



Bringing People and Services Together

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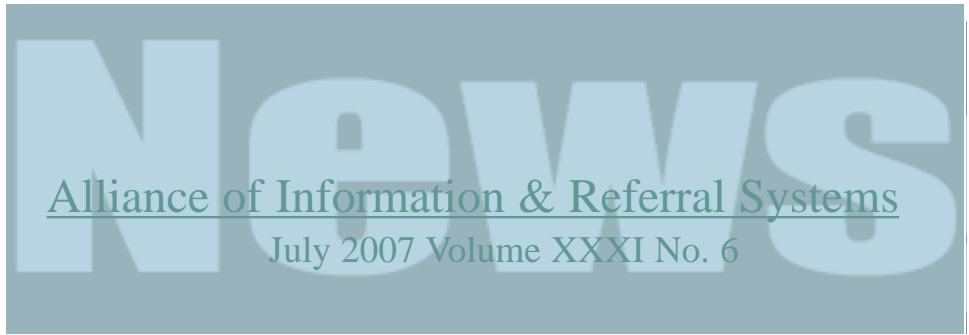
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Contact Us
info@airs.org



AIRS board hears committee reports

By Jamie Moore,
AIRS Board President

The AIRS Board of Directors met May 3-5 in Jacksonville, Florida in conjunction with the 2007 Annual Conference.

The board committees have been very busy. Among the committees reporting were accreditation, disaster, and technology. The Accreditation Committee reported that there are now 81 accredited agencies. Twenty certificates were presented at the conference. The Disaster Committee has in place a 20-member Disaster Response Team. They were trained earlier this year in Dallas, TX. The Technology Committee is working on several items among them are software selection guidelines, AIRS Style Guide and revision of the AIRS Web site.

The board spent the majority of its time processing issues that relate to board development and public policy. Jim Pealow, Managing Partner, Association Management Consulting & Evaluation Services facilitated a discussion with the board that focused on board recruitment and succession planning. The objective of the board development training was to create a dynamic, high performance board that reflects organizational and membership needs.

A number of recommendations were developed, among them were creating two to three key strategies that the board will focus on each year -- operational matters such as implementing a "consent agenda," changing the Nomination Committee's name to the Board Development Committee and redefining its role to holding a

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Finding call centers across the United States

2-1-1 Search is a search engine that finds 2-1-1 call centers or other information and referral-related sites in the United States. You'll see lists of providers with

contact information and be able to view more detailed information about each location or program. Check out 2-1-1 Search at www.211.org.

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:

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

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workshop at the annual conference on how to become an AIRS Board member.

The time the board spent processing public policy issues was led by Bob Blancato of Matz, Blancato & Associates, Inc. and Dr Keith Schildt, a professor at the University of Southern California. The focus of this session was to develop short term public policy priorities and a plan for 2008. Our discussions resulted in a draft Public Policy plan which is limited to infrastructure. It became evident that the board needs to establish a strategic direction to be able to approach public policy crisis in an organized and effective manner.

These two rich discussions led the board to the decision that our next step should be to undertake a strategic planning process which would aid the board in creating a strategic plan and implementing a strategic management process within the organization. We will begin this process at our November meeting.

This is your organization and your board and I welcome your input. You do not need to be a board member to serve on a board committee. If you are interested in serving, please let me know. You can contact me at airspres@uwmidlands.org, or (402) 522-7930 (office) or (402) 981-7502 (cell).

Welcome New Members

Individual Members

Felicia Anderson - Columbia, SC
Theresa Carrier - Redford, MI
Deborah M. Coligado - Elk Grove Village, IL
Charles James Cross - Chicago, IL
Becky DeLong - Keego Harbor, MI
Karen M. Papineau - Blockton, MA
Kathleen Sargent - Orlando, FL
Shirley D. Thomas - Columbia, SC
Ann M. Woodhams - Rochester, NY

Agency Members

South Baldwin County United Way, Inc. - Foley, AL
United Way of Adams County - Springfield, IL
Central NY Labor Agency - Utica, NY
Board on Aging and Long Term Care - Madison, WI
Options Center for Independent Living - Bourbonnais, IL
The Family Tree of Maryland - Baltimore, MD
Volunteer Services of Iroquois Co - Watseka, IL

Portland call center reaches out to local migrant camps

By Laura Kuperstein,
Oregon SafeNet Program Manager,
Portland 211info

I believe that all I&Rs share a common goal of making our services as accessible as possible. One way we accomplish this goal is by participating in outreach activities in areas and communities that we think may be unaware of our services. We also know that some segments of our community are difficult to reach because they may be isolated, lacking in resources, or speaking a different language. Sometimes when we are out “spreading the word,” we find that our lives are enriched by an increased awareness of other cultures and beliefs. This article is about our small effort to reach out to one such community -- migrant workers in the Oregon strawberry and cherry fields.

211info is an I&R service that answers a number of different lines. One of those lines is Oregon SafeNet, the maternal and child health line for the state of Oregon. Although we serve the entire state, the great majority of our calls are from the urban areas. And, although our state has an increasing number of people whose native language is either Spanish or other indigenous Mexican languages, our callers are primarily English speaking. With these discrepancies



on mind, and with the help of a small grant, we stepped up our outreach efforts to target these communities.

One thing that I have learned over the years is that any time I leave my office -- for a meeting, a health fair or a workshop -- I never know

what new connection I will make. Sometimes these meetings forge relationships with communities that are outside of my normal scope of work. At one such event, I met some of the staff from the Virginia Garcia Memorial Health Center, a clinic whose clientele are predominantly migrant workers.

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They shared with me that over the summer they make regularly scheduled visits to migrant camps and they invite other agencies to accompany them. This led to an invitation for 211info to join them this summer.

While planning the visit, I knew that our best representative would be Omar Salomon, one of our I&R Specialists who was raised in Mexico. He immediately jumped at the opportunity when I asked him if he would be willing to talk about our services at some of the migrant camps. He ended up going on two separate days to camps that are an hour or two outside of our office in Portland, Oregon. Virginia Garcia staff had also invited church members from a clothing pantry, staff from a Head Start program and health educators who provide information on STDs. What follows are Omar's impressions of those two days.

Omar explained that although Virginia Garcia has three clinics, they still go by van to treat migrant workers year round. They handle chronic illnesses such as diabetes and high blood pressure as well as injuries sustained while working in the fields. The clinic's namesake, Virginia Garcia, was a young girl who died in 1975 from complications of a cut that was never treated because the family lacked access to medical care.

The first day Omar and the group visited three camps. One camp housed men only and the other two were family camps. The families were mostly from the same area of Michoacan, Mexico. These families were living here permanently in trailers with some modern amenities. Omar came away from that day with the impression that the families certainly had limited resources and had concerns about qualifying for benefits. The mothers were stressed and generally not caring for their own needs due to the strains of work, poverty and caring for young children.

The second day the group traveled to a more remote site in a hilly area. This camp housed about 75 men. The living conditions here were quite different. The men lived in sparse wood cabins with bunk beds and lockers. There was a common area for cooking and a

shared bathroom and showers. Omar was particularly affected by the fact that they did not have blankets so they resorted to piles of clothing to stay warm at night. The men, originally from Mexico and Central America, explained that they travel with the crops from California to Oregon to Washington. Some have been doing this work for as long as 30 years. Even with these spartan conditions, they maintain connections to the outside world through cell phones, radios and TV.

Omar described the working conditions in the men's camp. Depending on the crop, they typically work long shifts from early in the morning to late afternoon and then a break before a second shift until dark. The men work bent over all day in a stooped position and their fingers are stained from the berry juices. Omar was fascinated with the vests they had devised that were hard and gave the men some back support.

Omar mentioned that the men would not meet with the visitors until after they had showered and put on clean clothes. They appeared in whatever finery they owned including fancy belt buckles and rings. Omar listened to the men for awhile before speaking to them about 211info and Oregon SafeNet. Although they listened politely and accepted the "211" cards which they put in their wallets, they had no questions for Omar. Instead they wanted to talk about other things that were on their minds.

They knew that there had been a recent raid in a factory in Portland. They had concerns about the "La Migra" (Immigration). Virginia Garcia staff talked with them about their legal rights.

The men talked about the fact that they miss their country, their family and friends but not their government. They talked about the politics of immigration between the U.S. and Mexico/Central America. They said that if water wasn't being diverted and sold to large corporations, they might be back home tending their own farms. They had no trust in government.

The men said that there was more work than they

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could handle. They couldn't understand why Americans were so lazy and wouldn't come work in the fields. In the same vein, they shared concerns that the younger Mexicans were choosing other ways of life and turning away from the fields. Omar explained to me that these are people who are from the country and have a different vision of life. They love and take pride in working the land.

I was moved by what Omar shared with me about his visits to the camps. I then asked him if he thought anyone would ever call us. He said that the women might call because they have homes and lives here

and it is easier for them to ask for help. He was less certain about the men. He explained that if they do ever call, it will never be about food. They have too much pride for that.

I share this story because I found it to be a fascinating slice of life and something that exists outside the usual activities of an I&R. I don't know that our phone lines will ultimately be the best method of reaching these communities. A face-to-face connection certainly builds a different level of comfort and trust. Who knows, maybe the women will call us.

Have a story to share about an interesting outreach program at your call center? Let us know by e-mailing newslettereditor@airs.org Your story could be published in an upcoming issue of the AIRS newsletter.

211s in the news across North America

Alabama

"What's the 211? - Help is just a phone call away." The Community Action Partnership of North Alabama runs 211 jointly with the United Way of Morgan County. <http://www.decatordaily.com/decatordaily/news/070722/211.shtml>

"United Way working toward social service hotline." United Way of West Alabama is working toward providing 2-1-1 service to the region. <http://www.demopolistimes.com/articles/2007/06/28/news/news9853.txt>

California

"Fire Season '07 Roars to Life in Los Padres: The Heat Is On." County fire department spokesperson recommends people go to [sbc-fire.com](http://www.sbc-fire.com) or dial 211 for latest information. <http://www.independent.com/news/>

[2007/jul/05/fire-season-07-roars-to-life-los-padres/](http://www.211.org/2007/jul/05/fire-season-07-roars-to-life-los-padres/)

Iowa

"United Way starts needs assessment." Information from needs assessment will be used for a resource directory for use with the United Way's 2-1-1 information hotline. http://www.oskaloosaherald.com/local/local_story_184154416.html

Maine

"RV tour touts 211 help hotline." Officials with the United Way and 211 traveled around Maine in an RV to tell people throughout the state about 211 and how it can help them. <http://bangordailynews.com/news/t/news.aspx?articleid=152231&zonedid=500>

"2-1-1 celebrates year of service." "Maine's 211 service held a birth-

day party."

<http://www.wcsh6.com/news/article.aspx?storyid=66431>

Missouri

"United Way Launches 211 Service." "KMBC's Jere Gish reported that instead of searching for phone numbers, residents can simply dial 211 for information about health care to after-school programs." <http://www.thekansascitychannel.com/community/7843786/detail.html>

"New 2-1-1 program to connect callers with charity services." The Missouri Public Service Commission ordered telephone companies in the Phase 1 areas of the state to comply with the 2-1-1 program. "Full public launch of the program should come later this fall..."

<http://www.joplinglobe.com/local/>

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[ocal_story_192191238.html](http://www.ocal_story_192191238.html)

New Jersey

“Teterboro race...” Proceeds from road race were going toward the United Way’s 211 help line: “The phone line offers information on housing, shelters, food banks, legal aid, counseling and other issues that do not require the same immediacy as a 911 call.”

<http://www.northjersey.com/page.php?qstr=eXJpcnk3ZjczN2Y3dnFIZUVFeXk0NyZmZ2JlbDdmN3ZxZWVFRXl5NzE3MjY5NiZ5cmlyeTdmNzE3Zjd2cWVIRUV5eTM=>

Oklahoma

“Noble awards grant to 2-1-1.” The Noble Foundation grant will go towards purchasing computers for use in the 2-1-1 call center of Southeastern Oklahoma.

http://www.adaeveningnews.com/local/local_story_176090633.html

Tennessee

“Help available for fire survivors.” The United Way also encourages people with any social service need, including fire victims, to call their non-emergency phone number, 211, for recovery assistance.

Barry Matthews, president of United Way of West Tennessee: “Typically, it takes eight to 10 phone calls to find the help we need. We’re replacing those eight calls with one.”

<http://www.jacksonsun.com/apps/pbcs.dll/article?AID=/20070707/NEWS01/707070306/1002>

“Finding Help for Troubled Teens.” Runaway shelter program

manager: “We also have a wonderful community resource information on to getting social services and mental health services simply by dialing 211...”

<http://www.volunteertv.com/home/headlines/8310772.html>

Texas

“In Preparing for Disasters, Who You Gonna Call? Try 2-1-1.”

<http://agnews.tamu.edu/dailynews/stories/CFAM/Jul1707a.htm>

“Tips to disaster recovery.” Article by Judy Fullylove, 211 Program Director - Texoma Council of Governments outlines six tips to help residents who have been impacted by floods.

http://www.ntxe-news.com/artman/publish/article_38651.shtml

“Church prepares parishioners for emergencies.” Kara Stevens, the 2-1-1 Public Information Coordinator for the Southeast Texas Regional Planning Commission, presented information on how 2-1-1 “...would be vital to homebound residents and the ways the system can help during emergencies, including evacuation assistance and locating shelters.”

http://www.panews.com/reader-corner/local_story_191192403.html?keyword=topstory

Wisconsin

“Board reviews 2-1-1 service -- System would cost 70 cents per capita.” Dunn County Board of Supervisors received presentation

on the 2-1-1 call center referral system by Director of Great Rivers 2-1-1.

<http://www.dunnconnect.com/articles/2007/07/23/news/news03.txt>

Canada

“A call today can save heartbreak tomorrow.” Expert on domestic violence in South Asian community: “The best way a woman in the Toronto area can get access to services in her own language and near where she lives is to dial 211.”

<http://www.southasianfocus.ca/community/article/29181>

“211 Reaches the tipping point in Ontario!” Fifty percent of Ontario residents will soon be able to dial 2-1-1. Three existing sites in Toronto, Niagara Region and Simcoe County will be

joined by five new call centres in Ottawa, Thunder Bay, Windsor, Peel Region and Halton Region over the next 10 months. For more information, see recently released report: “Onward, Upward, and Outward: 211 Reaches Out to All of Ontario.” www.211.ca
<http://www.cnw.ca/fr/releases/archives/June2007/25/c8480.html>

“Grassroots health needs people power.” Kingston/ Greenwood Community Health Board will be advocating for a province-wide 211 health information line.

<http://www.novanewsnow.com/article-117653-Grassroots-health-needs-people-power.html>

“Dial 211 for Halton services.”

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AIRS prepares to analyze certification program

By Cathleen Kelly,
AIRS Certification Committee Chairperson

The AIRS Certification Committee issued an RFP (Request for Proposals) for a credentialing consultant to complete an analysis of the current AIRS Certification Program.

The project will include a review of the current operational structure of the AIRS Certification Program; interviews with key AIRS staff, Board members and partner organizations; and provision of a final report

including a validation of the entire program and a range of options for the current business management and operation of the program with provisions for its future development.

The Committee is currently reviewing the RFP responses, and will choose a consultant with whom to work. We'll keep you informed as the project moves forward!

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.

SEPT. 5 - GATLINBURG, TN

10:00 am - noon
Park Vista Hotel
705 Cherokee Orchard Road
Belinda Bruns (615)741-2056
x119 belinda.bruns@state.tn.us

dennyh@councilofcommunityservices.org

For those not attending the conference, but taking the test only, there will be a fee of \$10.

SEPT. 5 - RICHMOND, VA

9-11 am
The Place at Innsbrook
4036-C Cox Road
Denny Huff (540)985-0131 x115

SEPT. 6 - MONROE, LA

1:30-3:30 pm
1201 Hudson Lane
Jan Wawrzyniak (318)325-3869
jwawrzyniak@uwnela.org

SEPT. 13 - APPLETON, WI

10 am - noon

Radisson Paper Valley Hotel
333 W. College Avenue
Luann Teige (715)394-3611
luann@agingresourcecenter.com

Testing is being held in conjunction with the Wisconsin AIRS conference. It is not mandatory to attend the conference in order to take the test. In addition to the certification fee payable to AIRS, there is a separate fee if you wish to attend the conference.

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SEPT. 13 - PHOENIX, AZ

2-4 pm
2200 North Central Avenue, Suite 601
Mark Lewis (602)263-8845 x 112
mlewis@cir.org

SEPT. 14 - DETROIT, MI

10:00 am - noon
220 Bagley, 10th Floor Conference Floor
LaNeice Jones (313)961-1060
ljones@nso-mi.org

SEPT. 19 OR 21 - AMARILLO, TX

1-3 pm
3100 I-40 West
Jacqueline Elmore (806)322-2627
jacquelineelmore@calfarley.org
If attending the conference there is no additional charge, if only testing there is a \$20 administrative fee due at the time of the test and payable to TAIRS.

SEPT. 19 - TUCSON, AZ

9-11 am
3130 N. Dodge
Deborah Lee Harvey (520)323-1303 x208 deb@azinfo.org

SEPT. 19 - SAVANNAH, GA

1-3 pm

Hyatt Regency Hotel
2 West Bay Street
Shelly Wender (404)463-3232
swender@atlantaregional.com
Getting Ready for CIRS will be offered on 09/16/07 from 9 am - 3 pm at the Southeast Aging Network Conference at the above address.

SEPT. 21 - KALAMAZOO, MI

1-3 pm
Disability Resource Center of Southwest Michigan
517 East Crosstown Parkway
Judy Whitehurst (269)381-1510
jwhitehurst@gryphon.org
SEPT. 26 - ROCKY HILL, CT
8:15-10:15 am OR 10:30 am-12:30 pm OR 2:30-4:30 pm

United Way of Connecticut/211
1344 Silas Deane Highway
Trina Stehlik (860)571-6046
trina.stehlik@ctunitedway.org

SEPT. 27 - ANACORTES, WA

10 am - noon
Anacortes Senior Center
1701 22nd Street
Maureen Kane (360)676-6749
kanems@dshs.wa.gov

SEPT. 27 - ATLANTA, GA

10 am - noon
United Way of Metropolitan Atlanta
100 Edgewood Avenue
Kimberly Perkins-Heywood
(404)527-5931 kperkins-heywood@unitedwayatlanta.org

OCT. 2 - WINNIPEG, MANITOBA

10:45 am - 12:45 pm
Delta Hotel, Ball Room B
350 St. Mary's Avenue
Cristina Umana (416)392-4558
info@informcanada.ca
CIRS/CRS Preparatory Workshop, Oct. 1, 2007, 1-2:30 pm or 3-4:30 pm at above address.

OCT. 10 - DETROIT, MI

2-4 pm
United Way of Southeastern Michigan
1212 Griswold
Doug Plant (313)226-9411
doug.plant@uwsem.org
Pay parking is available in various lots in the area.

OCT 18 - LOUISVILLE, KY

10 am - Noon
Seven Counties Services, Inc.
101 W. Muhammad Ali Blvd.

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July FEMA Major Disaster Declarations

- ◆ 07/02 **Kansas** - Severe Storms and Flooding
- ◆ 07/02 **New York** - Severe Storms and Flooding
- ◆ 07/07 **Oklahoma** - Severe Storms, Flooding, and Tornadoes
- ◆ 07/17 **North Dakota** - Severe Storms and Flooding
- ◆ 07/24 **Nebraska** - Severe Storms and Flooding

July FEMA Fire Management Assistance Declarations

- ◆ South Dakota Boxelder Fire
- ◆ Utah Salt Creek Fire

- ◆ Washington Tunk Grade Fire
- ◆ Nevada Hawken Fire
- ◆ Oregon Egley Fire Complex
- ◆ Washington Easy Street Fire
- ◆ South Dakota Alabaugh Canyon Fire
- ◆ Nevada Hungry Valley Fire
- ◆ California Canyon Fire
- ◆ Utah Milford Flats Fire
- ◆ California Inyo Fire Complex
- ◆ Nevada Sleepy Elephant Fire
- ◆ Nevada Red Rock Fire

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Raamesie Umandavi
(502)589-8615 x1533
rumandavi-serikali@sevencounties.org

Attendees can expect to pay for parking.

OCT. 19 - CONCORD, NH

10 am - Noon
DHHS State Office, Brown Building, Room 232
129 Pleasant Street
Jennifer Hosue, BEAS
(603)271-0544
jlhouse@dhhs.state.nh.us
ABCs of I&R will be offered on Oct. 4 from 9:30-Noon at 129 Pleasant Street, Room 211.

OCT. 19 - TORONTO, ONT

10 am - Noon
543 Richmond St West, Suite 125
Cristina Umana (416)392-4558
info@informcanada.ca
A preparation course will be offered at a cost of \$99+GST on Oct. 12, from 9 am to 4 pm.

OCT. 19 - CAMBRIDGE, OH

1-3 pm
Bi-Annual Tri-State Information and Referral Conference
Salt Fork State Park Conference Center
US Route 22E
Richard Stahl 330/762-5627
rbstahl@infoinc.org
Testing is being done in conjunction with the conference, so there

will a variety of courses offered at the same location as the test.

OCT. 24 - ORANGE BEACH, AL

9-11 am
27200 Pedico Beach Blvd.
Richard de Luna (256)237-6741

OCT. 24 - TUCSON, AZ

9-11 am
Information and Referral Services
3130 N. Dodge
Deborah Lee Harvey
(520)323-1303 x208
deb@azinfo.org

OCT. 26 - VANCOUVER, BC

9:30-11:30 am
202-3102 Main Street
Cristina Umana (416)392-4558
info@informcanada.ca
Information and Referral Specialist training, including Anti Oppression training will be offered at the above address on Oct. 4, from 9 am to 3:30 pm for \$125.

OCT. 26 - OKLAHOMA CITY, OK

1-3 pm
Belle Isle Library
5501 N Villa Avenue
Ronald Boggs (580)332-2313
ronald.boggs@adaunitedwat.org
Review of ABCs will be offered on Oct. 25 from 3-5 pm at the above address.

NOV. 1 - RHINELANDER, WI

10 am - noon
2000 E Winnebago
Janell Keeter (715)365-2528
janell@northernaaa.org
A training course will be offered on Oct. 11 from 9 am - Noon, at the above address.

NOV. 16 - COLUMBIA, MD

8-10 am
The Meeting House, Oakland Mills Interfaith Center
5885 Robert Oliver Place
Sandra Berkeley (410)222-4464
agsabe81@aacounty.org
A \$10 administration fee is payable at the door.
AIRS Certification Test Skills Training will be provided on Oct. 10 from 8:30 am - 12:30 pm at the Anne Arundel County Dept. of Aging and Disabilities, 2666 Riva Road, Suite 400, Annapolis, MD. There is a fee of \$25 for the training.

DEC. 7 - LIMA, OH

9-11 am
892 - A S. Cable Road
Amanda Schroeder (419)222-7723
aschroeder@psa3.org