



Bringing People and Services Together

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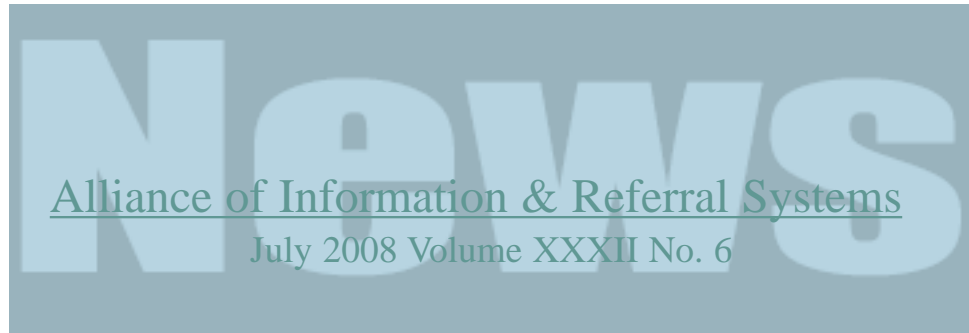
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## Draft of 6th edition of AIRS Standards released

The AIRS Standards Committee is pleased to release [this draft](#) of the sixth edition of the Standards for Professional Information & Referral. As the field of information and referral (I&R) has evolved and expanded, the standards have changed to reflect the current realities, practices and needs of the I&R field.

The committee has worked to make these standards fair and reasonable, not overly burdensome, clear and easy to understand, non-discriminatory and applicable to multiple models of practice. And, very importantly, the final step in the process is to provide opportunities for review, discussion and input by the field.

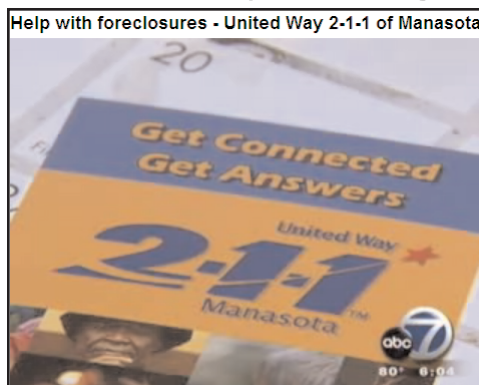
The link at the end is a final draft version of the Standards replete with a number of changes, modifications and additions. We would kindly ask that you review the revised Standards and provide feedback regarding any changes, additions or omissions by Friday, August 15th. Please direct your comments to [charlenehipes@airs.org](mailto:charlenehipes@airs.org). We realize that we still have some work to do regarding formatting and pagination. What we are looking for from you is feedback regarding the content.

Highlights of some of the changes include:

- ◆ Addition of three new standards: Additional Channels for

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## Promote your agency on YouTube



United Way 2-1-1 of Manasota posted a TV story about its mortgage foreclosure assistance on YouTube. To view this story, click here:

[http://www.youtube.com/watch?v=cpDI\\_MsYhok](http://www.youtube.com/watch?v=cpDI_MsYhok)

Other 2-1-1 videos are also available on YouTube.

Contact Us  
[info@airs.org](mailto:info@airs.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:

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Access (Standard 6), Content Management and Indexing (Standard 10) and Program Evaluation and Quality Assurance (Standard 27).

- ◆ Elevating Assessment and Referral Provision to Standard 1.
- ◆ Condensing the section on Cooperative Relationships into two standards: Cooperative Relationships within the I&R System and Cooperative Relationships with Service Providers.
- ◆ Moving system advocacy from the Service Delivery Standards to Reports and Measures.
- ◆ Adding a section on Off-Site Staff to the Organizational Requirements section under Personnel Administration.
- ◆ Enhancing the Glossary of Terms

It is very important that the standards revision process be clear and transparent and that the field of I&R have an opportunity to provide their input and feedback. We look forward to hearing from you.

[http://www.airs.org/documents/AIRS\\_Standards\\_Version\\_6.0FinalDRAFT.doc](http://www.airs.org/documents/AIRS_Standards_Version_6.0FinalDRAFT.doc)

## FEMA's July Disasters

### **Major Disaster Declarations**

07/24 Texas Hurricane Dolly  
07/18 Nebraska Severe Storms, Straight-line winds, and Flooding  
07/15 Vermont Severe Storms and Flooding  
07/14 Michigan Severe Storms, Tornadoes, and Flooding  
07/09 Kansas Severe Storms, Flooding, and Tornadoes  
07/09 Oklahoma Severe Storms and Flooding  
07/09 South Dakota Severe Storms and Flooding

### **Emergency Declarations**

None.

### **Fire Management Assistance Declarations**

07/11 Washington Badger Mountain Fire Complex  
07/11 Washington Spokane Valley Fire  
07/08 California Camp Fire  
07/04 California Basin Fire Complex  
07/04 California Gap Fire

# I&R Quality Assurance Calls: How many are enough?

How many quality assurance calls must an I&R service make in order to have a “representative” sample that measures the outcomes for inquirers and their satisfaction with your service?

And the answer is ... it depends.

Basically, the larger the survey sample, the greater the degree of accuracy. However, there are levels where the additional resources required to increase accuracy, may not be worth the work involved.

Sample accuracy should be reported in two ways:

1. The “confidence interval”

is the ‘plus or minus’ range of a result's accuracy. For example, if a survey reveals that 67% of respondents (4%) found the help they needed through the referrals provided; this means that although the actual result was 67%, the size of the sample means that the 'true' number may be anywhere between 4% more or 4% less than that figure - in other words, between 63% and 71%.

2. The “confidence level” reflects the number of times the same result should be achieved asking the same questions to a different sample of the same size. In any sequence of results, anomalies are likely to occur. The larger the

sample size, the less likely it is that any particular result is an anomaly. For example, a survey that has a confidence level of 90% would be expected to be accurate 9 times out of 10. A survey with a confidence level of 99% would be expected to be correct 99 times out of 100. Most professional sampling aims to achieve an accuracy rate of 95% (or 19 times out of 20).

The following tables show some examples of how many quality assurance calls are needed to produce results within different ranges of accuracy.

<b>Sample Accuracy Rates</b>	Confidence Interval	Confidence Interval	Confidence Interval
<i>Required number of completed quality assurance calls for a service answering:</i>	±5%	±4%	±3%
<b>20,000 annual calls</b>			

Confidence Level: 9 times out of 10	269	417	729
Confidence Level: 19 times out of 20	377	583	1,013
Confidence Level: 99 times out of 100	642	986	1,068

<b>Sample Accuracy Rates</b>	Confidence Interval	Confidence Interval	Confidence Interval
<i>Required number of completed quality assurance calls for a service answering:</i>	±5%	±4%	±3%
<b>50,000 annual calls</b>			

Confidence Level: 9 times out of 10	271	422	745
Confidence Level: 19 times out of 20	381	593	1,045
Confidence Level: 99 times out of 100	655	1,016	1,778

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<b>Sample Accuracy Rates</b>	Confidence Interval	Confidence Interval	Confidence Interval
<i>Required number of completed quality assurance calls for a service answering: <b>100,000 annual calls</b></i>	$\pm 5\%$	$\pm 4\%$	$\pm 3\%$
Confidence Level: 9 times out of 10	272	424	751
Confidence Level: 19 times out of 20	383	597	1,056
Confidence Level: 99 times out of 100	659	1,026	1,810

The good news is that the larger your call volume - the more proportionally easy it is to obtain a valid sample. For smaller agencies, in this and much else, the challenge is proportionately tougher.

The other factor is how often you conduct a quality assurance sample - it could be done on an annual basis, bi-annually, once every four months or quarterly.

As far as possible, it is important for a random sample to be just that - a random sample. It cannot be the calls that are easiest to handle or where the inquirers seem nice and more likely to agree to be contacted.

Remember that this is only relating to quality assurance calls. I&R follow-up calls initiated for those who are vulnerable and/or need additional assistance because of their circumstances, are conducted prima-

rily for the benefit of the caller - and decisions to initiate follow-up are driven by the needs of the individual. Quality assurance is the random sampling of callers, conducted primarily for the benefit of the I&R Service. (Although I&R follow-up calls do provide some outcomes measurements just as quality assurance calls do sometimes result in the provision of more I&R).

If you are interested in learning more about survey sampling sizes including finding the survey numbers exactly relevant to your call volume, check out the following web pages:

<http://www.custominsight.com/articles/random-sample-calculator.asp>

<http://www.surveysystem.com/sscalc.htm#ssneeded>

## Welcome New Members

### Individual Members

Deborah S. Lewis - Rock Hill, SC

Susan Von Siegman - Folsom, CA

### Agency Members

American Social Health Association - Durham, NC

Area Agency on Aging, 10B, Inc. - Uniontown, OH

Army Community Service - Walter Reed Medical Center - Washington, DC

Beach Cities Health District - Redondo Beach, CA

Southwestern Indiana Regional Council on Aging, Inc. - Evansville, IN

# A sampling of 2-1-1s in the news

## Alabama

“Services offered in county discussed at forum.” Forum attendees heard overview of 2-1-1 program. <http://www.dailyhome.com/news/2008/dh-pellcity-0723-ehodnett-8g22v2244.htm>

## California

“211 help line worth funding: Solid government investment.” Newspaper editorial: “211 is likely saving county and municipal governments money and time, and improving service to their constituents. Anyone who deals with government knows there is a labyrinth of agencies to respond to myriad needs. It can take frustrated callers a long time to navigate the maze, and that’s if they even know there is an agency or group to assist them. 211 operators, who are available 24 hours a day, seven days a week, have all the resource information at their fingertips, and the 211 service is free to the public.” <http://www.venturacountystar.com/news/2008/jul/23/211-help-line-worth-funding>

“211 helps many, but cost hurts nonprofits.” California Public Utilities Commission will hold a hearing in September on ways to fund 211 throughout the state. <http://www.venturacountystar.com/news/2008/jul/22/211-helps-many-but-cost-hurts-nonprofits>

“211 info on health program for poor.” “People can now call 211 to

obtain information about the Coverage Initiative, a program that pays medical costs for low-income adults with hypertension, diabetes, prediabetes, high LDL cholesterol or metabolic syndrome.” [http://weblog.signonsandiego.com/news/breaking/2008/07/211\\_info\\_on\\_health\\_program\\_for.html](http://weblog.signonsandiego.com/news/breaking/2008/07/211_info_on_health_program_for.html)

“Dial 211 and Access L.A. County Services.” “Los Angeles County reminds the public it can easily access County services simply by dialing 2-1-1 from a land line or cell phone. 2-1-1 is the County’s assistance and information line.” <http://www.indiajournal.com/pages/event.php?id=3986>

“County to get 2-1-1 service next year.” “Two Sonoma County nonprofits, Volunteer Center of Sonoma County and United Way of the Wine Country, recently signed an agreement to implement 2-1-1 phone service in Sonoma County...” <http://www.sonomanews.com/articles/2008/07/14/news/doc487bf41161778951674014.txt>

“Piute Fire Evacuation Centers Set Up.” Residents can call 2-1-1 from anywhere in Kern County to get information about fire. [http://www.kget.com/news/local/story.aspx?content\\_id=1e5fba9f-6bc1-44f3-aa41-ec4979ca9e60](http://www.kget.com/news/local/story.aspx?content_id=1e5fba9f-6bc1-44f3-aa41-ec4979ca9e60)

“Kern’s new 211 call center helps people living near Piute Fire.” “Kern County’s new “211” call

center is helping get information to worried residents living near the Piute Fire.” <http://www.bakersfieldnow.com/news/22794884.html>

## Colorado

“Gas Vouchers for Low-Income Families Are Scarce.” Calls for assistance to the 211 line have increased 20 to 25 percent this year. [http://www.redorbit.com/news/technology/1450033/gas\\_vouchers\\_for\\_lowincome\\_families\\_are\\_scarce](http://www.redorbit.com/news/technology/1450033/gas_vouchers_for_lowincome_families_are_scarce)

## Florida

“Foreclosures Taking Mental Toll.” “In Northeast Florida there are a number of agencies available to help those in need by dialing, ‘2-1-1.’” <http://www.firstcoastnews.com/news/local/news-article.aspx?storyid=114642&catid=3>

“Delray courthouse closes for move of offices.” New courthouse will include a new “2-1-1” phone with access to additional information, referrals, counseling and more. <http://www.bocaratonnews.com/news/local/1219-delray-courthouse-closes-for-move-of-offices.php>

“Our view: Food on the table: Greater community action needed to aid rising numbers of hungry in Brevard” “2-1-1 Brevard wants to create “virtual one-stop centers” for needy families to find services via a computerized application

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process. That's needed because the current delivery system for aid is too fractured."

<http://www.floridatoday.com/apps/pbcs.dll/article?AID=/20080701/OPINION/807010313/1006/NEWS01>

### **Georgia**

"211 system connects people with services." Calls are up 50 percent at the United Way of the CSRA's 211 information and referral service.

[http://chronicle.augusta.com/stories/071008/ric\\_465080.shtml](http://chronicle.augusta.com/stories/071008/ric_465080.shtml)

### **Idaho**

"Sunday's child." People interested in finding out more adoption can call 2-1-1.

<http://www.idahostatesman.com/105/story/446887.html>

"Call 2-1-1 and ask about the Women's Health Check to see if you are eligible for free mammograms provided at more than 250 Idaho health care providers."

<http://www.idahopress.com/?id=11728>

### **Indiana**

"Greene County dialing into 211 phone network." Greene County residents will be able to dial 2-1-1 starting in January. "...recent

flood disaster and the needs that developed prompted the Foundation board of directors to step up their date to participate in the program."

<http://gcdailyworld.com/story/1447552.html>

### **Louisiana**

"Skyrocketing fuel prices hurting utility customers."

"2-1-1 Program Coordinator Luease Graham said Centerpoint Community Services receives at least 20 calls every day from people unable to pay their soaring utility bills, among others."

<http://www.ksla.com/Global/story.asp?S=8700269>

### **Maine**

"Energy Emergency Report Released." A special task force report contains 7 short-term, high-priority steps that should be taken now. One step includes:

"... bringing together information about all of the State's fuel assistance and energy efficiency programs to one place through the Maine 2-1-1 phone line."

<http://www.wcsh6.com/news/local/story.aspx?storyid=90605&catid=2>

"Fuel costs stymie consumers, government."

"There are people who have typically not needed help, who are going to need

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# AIRS helping out victims of Iowa flood

AIRS is maintaining its Disaster Response Teams as flood ravaged regions of Iowa continue to recover. According to a recent report by two AIRS DRT members -- Jeri Shumate from Oregon and Jonathan Padgett from New Orleans -- who worked in the Cedar Rapids region over the 4th of July holiday weekend, the major focus of their work related to introducing an online tool for tracking callers, and setting it up so it could enter and document the more than 21,000 calls that had been captured on paper at the local 2-1-1 call center in the time period immediately after the floods.

In addition, weeks after the disaster, the 2-1-1 call center was receiving calls from residents on topics which included: How to sign up for FEMA manufactured homes, where to get a shower, how to obtain debit cards being provided by a group of Buddhists from the Tzu Chu community, and in general, how long before residents could return to the homes they evacuated.

In a report provided to AIRS, Shumate observed, "While more than 7,000 buildings were impacted, not a single life was lost due to the flooding. In spite of the magnitude of the flood, the community was as ready as it could possibly be. Part of that readiness included the fact that 2-1-1 was involved in planning and exercising."

Padgett observed that much (of Cedar Rapids) looked exactly like much of New Orleans did the month after Katrina. He remarked "the sights and smells were so utterly familiar. The scope of this disaster in Cedar Rapids is big."

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help. The way guidelines are currently designed, they may not qualify for some of the resources that are available,” said Karen Turgeon, director of the 211 Maine hotline for people in need.

<http://waldo.villagesoup.com/Government/story.cfm?storyID=122283>

**Michigan**

“Group OKs health care proposal for Detroit’s lower east side.”

Detroit Wayne County Health Authority approved a \$100,000 grant to expand the 2-1-1 phone service of the United Way of Southeastern Michigan to act as a clearinghouse for the uninsured to find free clinics or federally qualified health centers.

<http://crainsdetroit.com/article/20080721/SUB/807210319/1069>

**Mississippi**

“2-1-1 to the RESCUE.” “We are very happy with that amount of call volume,” said 2-1-1 Mississippi Coordinator Valari Kyzar. “At our six-month anniversary, we had broken all of the other six-month records with similar populations, and with no marketing dollars.”

<http://www.djournal.com/pages/story.asp?ID=275804&pub=1&div=News>

**Missouri**

“Flood cleanup in Monkey Run.” 2-1-1 helps makes connection with Americorps volunteers.

[http://www.khqa.com/news/news\\_story.aspx?id=163174](http://www.khqa.com/news/news_story.aspx?id=163174)

**Montana**

“Montana 2-1-1 streamlines hot line services into one three-digit code.” Voices of Hope will sponsor a free educational session on Montana 2-1-1.

<http://www.greatfalls Tribune.com/apps/pbcs.dll/article?AID=/20080720/NEWS01/807200307>

**New Hampshire**

“Exeter Hospital helps establish statewide health line: Exeter Hospital among sponsors.” “The New Hampshire 2-1-1 program is being spearheaded by the state’s United Way chapters in partnership with Public Service Company of New Hampshire. It is sponsored by Exeter Hospital, Citizens Bank, New Hampshire Charitable Foundation and the state of New Hampshire.”

<http://www.seacoastonline.com/apps/pbcs.dll/article?AID=/20080723/BIZ/807230344&sfad=1>

“United Way of Great Seacoast invests smarter: Changing economic landscape forces it to rethink strategy.” “UWGS, along with the other eight United Ways across New Hampshire, recently launched 2-1-1 NH, an easy-to-remember phone number for individuals across the state to give or get help with health and human service needs. By dialing 2-1-1 from anywhere in the state, individuals will access trained operators who, through a comprehensive database of service providers, will direct those in need of help to the appropriate resource.”

<http://www.seacoastonline.com/apps/pbcs.dll/article?AID=/20080713/BIZ/807130318/-1/BIZ&sfad=1>

**New York**

“Helpline celebrates 100,000th call.” Letter to editor: “Since launching 2-1-1 service last fall we have provided referrals for a wider range of needs from an ever-increasing number of callers.”

[http://www.steubencourier.com/news/2008/0713/opinion\\_letter/009.html](http://www.steubencourier.com/news/2008/0713/opinion_letter/009.html)

“211 service seeking community help.” “A service group that reaches out to thousands is now in need of some help of its own.”

[http://news10now.com/content/top\\_stories/120187/211-service-seeking-community-help/Default.aspx](http://news10now.com/content/top_stories/120187/211-service-seeking-community-help/Default.aspx)

“State hangs up on help line.” Journal News editorial outlines need for 2-1-1.

<http://lohud.com/apps/pbcs.dll/article?AID=/20080709/OPINION/807090311/1015/OPINION01>

**Ohio**

“Richland County working toward ‘2-1-1’ information phone service.” The Richland County Information Line plans to add 2-1-1 once it implements 24-hour service.

<http://www.mansfieldnewsjournal.com/apps/pbcs.dll/article?AID=/20080710/NEWS01/807100305/1002>

“Sen. Brown announces plans to expand 2-1-1 service.” United States Senator Sherrod Brown (D-

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### *Continued from page 7*

OH) announced on Tuesday that the Senate Appropriations Committee approved \$400,000 to establish 2-1-1 call centers and service in areas where they do not currently exist.

[http://www.wnwo.com/news/news\\_story.aspx?id=156634](http://www.wnwo.com/news/news_story.aspx?id=156634)

### **South Carolina**

“New 211 system to save 911 time, money.” The 211 system, already in place in Pickens County, has expanded to include Oconee County and will later include Anderson County. 211 dispatchers are scheduled to be housed in the Anderson County Emergency Preparedness Building.

<http://www.independentmail.com/news/2008/jun/30/new-211-system-save-911-time-money>

### **Texas**

“Hotline Similar To 411 Provides Helpful Resources.” “Since many El Pasoans have no clue about the help line, Mayor John Cook kicked off the 211 Summer Awareness Campaign to inform the community about information and referral services available.”

<http://www.kfoxtv.com/news/16813515/detail.html>

Goodwill collaborates with 2-1-1 Texas and several local churches in “training those released from jail or prison to help them with their job skills and integrate them back into society.”

<http://www.reporternews.com/news/2008/jul/11/new-president-takes-over-leadership-of-goodwill>

“Officials kick in prep plan.”

Outlines reasons to call 2-1-1 during a disaster.

<http://www.theinglesideindex.com/articles/2008/07/24/news/news01.txt>

“Gas prices fuel concern about hurricane evacuation plans.”

Residents urged to register with 2-1-1 for transportation.

<http://www.silabee.com/news.php?viewStory=323>

Other Texas related hurricane/2-1-1 stories:

[http://www.star-telegram.com/state\\_news/story/783441.html](http://www.star-telegram.com/state_news/story/783441.html)

<http://www.kwtx.com/weather/headlines/25750554.html>

<http://www.reporternews.com/news/2008/jul/22/area-red-cross-on-standby-for-dolly-duty/>

[http://www.themonitor.com/news/hurricane\\_14952\\_article.html/valley\\_category.html](http://www.themonitor.com/news/hurricane_14952_article.html/valley_category.html)

<http://www.baycitytribune.com/story.lasso?ewcd=d53a3a171494d0fb>

[http://www.brownsvilleherald.com/news/city\\_88572\\_article.html/ahumada\\_shelters.html](http://www.brownsvilleherald.com/news/city_88572_article.html/ahumada_shelters.html)

### **Utah**

“Food banks seeing record numbers seeking assistance: Rising costs hurt even those who are working.” “The 2-1-1 Information and Referral, a free social services hotline and a program of Utah Food Bank Services, reported that food-assistance phone calls increased the past quarter to 2,060, compared with 1,011 calls a year ago.”

<http://deseretnews.com/article/1,5143,700240774,00.html>

### **Vermont**

“New web site boosts Vermonters’ access to information about food and heating resources.”

“HelpForVT.org is intended to complement Vermont 2-1-1, which serves as a point of contact for Vermonters in need of governmental assistance, as well as Efficiency Vermont and the Vermont Department of Public Service.”

<http://politicker.com/new-web-site-boosts-vermonters-access-information-about-food-and-heating-resources>

### **Virginia**

“Relief agencies are falling behind trying to meet increased needs.”

George Harden, vice president of information services at The Planning Council said the “2-1-1 Virginia” program has seen an increase of about 700 callers during the first six months of this year, compared with last year.

<http://hamptonroads.com/2008/07/relief-agencies-are-falling-behind-trying-meet-increased-needs>

### **Washington**

“Sumner police department involves community: Variety of partnerships and studies help the Sumner Police Department meet residents’ needs, safety.” The department is already partnered with United Way Pierce County 211, a county hotline referral service that provides community resources for inquiries about subjects such as counseling, identity theft, bullying or burglaries....”

<http://www.puyallup-herald.com/110/story/2740.html>

# 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**

Duncan, Debra - , Durham NC  
Hager, Sherry - United Way of Central Carolinas, Charlotte NC  
Leslie, Shawn - United Way of Greater Richmond and Petersburg, Richmond VA  
Nazario, Liovani - 2-1-1 Big Bend Inc, Tallahassee FL  
Visser, Sarah - NE GA Area Agency on Aging RDC-ARDC, Athens GA

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

Beverly, Sylvia - Atlanta Regional Commission, Atlanta GA  
Dent, Leslie - West Central Florida Area Agency on Aging, Tampa FL  
DiDona, Margaret - Randolph Co Senior Adults Association, Asheboro NC  
Summey, Carol - Davidson County Department of Senior Services, Lexington NC  
Tomei, Amelia - Legacy Link AAA, Gainesville GA

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

Amin, Sandra - Employment Ontario Job Bank, Toronto ON  
Birgeneau, Jaye-Dallas - Ministry of Training Colleges and Universities, Toronto ON  
Dimaras, Alexandra - Ministry of Training Colleges and Universities, Toronto ON

Giergont, Maria - Central West Community Care Access Centre, Brampton ON  
Hutchison, Luanne - Ministry of Training Colleges and Universities, Toronto ON  
Karangwa, Christele - Ministry of Training Colleges and Universities, Toronto ON  
Miller, Jennifer - Ministry of Training Colleges and Universities, Toronto ON  
Shewchuk, Dana - Ministry of Training Colleges and Universities, Toronto ON  
Sullivan, Stephen - Ministry of Training Colleges and Universities, Toronto ON  
Thompson, Laura - Ministry of Training Colleges and Universities, Toronto ON  
Wang, Lishan (Billy) - Ministry of Training Colleges and Universities, Toronto ON

## **CERTIFIED RESOURCE SPECIALISTS**

Carmo, Amber - Central Susquehanna IU-Center for Schools and Communities, Camp Hill PA  
Johnson, Jan - Council of Community Services, Roanoke VA  
Rush, Isabel - 211 Big Bend, Tallahassee FL  
Woodcock, Jo Ann - Senior Resources of Guilford Greensboro, Greensboro NC

## **CERTIFIED RESOURCE SPECIALISTS-Canadian**

Hodgins, Michael - Oakville Public Library Information Oakville, Oakville ON  
Palmer, Carol - Oakville Public Library Information Oakville, Oakville ON

**Preparations are underway for the next AIRS Conference, which will be May 31 - June 3, 2009, in Reno, Nevada, at the Silver Legacy Resort & Casino Hotel.**

# 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](mailto:certification@airs.org).*

**SEPT. 11 - ALEXANDRIA, LA**  
1-3 pm  
1101 Fourth Street, Suite 202  
Shirley Walker (337) 310-INFO  
[shirley.walker@310info.org](mailto:shirley.walker@310info.org)

**SEPT. 11 - APPLETON, WI**  
10 am - Noon  
Wisconsin AIRS Conference -  
Radisson Paper Valley Inn  
333 W College Avenue  
Barbara Elizabeth Wein  
(608) 757-3051  
[bwien@uwnrc.org](mailto:bwien@uwnrc.org)  
A Study Group for CIRS and  
CIRS-A will be offered on August  
27 from 9 am to Noon, at United  
Way Fox Cities, 1455 Midway  
Road, Menasha, WI. Contact for  
Study Group is Lisa Clark  
[lisa@brewincountyunitedway.org](mailto:lisa@brewincountyunitedway.org)

**SEPT. 11 - TORONTO, ONT**  
10 am - Noon  
543 Richmond Street, West, Suite  
125  
Jacky Roddy (905) 682-1900 x230  
[info@informcanada.ca](mailto:info@informcanada.ca)

**SEPT. 12 - SHERMAN, TX**  
1:30 -3:30 pm  
Texoma Council of Governments  
1117 Gallagher Drive  
Judy Fullylove (903) 813-3549  
[jfullylove@texoma.cog.tx.us](mailto:jfullylove@texoma.cog.tx.us)  
A \$20 administrative fee payable  
to TAIRS is due at the door.

**SEPT. 15 - SPRINGFIELD, MO**  
10 am - Noon  
Southwest Missouri Office on  
Aging  
1735 South Fort Avenue  
Patricia Harvey (816) 559-4670  
[pattharvey@uwgkc.org](mailto:pattharvey@uwgkc.org)

**SEPT. 16 - BOSTON, MA**  
Noon- 2:00 pm  
The Medical Foundation  
95 Berkeley Street  
Gary Lever (617) 279-2240 x302  
[glever@tmfnet.org](mailto:glever@tmfnet.org)

**SEPT. 23 - CLEARWATER, FL**  
9-11 am  
2-1-1 Tampa Bay Cares, Inc.  
50 S Belcher Road, Suite 116  
Micki Thompson (727) 210-4240

[micki@211tampabay.org](mailto:micki@211tampabay.org)

**SEPT. 30 - KINGSTON, ONT**  
10 am - Noon  
1550 Princess Street  
Cristina Umana (416) 392-4558  
[info@informcanada.ca](mailto:info@informcanada.ca)

**OCT. 1 - NAPOLEON, OH**  
10 am - Noon  
First Call for Help  
600 Freedom Drive  
Pheobie Hanover (419) 599-1660  
[phanover@fcfnwo.org](mailto:phanover@fcfnwo.org)

**OCT. 3 - SPOKANE, WA**  
Noon - 2 pm  
Red Lion Hotel at the Park  
W. 303 North River Drive  
Julie Ann Johnson (360) 676-6749  
[johnsja@dshs.wa.gov](mailto:johnsja@dshs.wa.gov)  
There will be a test preparation  
course as well as I&R skills devel-  
opment workshops during the  
NWAIRS Conference. Those train-  
ing opportunities will only be  
available to those registered for the  
conference.

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**OCT. 13 - APPLETON, WI**

10 am - Noon  
333 W. College Avenue  
Maurine Strickland (608) 266-4448  
[strikma@dhfs.state.wi.us](mailto:strikma@dhfs.state.wi.us)  
There will be a Study Group  
August 27 from 9 am to Noon, at  
United Way of Fox Cities, 1455  
Midway Road, Menasha, WI.

**OCT. 14 - AUSTIN, TX**

1-3 pm  
6800 Burleson Road, Bldg. 310,  
Suite 165  
Glenda Rogers (512) 916-6053  
[grogers@capcog.org](mailto:grogers@capcog.org)  
There will be a \$20 administrative  
fee payable to Texas AIRS.

**OCT. 14 - SAN GABRIEL, CA**

9-11 am  
211 LA County  
526 W. Las Tunas Drive  
Laura Mejia (626) 350-1841  
x2156 [lauram@211la.org](mailto:lauram@211la.org)  
An administrative fee of \$25 is  
payable by check to CAIRS the  
day of the test. No cash.

**OCT. 14 - CINCINNATI, OH**

10:30 am - 12:30 pm  
2400 Reading Road  
Jennifer Bieger (513) 762-7166  
[jennifer.bieger@uwgc.org](mailto:jennifer.bieger@uwgc.org)

**OCT. 15 - IOWA CITY, IA**

10 am - Noon  
Center for Disabilities and  
Development  
100 Hawkins Drive  
Jennifer Britton (800) 779-2001  
or (319) 353-8502  
[jennifer-britton@uiowa.edu](mailto:jennifer-britton@uiowa.edu)  
There is a fee of \$1 an hour for  
parking at the Center for  
Disabilities.

**OCT. 21 - MONTPELIER, VT**

10 am - Noon  
Vermont Center for Independent  
Living  
11 East State Street  
Ellen Hayes (802) 479-4248  
[ehayes@cvcoa.org](mailto:ehayes@cvcoa.org)

**OCT. 21 - PHOENIX, AZ**

2-4 pm  
Community Information and  
Referral  
2200 N Central Avenue, Suite 601  
Mark Lewis (602) 263-8845 x 112  
[mlewis@cir.org](mailto:mlewis@cir.org)

**OCT. 27 - SOUTH BEND, IN**

10:00 am - Noon  
1151 South Michigan Street  
Tricia Gorden  
(574) 284-2644 x118  
[tgorden@realservicesinc.com](mailto:tgorden@realservicesinc.com)

**OCT. 27 - COLUMBIA, MO**

10 am - Noon  
Missouri Show Me Summit on  
Aging and Health  
Holiday Inn Executive Center  
2200 I-70 Drive SW  
Margi Valleroy  
(636) 207-0847 x 110  
[mvalleroy@mid-eastaaa.org](mailto:mvalleroy@mid-eastaaa.org)

**OCT. 29 - ROCKY HILL, CT**

8:15-10:15 am OR 10:30 am-12:30  
pm OR 2:30-4:30 pm  
United Way of CT/2-1-1  
1344 Silas Deane Highway  
Trina Stehlik (860) 571-6046  
[trina.stehlik@ctunitedway.org](mailto:trina.stehlik@ctunitedway.org)

**NOV. 4 - LA CROSSE, WI**

1-3 pm  
Health and Human Services  
Auditorium

300 4th Street North  
A Study session will be held Oct. 8  
from 8:45 to Noon at the  
Administrative Center Auditorium  
B190 La Crosse County, 400 4th  
Street North.

**NOV. 7 - TYLER, TX**

1-3 pm  
4000 Southpark Drive  
La Juan Hollis  
(903) 551-6378 x 210  
[lhollis@uwtyler.org](mailto:lhollis@uwtyler.org)  
There will be a \$25 administrative  
due payable to Texas AIRS.

**NOV. 12 - BATTLE CREEK, MI**

1-3 pm  
34 West Jackson Street  
Kari Marciniak (269) 966-4189  
[kari@volcenterbc.org](mailto:kari@volcenterbc.org)  
Miracle of Information and  
Referral Roundtable will be  
offered on Aug. 15 from 11:30 am  
to 1:30 pm at 1627 Lake Lansing  
Road, Suite B, Lansing, MI.

**NOV. 14 - COLUMBIA, MD**

8-10 am  
The Meeting House, Oakland  
Mills Interfaith Center  
5885 Robert Oliver Place  
Sandra Berkeley  
(410) 222-4257 x 221  
[agsabe81@aacounty.org](mailto:agsabe81@aacounty.org)  
There will be a \$10 administrative  
fee payable at the door.

**DEC. 16 - NAPOLEON, OH**

10 am - Noon  
First Call for Help  
600 Freedom Drive  
Pheobie Hanover (419) 599-1660  
[phanover@fcfhnwo.org](mailto:phanover@fcfhnwo.org)