 a.m. or 2- 4 p.m.

Clarion Hotel SFO

401 Millbrae Avenue

Betty Creary (415) 808-7379

[bcreary@uwba.org](mailto:bcreary@uwba.org)

There is a \$25 admin fee per person, per session, payable to CAIRS on or before the exam.

## **SEPT. 29 - PHOENIX, AZ**

8 -10 a.m.

Community Information and  
Referral

1515 E. Osborn - The Annex

Mark Lewis (602) 263-8845 x112

[mark@cir.org](mailto:mark@cir.org)

## **OCT. 5 - IOWA CITY, IA**

10 a.m.-noon

Iowa COMPASS

Center for Disabilities and  
Development

100 Hawkins Drive

Jennifer Britton (319) 353-8502

[jennifer-britton@uiowa.edu](mailto:jennifer-britton@uiowa.edu)

## **OCT. 5 - CONCORD, NH**

9:30-11:30 a.m. or 1-3 p.m.

Brown Building Auditorium

129 Pleasant Street

Jennifer Hosue (603) 271-0544

[jlhosue@dhhs.state.nh.us](mailto:jlhosue@dhhs.state.nh.us)

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**OCT. 7 - BOZEMAN, MT**

10 a.m.-noon  
32 South Tracy  
Kathy Allen (406) 587-2037  
[info@bozemanhelpcenter.org](mailto:info@bozemanhelpcenter.org)

**OCT. 20 - NASHVILLE, TN**

9-11 a.m.  
250 Venture Circle  
Doug Fluegel (615) 780-2430  
[doug.fluegel@unitedway-nashville.org](mailto:doug.fluegel@unitedway-nashville.org)

**OCT. 20 - SELINGROVE, PA**

1:30-3:30 p.m.  
Union-Snyder Community Action Agency  
713 Bridge Street, Suite 10  
Anne Walsh Fogoros (412) 478-6731  
[afogoros@uwac.org](mailto:afogoros@uwac.org)  
Exams are being held in conjunction with the 2006 PAIR one day Information and Referral conference. There will be a fee of \$25 due at the time of the test and payable to PAIR, for anyone not registered for the conference.

**OCT. 22 - NIAGARA FALLS, ONTARIO, CANADA**

3-5 p.m.  
CCIRC Conference  
Doubletree Resort Lodge & Spa  
Fallsview, Niagara Falls  
5039 Fallsview Blvd.  
Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)

**OCT. 23 - DETROIT, MI**

10 a.m.-noon  
Detroit Public Library - Explorers

Room  
5201 Woodward Avenue  
Dick Manikowski  
(313) 833-1020 x2295  
[rmaniko@detroit.lib.mi.us](mailto:rmaniko@detroit.lib.mi.us)

**OCT. 26 - SOUTH BEND, IN**

10 a.m.-noon  
3517 East Jefferson  
David Sisk (574) 232-8201  
[dsisk@uwsjc.com](mailto:dsisk@uwsjc.com)

**OCT. 27 - NEWARK, NJ**

1-3 p.m.  
Holiday Inn North - NYS AIRS and AIRS NJ Dual State Conference  
160 Frontage Road  
Steven Nagel (732) 418-0200  
[director@info-line.org](mailto:director@info-line.org)

**OCT. 27 - OKLAHOMA CITY, OK**

1:30- 3:30 p.m.  
Belle Isle Library  
5501 North Villa  
Shirley Kirzner (918) 295-1242  
[lland@csctulsa.org](mailto:lland@csctulsa.org)  
On Oct. 26, there will be a workshop, Review of the ABCs of I&R, from 3-5 p.m.

**NOV. 3 - COLUMBIA, MD**

8:30-10:30 a.m.  
The Meeting House - Oakland Mills Interfaith Center  
5885 Robert Oliver Place  
Kathy Edler (410) 822-5400  
[kedler@chesapeake.edu](mailto:kedler@chesapeake.edu)  
There is a \$10 admin fee payable to Maryland AIRS due on or

before the exam.  
Certification Test Skills Training, Oct. 12, George Howard Building, Ellicott Room, 3430 Court House Drive, Ellicott, MD. There is a cost of \$25 for this training.

**NOV. 8 - COLLEGE STATION, TX**

1-3 p.m.  
College Station Hilton - In conjunction with TAIRS conference  
801 University Drive East  
Kay Parker (979) 696-4483 x103  
[kparker@uwbv.org](mailto:kparker@uwbv.org)  
For those registered for the conference there is no additional fee. For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS.

**NOV. 10 - COLLEGE STATION, TX**

1-3 p.m.  
College Station Hilton - In conjunction with TAIRS conference  
801 University Drive East  
Kay Parker (979) 696-4483 x103  
[kparker@uwbv.org](mailto:kparker@uwbv.org)  
For those registered for the conference there is no additional fee. For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS. The ABCs of I&R will be provided on Nov. 8 from 1-4 p.m. for conference attendees.