



Bringing People and Services Together

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Contact Us
info@airs.org

NEWS

Alliance of Information & Referral Systems
June 2007 Volume XXXI No. 5

Farewell to Florida; see y'all in Texas!

By Sharon Galler,
AIRS Conference Coordinator

More than 700 I&R colleagues attended our 29th annual conference in sunny Jacksonville, Florida in May. It's hard to believe that the conference is over and that we are already working on next year's conference.

For those of you that had the opportunity to attend, we thank you for your participation, For those of you who missed it, we hope to see you in Texas next year!

The conference kicked off with three packed pre-conference intensives (The ABCs of I&R, Cultural Competency and Disaster Preparedness) and the National

Aging and Disability I&R/A Symposium, State Units on Aging (SUAs) and Area Agencies on Aging (AAAs) retreats. Later that day at the opening reception, attendees enjoyed delicious treats while they visited with our exhibitors and learned about the latest products and services available to the I&R industry.

More than 80 speakers on nine tracks presented the latest information on Aging & Disability, I&R Service Delivery, Disaster Response and Planning, Management, Military, Resource Database, Technology, 2-1-1 and Special Topics. Washington DC lobbyist, Robert Blancato, kicked

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Officers of the Corporation

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

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

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

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off the conference at our Welcoming Breakfast, Greg Case from the US Administration on Aging presented a very informative keynote at the Aging Luncheon and First Lieutenant Richard Posselt, Infantry Officer in the Marine Corps gave a moving keynote about his personal military experiences in Afghanistan and Iraq at the Wednesday Networking Breakfast.

Tuesday evening, attendees were treated to a "Taste of Florida" party that included the ever popular Friends of AIRS silent auction on the scenic grounds of the nearby "Landing." Party goers got to enjoy delicious food while bidding on lots of cool stuff at the auction, all to the tunes of the popular band, Sugar Bear. Visitors included a 5' Florida alligator, a monitor lizard, a huge albino snake and a beautiful Moluccan Cockatoo! This year's auction raised more than \$7,000 for AIRS scholarships. A special thanks to Sharon Donor for all her hard work on the auction and to all our volunteers that helped make this year's conference a big success, we couldn't have done it without you!

Wednesday's Annual Membership Meeting included a special celebration for the 10th birthday of the first 2-1-1 center in Atlanta. Celebrants enjoyed a slice of a huge cake after Affiliate delegates sang "Happy Birthday," blew out the candles and made a big birthday wish for them. Please join us in congratulating them. Join us next year, May 18-21, 2008, for the 30th Annual AIRS Conference in Houston, Texas at the Westin Galleria & Westin Oaks, hosted by the fine folks of Texas AIRS (TAIRS).

The following exhibitors and sponsors generously contributed to this year's conference. Links to their Web sites can be found on www.airs.org, please let them know you appreciate their support.

- ◆ AlzOnline/University of Florida
- ◆ American Red Cross Hurricane Recovery Program
- ◆ AssistGuide, Inc.
- ◆ Bowman Systems
- ◆ Charity Logic
- ◆ DGI Associates
- ◆ Eldercare Locator
- ◆ Embarq
- ◆ Essential Learning
- ◆ Flexportal
- ◆ Florida AIRS/FLAIRS
- ◆ Language Line Services
- ◆ Mercy Medical Airlift
- ◆ North Light Inc
- ◆ RTM Designs
- ◆ Social Security Administration
- ◆ Socialserve.com
- ◆ Strategic Organizational Architecture, LLC
- ◆ Suncoast/IRIS Software
- ◆ Synergy Software
- ◆ Texas AIRS/TAIRS
- ◆ UCN, Inc
- ◆ United Way of America
- ◆ U.S. Department of Health and Human Services
- ◆ Vision Link

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

Adolphson, Allyson - 2-1-1 Big Bend, Tallahassee FL
Anand, Ritu - 2-1-1 Big Bend, Tallahassee FL
Attesi, Matthew - , Florence MA
Avila, Fermin - Mile High United Way, Denver CO
Bajorin, Marilyn - Care Connection for Aging Services, Warnesburg MO
Carpenter, Marc - Community Access Program, Poultney VT
Cartwright, Marylillian - Crossroads Rhode Island, Providence RI
Clark, Morgan - Barnstable County Human Services, Barnstable MA
Cruz, Bryanna - 211 Big Bend, Tallahassee FL
Dozier, Virginia - 2-1-1 Big Bend, Tallahassee FL
Driscoll, Rebecca - Ingraham/2-1-1 Maine, Portland ME
Emery, Crissy - Ingraham/2-1-1 Maine, Brunswick ME
Fedyszyn, Bernadette - Community Council of Greater Dallas, The Colony TX
Feijoo, Julio - Mile High United Way, Denver CO
Fliger, Jocelyne - 211 Big Bend, Tallahassee FL
Gibson, Melissa - North Texas Region 2-1-1 Texas, Wichita Falls TX
Gregory, Echo - Hopkins Co Community Action Network 211 NE Texas Region, Sulphur Springs

TX
Harrison, Glenna - Mile High United Way, Denver CO
Kapsimalis, Colleen - The Medical Foundation, Inc. Information and Referral Services, Boston MA
Karydas, Melissa - The Medical Foundation, Inc. Information and Referral Services, Boston MA
Kimbrell, Debby - Community Council of Greater Dallas, Dallas TX
LaBelle, Valorie - Dial-Self Teen Services, Orange MA
Lacroix, Amie - Ingraham/2-1-1 Maine, Portland ME
Marden Higgins, Erica - Granite State Independent Living, Concord NH
McAfee, Yvonna - United Way of the Plains, Wichita KS
Medeiros, Kathleen - HESSCO Elder Services, Sharon MA
Morse, Kyla - Ingraham/2-1-1 Maine, Portland ME
Pinela-Bandin, Irene - Mile High United Way, Denver CO
Rafferty, Donna - The Medical Foundation, Inc. Information and Referral Services, Boston MA
Renquist, Stephanie - Mile High United Way, Denver CO
Schmidt, Theresa - Community Council of Greater Dallas, Dallas TX
Seaward, Joseph - Ingraham/2-1-1 Maine, Portland ME
Simpson, Roxanne - 211 Big Bend, Tallahassee FL
Smith, Courtney - Crossroads Rhode Island, Providence RI

Solorzano, Lisa - Ingraham/2-1-1 Maine, Westbrook ME
Strange, Melissa - United Way of the Plains 2-1-1 of Kansas, Wichita KS
Stump, Mark - United Way of the Plains, Wichita KS
Trawick, Eu'Stacia - 211 Big Bend, Tallahassee FL
Vaughn-Gilbert, Ashlei - Hopkins Co Community Action Network 211 Northeast TX, Sulphur Springs TX
Washington, Abike - Community Council of Greater Dallas, Dallas TX
Wells, Stephanie - Community Council of Greater Dallas, Dallas TX
Wessels, Kelsey - Dial-Self Teen Services, Greenfield MA
Whittman, Alissa - United Way of the Plains, Wichita KS
Zauder, Jason - 2-1-1 Big Bend, Tallahassee FL

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Canadian

Dempsey, Lois - Capital Health Link, Edmonton AB
Gandhu, Parinder - Distress Centre, Calgary AB
Kolbuc, J. - The Support Network, Edmonton AB
Quinteros, Holly - Canadian Mental Health Association, Lethridge AB
Verdon, Jennifer - Capital Health Link, Edmonton AB
Yaskiw, Krista - The Support

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Network, Edmonton AB
Yeremy, Chantel - Capital Health
Link, Edmonton AB

**CERTIFIED INFORMATION & REFERRAL
SPECIALISTS-Aging**

Bundy, Krista - SW MO Office on
Aging, Springfield MO
Conklin, Jane - NH Servicelink
Resource Center-Grafton County,
Lebanon NH
Fields, Rebecca - SW MO Office
on Aging, Springfield MO
Fontes, Katia - Old Colony Elder
Services, Brockton MA

Leitner, Donna - NH Servicelink
Resource Center, Chester NH
Magarian, Michelle - NH
Servicelink Resource Center,
Goffstown NH
Modica, Jon - Agency on Aging,
New Haven CT
Oczykowski, Ruthanne - NH
Servicelink Resource Center,
Nashua NH
Platt, Maureen - NH Servicelink
Resource Center, Littleton NH
Polissack, Lisa - NH Servicelink
Resource Center, Berlin NH
Sirella, Jessica - Agency on Aging

of South Central Connecticut, New
Haven CT
Theberge, Joanna - NH Servicelink
Resource Center, Freemont NH
Tower, Heather - NH Servicelink
Resource Center, Chocorva NH

CERTIFIED RESOURCE SPECIALIST

Faulkingham, Amy - Ingraham/2-
1-1 Maine, Portland ME

**CERTIFIED RESOURCE SPECIALIST-
Canadian**

Williams, Robin - Capital Health
Link, Edmonton AB

211s in the news across the country

Alabama

“Volunteers are needed to help new 211 system.”
Volunteers are needed to work four-hour shifts.
http://www.ewescourier.com/local/local_story_163222137.html

California

“190,000 in O.C. struggle to eat - Study: Lack of food harms children, not only in health but in school.” For information on local food banks, residents are urged to visit www.211oc.org or dial 2-1-1.
http://www.ocregister.com/ocregister/healthfitness/article_1730212.php

“Call 211 For Fast Information.”
“There are 20 information referral specialists here and that’s what they do 7 days a week, 24 hours a day. Refer folks in need of social services like housing, food, legal, and medical advice by simply dialing three numbers.”
http://www.woai.com/news/local/story.aspx?content_id=4c2498ac-7a16-4e4c-8546-3179e97d6d28

Colorado

“Key to your child’s success might surprise you.”
“What If You Don’t Have the Resources You Need?”

...” Call the United Way of Weld County by dialing 211.
<http://www.greeleytrib.com/article/20070618/READERS/106180089>

Florida

“Help for seniors can be just a telephone call away.”
“If you or someone you know is concerned about an elder and not sure where to turn, call 211.”
<http://www.sun-sentinel.com/news/opinion/letters/sfl-pbmail750pnjun20,0,595902.story?coll=sfla-news-letters>

Indiana

“Need help? Just dial 211.” “Public officials are painfully aware of the need to be prepared, and 211 helps by being mobilized as a central contact point for public information.”
<http://www.14wfie.com/Global/story.asp?S=6674761&nav=3w6o>

Michigan

“LifeCare Ambulance Service awards Stars of Life 2007.” Congratulations to Rachel Osborn who was selected as the 2007 Support Star of Life recipient. Osborn, Supervisor of the Calhoun County 211

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Information & Referral program housed at LifeCare Ambulance, "... has been instrumental in maintaining the success of this service to the community. Under her leadership, the employees of the Calhoun County 211 program have improved their knowledge, response accuracy, and over-all public relations with the clients that call for information."

<http://www.battlecreekenquirer.com/apps/pbcs.dll/article?AID=/20070623/LIFESTYLE08/706230309>

New York

"Oneida, Herkimer and Madison counties are pondering the creation of a \$350,000-per-year telephone information system that would connect residents with whatever services they need." Article discusses pros and cons of 2-1-1 system and provides information on

existing 2-1-1 centers in Finger Lakes and Hudson Valley regions. <http://www.uticaod.com/apps/pbcs.dll/article?AID=/20070619/NEWS05/706190303/1013>

"First Call for Help links people with services." First Call for Help, a direct service of United Way of Broome County, has begun work to expand its coverage to include Otsego and Delaware counties, as well as laying the groundwork to join the national 2-1-1 informational network.

<http://www.pressconnects.com/apps/pbcs.dll/article?AID=/20070619/OPINION/706190307/1005/OPINION>

Texas

"Heat strains power supplies." "To receive a fan or for more information call 211."

http://www.elpasotimes.com/news/ci_6174364

Washington

"Social service hotline ringing off the hook: The number of calls for help has risen 34 percent this year."

http://www.heraldnet.com/stories/07/06/11/100loc_a1hotline001.cfm

Canada

"Perth United Way Calling 211." "The United Way of Perth County is hoping to bring the 2-1-1 telephone information service to the county."

<http://www.am920.ca/news.php?articleID=19929>

Collaborate on youth program Web site

By Brandon Bruce

Executive Director, youthnetwork.org

Dear Fellow AIRS Members,

It was a great pleasure to meet many of you at the AIRS conference in Jacksonville!

I'm writing to introduce a new Web site that I built called youthnetwork.org. It's online today at

<http://www.youthnetwork.org>.

I built the Web site for a simple reason - to help people find youth programs and services in their communities.

Currently, the Web site features more than 200,000 listings including all the schools, libraries and Head Start programs in the country - but

that's just the start!

I'm writing to ask you to join me in helping the Web site to reach its full potential. By working together,

we can offer a one-stop resource for youth (and parents, teachers, mentors, coaches - everybody) to find information about youth programs and services in any community nationwide.

Can we collaborate to include information about youth programs and services in your community?

Please email me at bbruce@youthnetwork.org or call me at 1-800-YOUTHNETWORK (1-800-968-8463).



REMINDER

As your contact information changes, please remember to let us know at the AIRS office by sending an e-mail to info@airs.org. We want to make sure you continue to get your newsletter and other important information.

Be a part of the AIRS Networker

There are more than 750 I&R practitioners who are members of the AIRS Networker - learning and sharing together with just a few embarrassing moments in between.

Nearly all AIRS members are on the Networker. But not all everyone ... maybe it is time you signed up and found out just what you are missing!

The AIRS NETWORKER mailing list exists to help I&R providers find resources, ask questions related to their daily operations, and exchange information about finding and using other sources of information to enhance their operations. It is probably the most tangible evidence of the I&R sector's long tradition of mutual sharing and support.

The service is provided free of charge.

INSTRUCTIONS FOR USING THE AIRS NETWORKER

Q: How do I join the AIRS Networker?

A: There are two ways to join the AIRS Networker. The simplest is to use the Web interface at <http://groups.yahoo.com/group/airsnetworker>. There is a link called "Subscribe" located in the upper right hand corner. The subscription wizard will ask you a couple of questions about the options that are available to you.

Note: In order to use the web interface, you have to register with Yahoo for a free membership. It's not mandatory to join Yahoo Groups, just easier to use if you do. Plus it allows you access to an archive of posted documents on a variety of topics.

An alternate sign-up method is to send an email to airsnetworker-subscribe@yahoogroups.com from the e-mail address that you'd like to use.

If you need assistance with signing up, contact any of the list managers listed at the end of this document.

Q: How do I send a message to the AIRS Networker?

A: You can post messages to your group by e-mail or from the Yahoo! Groups Web site.

Via Email

To send a message to other group members, create an email and address it to airsnetworker@yahoogroups.com. This is not case sensitive.

But before posting, you might want to first check out the archive to make sure that the topic you are raising has not been recently covered, as the archived thread might contain all the information you are looking for. Note: you can only post to groups you've joined, and only from email addresses registered with Yahoo!

Groups. If you misspell the name of a group, or attempt to send an e-mail from an account other than the one you joined under, your message will not be delivered. If you receive a failure notice, check your email addresses and try again.

Q: Why was my message sent to the moderator for approval?

A: Behind the scenes, the AIRS Networker receives anywhere

from two to five spams a day, and spammers have been known to join a list solely for the purpose of spamming it.

For this reason, messages from new members and messages from email addresses not subscribed to the list require moderator approval before they are sent to the rest of the Networker.

The turnaround is typically the same or next business day. If you have sent a message, but it hasn't appeared on the Networker in a timely manner, then please contact a moderator.

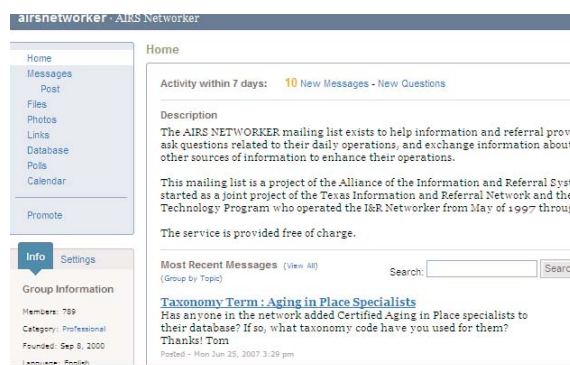
Q: How Do I Search the Archives?

A: <http://groups.yahoo.com/group/airsnetworker/messages/>

LIST MANAGER AND MODERATOR

The list manager is David Smith, Program Specialist with the 2-1-1 Texas I&R Network. He can be reached at david.smith@hhsc.state.tx.us

The co-moderator is Augustine "Tino" Paz, Manager, 2-1-1, United Way of America. He can be reached at tinopaz@gmail.com



AIRS online training courses review

The courses available on the AIRS Online Training portal were reviewed by Eva McGinnis of the Washington Information Network (WIN 211) in terms of core competencies. This personal review covered the courses developed by AIRS (which have the tell-tale word "AIRS" in front of them) as well as the more generic material developed by Essential Learning.

By Eva McGinnis,

WIN211

WIN 211 Core Competencies addressed

◆ **Customer Service**

o Customer Relations - Social Services -

Though this course is primarily geared for a social service agency and the first section deals with face-to-face encounters, there is a second section on telephone courtesy. It's very basic, but does make the point that extra care must be given on the telephone because there is a lack of visual non-verbal communication cues. "Treat others as you want to be treated" is the central message.

◆ **Ethics and Values**

o Sexual Harassment and Workplace Harassment - Good overview of legal definitions of harassment and what the response should be for the victim. The Workplace Harassment section is especially well done. It directs the learner to their organization's harassment policy, so that document should accompany this course. Advise follow-up with a signature to attest to an understanding of the content of this course and adherence to the policy.

o Confidentiality and HIPPA - This course is primarily geared for the medical professions and face-to-face client interactions. It should only be used as an example of the confidentiality rules of the medical profession. However, the rules it outlines are much more stringent than confidentiality for I&R staff and it may create confusion about what staff need to report.

o Drugs in the Workplace - This course has a good overview of the type of drug abuse that happens in the workplace, with a good self-assessment questionnaire. Several pages are geared to medical personnel and their easy access to drugs, but the majority of the material is applicable in every workplace.

◆ **Stress Management**

o Stress Management for MH Professionals -

Though this course is listed as being for the Mental Health professional, and the case studies are slanted that way, all the information is applicable to everyone in a stressful job. Recommended for everyone to review.

Information and Referral Staff Competencies

◆ **Ability to work with callers with many problem needs**

o People with Serious Mental Illnesses - This is an in-depth examination of Schizophrenia, Bi-polar disorder and seriously emotionally disturbed children and adolescents. Though there is some clinical terminology when medications are discussed, everyone can benefit by this knowledge. It includes quizzes throughout the material.

o Overview of Mood Disorders in Adults - This course is more of an overview and repeats several elements of the course above, especially in the bi-polar illness. It has more information on non-drug based therapies.

o Alzheimer's Disease - In-depth information on this disease in an interactive mode, that gives useful characteristics that I&R specialists could identify. But it does take a while to work through some of the scientific information.

o AIRS Working with Challenging Clients - Good overview in types of challenging clients and what skills are needed to work with them. However, it is only an introduction and more practice is needed for building skills than can be done in an online course. Recommend more instructor-led training in this area if specialist is having difficulties.

o Ethnicity, Culture and Alcohol - A long dense article reporting studies primarily for social workers that I did not find useful and bordered on stereotypical. It has no interactive features and it doesn't do anything to encourage positive action. I do not recommend this course.

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◆ **Legal Obligation for reporting Abuse & Neglect Competency**

○ Abuse and the Human Services - This course is a good overview of the facts in the types of abuse (child, elder, spouse) and violence that specialists may hear about. However, it assumes face-to-face interactions. It is important to accompany this course with internal guidelines for reporting suspected abuse dependent on local laws.

○ Elder Abuse - This is a well written short article about elder abuse and is a good introduction of this topic for everyone. However, other than having a basic understanding, there really isn't anything about this course that would give I&R specialists any skills in dealing with callers.

○ Substance Abuse and Violence against Women - This is a comprehensive course regarding alcohol, substance abuse and violence against both women and children. It is detailed and has some interactive screens and a section on assisting victims. But it is repetitive and could use some editing, being the longest course I reviewed at 100 pages. I would recommend it though for everyone who will be working initially with victims of violence.

◆ **General Knowledge of I&R for I&R Specialists**

Competency

○ AIRS Introduction to I&R - Excellent overview of the history, role and characteristics of I&R along with AIRS Standards.

○ AIRS Information and Referral Process - More in-depth delving into the stages and communications process and AIRS standards in delivery, with interactive exercises. A must for the new I&R specialist or anyone starting out in Information and Referral.

◆ **General Knowledge of Data Resource Management for Resource Specialists Competency**

○ AIRS - An Overview for Resource Specialists - Excellent overview of the skills and responsibilities of the resource specialist and as well as explanations of the data base and AIRS standards. Some graphics are slow to load.

○ AIRS - Introduction to Taxonomy and Indexing - Excellent course to introduce the concept of taxonomy in I&R and its applications. A must for data managers and very useful for new I&R specialists in understanding how to look for resources. Lots of interactive examples to test understanding.

Supervisory/Management Competencies for Managers in WIN 211

◆ **Leadership Competency**

○ Supervision 101 - This is a

good overview for supervisors on the basics of leadership and supervision with roles and responsibilities outlined and several interactive exercises. Recommended especially for new supervisors.

○ Managing Teams - Good overview of functioning teams including goal setting and interactive exercises.

○ Conflict Management - A surprisingly good overview course on this topic on actively handling situations of conflict in the workplace. Though listed in the management competency, this is recommended for everyone.

◆ **Motivation & Recognition Competency for Managers in WIN 211**

○ Managing Employee Performance - Employee motivation, goal setting and performance feedback and performance appraisal process are covered in this course that is more than an overview. Recommend for all levels of managers and supervisors.

Occasionally, courses are not always available because of technical reasons or because they are having their content updated ... but to check out the training options reviewed above, please visit the AIRS Online Training portal at www.cequick.com/airs.

June FEMA Major Disaster Declarations

- ◆ **Missouri:** Severe Storms and Flooding
- ◆ **Oklahoma:** Severe Storms, Tornadoes and Flooding

- ◆ **Nebraska:** Severe Storms, Flooding and Tornadoes

June FEMA Fire Management Assistance Declarations

- ◆ **Colorado:** Newcastle Fire

Solve the Resource Database standards

This is the next in a series of crossword puzzles designed to help those new to the field of I&R become familiar with the AIRS Standards, and for those already experts in the Standards, this test will be a useful and fun reminder. All of the answers can be found by reading Standards 6-10 of the AIRS standards. E-mail me your answers to the following questions at newslettereditor@airs.org and those who answered all the questions correctly will have their names printed in the July edition of the newsletter. One clue is already solved for you.

-- Hannah Newton

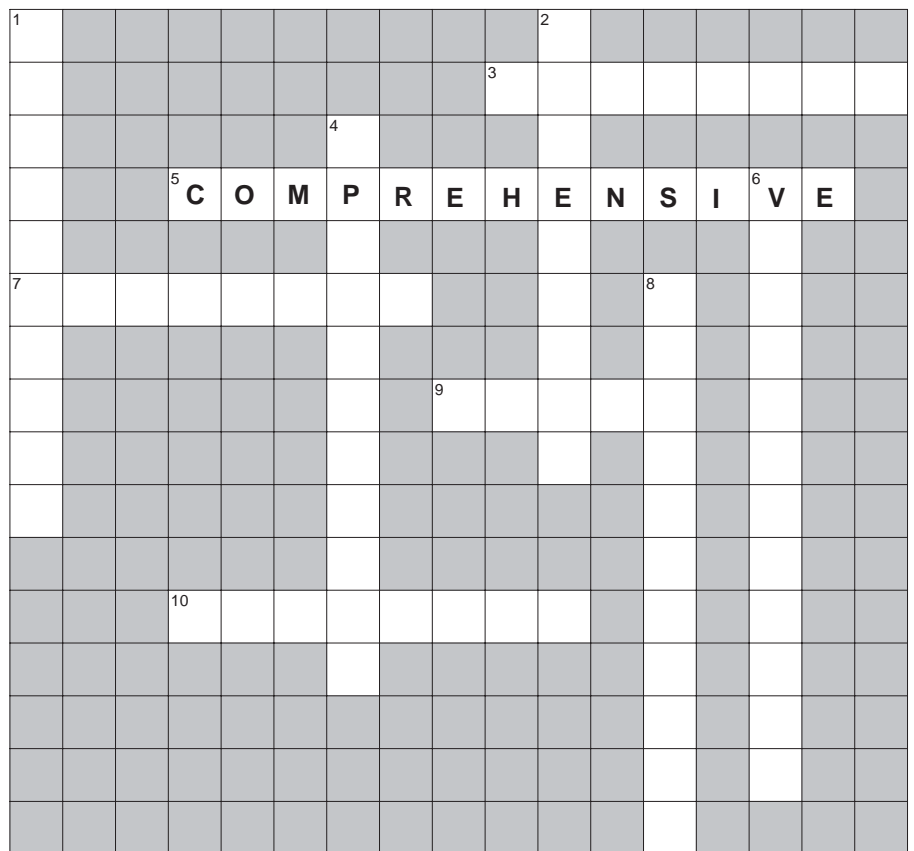


Across

3. Standard Service Classification System, aka ...
5. The inclusion/exclusion criteria shall address the needs of all groups in the community if the I&R service is ...
7. The resource database shall be totally updated how often?
9. The I&R service shall review the inclusion/exclusion criteria at least every ... years.
10. The I&R service shall develop, maintain, and/or use an accurate, up-to-date computerized ... database

Down

1. Information in the resource database shall be retrievable by ... area or political subdivision served
2. The I&R service shall ... its resource database through duplication or computerized back-up.
4. The agency profile shall include the ... process.
6. Update ... procedures shall be in place to ensure accuracy
8. The inclusion/exclusion criteria shall adequately address the needs of its target population if the I&R service is ...



24 sites receive AIRS accreditation

AIRS realized many years ago that the key to growth and improvement in the I&R profession was development of a process that measures adherence to the Standards for Professional Information & Referral by individual I&R services. The AIRS Standards Committee actively pursued this goal over a two-year period and in 1996, the AIRS Board approved the first set of Accreditation Standards (now called Accreditation Criteria) for I&R and the first site INFO LINE of Los Angeles (now 211 LA County), was accredited. At the recent AIRS I&R Training and Education conference in Jacksonville, Florida, 22 sites received their award of accreditation, and two sites were reaccredited. Bringing the total accredited sites to 81. They worked very hard for this recognition and AIRS is very proud of their successful completion of this process and their commitment to providing quality I&R services.

Representatives from the 211/LIFE LINE ABVI Goodwill of Rochester, New York, received their accreditation certificate at the May AIRS conference



Florida	Lantana	2-1-1 Palm Beach/Treasure Coast -- The Center for Information & Crisis Services
Ohio	Akron	INFOLINE Inc.
Michigan	Battle Creek	2-1-1 Service Volunteer Center of Battle Creek
Michigan	Kalamazoo	HELP-Line/Gryphon Place
Indiana	Evansville	United Way 2-1-1 -- United Way of Southwestern Indiana
Indiana	Terre Haute	Vigo County Lifeline
Indiana	Kokomo	Information & Referral -- United Way of Howard County
Alberta	Calgary	Distress Centre/211
Texas	Tyler	2-1-1 East Texas -- United Way of Tyler/Smith County
Texas	Belton	Central Texas Information and Referral -- Central Texas Workforce Board
Virginia	Norfolk	Information and Referral -- The Planning Council
Florida	Miami	211 Helpline/Switchboard of Miami
South Carolina	Columbia	2-1-1/United Way of the Midlands
New York	Rochester	211 LIFE LINE ABVI Goodwill
Texas	San Antonio	2-1-1 Texas United Way Helpline
Texas	Sulphur Springs	NE Texas AIC
Ontario	St. Catherines	Information Niagara
Michigan	Detroit	TIP/Detroit Public Library
Texas	Abilene	2-1-1 Texas -- A Call for Help/ United Way of Abilene
Wisconsin	Racine	211 Racine/SAFE Haven of Racine
Indiana	Elkhart	United Way 211 -- United Way of Elkhart County
California	San Diego	2-1-1 San Diego

AIRS contact list

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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.

AUG. 1 - SAN FRANCISCO, CA

9:30-11:30 am

Hyatt Regency San Francisco
5 Embarcadero Center

Bernice Hutchinson (202)898-2578

bhutchinson@nasua.org

Getting Ready for CIRS-A Part 1-2, July 28, 8:30 am-5 pm, Hyatt Regency San Francisco.

AUG. 8 - RENTON, WA

10 am - noon

WIN 211 Office

200 Mill Street, Suite 505

Eva McGinnis (425)264-0302

eva@win211.org

AUG. 10 - BRAMPTON, ON

1-3 pm

263 Queen Street East

Cristina Umana (416)392-4558

info@informcanada.ca

AUG. 22 - CHARLESTON, SC

9-11 am

Francis Marion Hotel
387 King Street

Barbara Link (803)734-9919

linkbf@aging.sc.gov

There is a registration fee of \$250 to take the two-day class, ABCs of I&R, Aug. 20 and 21, 9 am-4:30 pm. There is no additional cost for the test.

AUG. 22 - TUCSON, AZ

9-11 am

Information and Referral Services

3130 N. Dodge

Deborah Lee Harvey (520)323-1303 x208

deb@azinfor.org

SEPT. 4 - GATLINBURG, TN

10:00 am - noon

Park Vista Hotel

705 Cherokee Orchard Road

Belinda Bruns (615)741-2056 x119

belinda.bruns@state.tn.us

SEPT. 5 - RICHMOND, VA

9-11 am

The Place at Innsbrook

4036-C Cox Road

Denny Huff (540)985-0131 x115

dennyh@councilofcommunityservices.org

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

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

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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.

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. 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 Umama (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. 24, 2007 - TUCSON, AZ

9-11 am

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3130 N. Dodge

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deb@azinfo.org

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 10/11/07 from 9 am - noon, at the above address.

Welcome New Members

Individual Members

Patricia Growney- Leesburg, VA

Patricia Ruppert- Madison, WI

Sherry Greenhaw- Harrison, AR

Agency Members

Alternatives for the Older Adult- Moline, IL

Chester P. Sutton Community Center for Seniors of

Edgar County- Paris, IL

Community Home Environmental Learning Project,

Inc. (CHELP)- Decatur, IL

Council on Aging of Southwestern Ohio- Cincinnati,

OH

Decatur Macon County Senior Center- Decatur, IL
disabilityworks- Chicago, IL
Eastern Agency on Aging- ,
Ford Iroquois Public Health- Watseka, IL
Harris County Area Agency on Aging- Houston, TX
Lutheran Senior Services at Westfield Manor-
Belleville, IL
Midstate Independant Living Consultants, Inc.-
Stevens Point, WI
Prince William County Social Services- Manassas,
VA
Sexual Assault Support Services- Eugene, OR
United Way of Greater Fort Dodge- Fort Dodge, IA
United Way of Story County- Ames, IA