

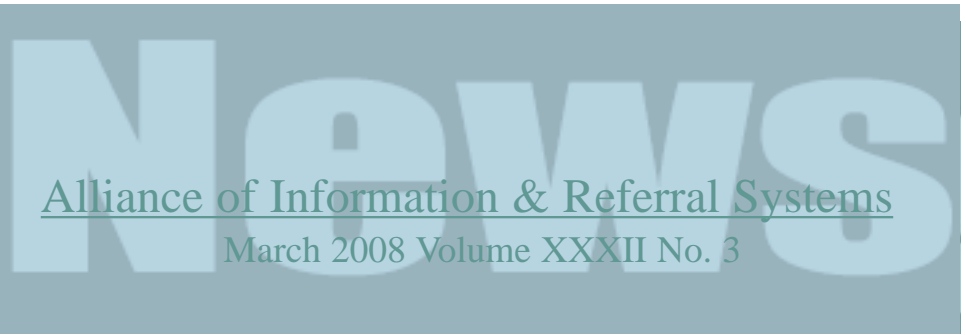


Bringing People and Services Together

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Contact Us
info@airs.org



President looks back at 2007



Jamie Moore,
*AIRS Board
President*

greater heights, places we had never dared to go before. Where did the time go? I don't know where it went, but I do know we are having an extraordinary year and dared to go places that we had not been before. That's because have a plan for where we want to go and staff and volunteers joined forces to implement the plan.

First, I want to thank all of the members who have volunteered their time, talents and resources to make this happen. You truly exemplify the theme of the 2008 National Volunteer Week, "Inspire by Example," and you are an inspiration to me. The many things that have been accomplished since May 2007 and what AIRS will continue to accomplish could not have been done with out each and every one of you.

It seems it was just yesterday, that we were in Jacksonville, Florida, at our annual conference and I was asking you to join me on a journey to take AIRS to

It has been said, if you don't know where you are going, how will you know when you get there? Each year the board develops a work plan to guide our work. Our final work plan for 2007 is a 27-page document, which at first glance can be overwhelming and daunting. But once you begin to read it, it is amazing how much we actually were able to accomplish. This reminds me of Margaret Mead's quote, "A small group of thoughtful people could change the world. Indeed it is the only thing that has."

Space will not allow me to share with you everything that was accomplished, and how AIRS has changed, but I would like to highlight a few of our successes.

- ◆ Developed a Public Policy Statement
- ◆ Participated in press conference for the launch of the 2007 "Calling for 2-1-1" Act
- ◆ Helped shape the response to the Federal Communication Commission (FCC) review of the designation of 2-1-1.
- ◆ Facilitated the introduction of House Resolution 985, National Information and Referral Service Day to recognize the work of the

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Officers of the Corporation

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

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

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

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

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

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

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information and referral field

- ◆ Registered the mark “AIRS” with the United States Patent and Trademark office
- ◆ Developed a business review/plan for the Certification Program
- ◆ Had a very success full conference surpassing our registration goal and projected revenue figure and developed a Disability Policy to cover conference attendees
- ◆ 800 courses taken online by members and surpassed projected revenues
- ◆ Established, trained and successfully deployed a disaster response team
- ◆ Worked with UWA to secure grant funding to develop and implement a Volunteer Disaster Management curriculum. This curriculum will enable call centers to have surge capacity to respond to a disaster
- ◆ Overhaul of Web site in progress
- ◆ Engaged approximately 64 volunteers, who were not board members, to participate in implementing the work plan

Finally, the board at its May meeting participated in a facilitated process led by Services (AMCES) focused on the board recruitment and succession planning.. The board's desire was to ensure that we have a dynamic, high performance board that reflects the needs of the organization and the members.

Several recommendations resulted from our work among them were to:

- ◆ implement a “consent agenda” for board meetings
- ◆ restructure the board meetings into thirds to ensure time was spent on relevant business issue and decisions, evaluation of strategies and future thinking
- ◆ rename the Nominations Committee to Board Development Committee
- ◆ revise the board job description in terms of activities, responsibilities and expectations

The board is working to put these in place. As a result new members coming on the board this year will consider presidential appointments, and we will have our enhanced process for the next election cycle.

As always, if there are issues or concerns that you have, please don't hesitate to contact me directly at (402) 522-7930 or airspres@uwmidlands.org.

I look forward to “Exploring New Frontiers of I&R” with you in Houston in May.

Invite legislators to co-sponsor National I&R Day bill

Send the following letter to your elected members of Congress

On Feb 13, 2008, H. Res 985 was introduced to express support for the designation of a National Information and Referral Services Day. Every day in our nation and in your District, information and referral agencies are helping to bring people and services together. There are more than 1,200 I&R programs throughout the country helping people of all ages in need.

These include 2-1-1 programs, Aging I&R services, Aging and Disability Resource Centers, Child Care

Resource and Referral services, military family centers and other specialty I&R services connecting individuals with their local community resources. The mission of these programs is "to build America's capacity to strengthen the way people access help and

engage in civic life."

Quality I&R is a necessity, especially in times of crisis or disaster. Both I&R and 2-1-1 were active in providing crisis intervention, rumor control, as well as alleviating the pressure off 9-1-1 services during Katrina and Rita, and most recently the California wildfires and tornadoes in the South. I&R has also proven helpful in pre-disaster planning with information about possible evacuations, as well as locations and the availability of shelters.

Through this resolution we want to recognize the important work done by I&R programs that create and maintain databases of community services and resources and make this information available to both individuals and communities. We

also acknowledge the special work of the Alliance of Information and Referral Systems, Inc. (AIRS) whose board president, Jamie Moore, is a constituent of sponsor Lee Terry. AIRS is the agency which provides training, certification of individuals and accreditation of I&R programs to ensure they are fully qualified and providing the best possible services to communities everywhere.

H. Res 985, which designates a National Information and Referral Services Day, helps raise awareness for I&R services around the country, as well as expresses our appreciation for the important services provided daily by the men and women in our I&R programs. Please contact Brad Schweer in Lee Terry's office to become a cosponsor today.

AIRS announces training self-referral service

In a recent survey, our members requested more availability of experienced I&R trainers. In response, the AIRS Training Committee has developed the AIRS Training Self-Referral Service to provide you with some informed options on selecting I&R trainers and increasing the availability and consistency of quality I&R training.

There is some fine print that will explain more fully how this works - but essentially, any contracts are between the agency purchasing the training and the person/organization providing it.

If your agency provides training, you may wish to complete the application form to be listed.

Whether this initiative will prove useful and further evolve (for example, searching by area of training expertise and more formal feedback on training delivery) will depend on ... well, whether it is useful for those seeking training and those providing it.

Here's where you can find out more ...

<http://www.airs.org/pub/trainersreferral.asp>

Read excerpts from the Disaster Response Team's San Diego report

Beginning on Sunday, October 21, 2007, San Diego County was hit by 7 separate fires that by the time they were contained had caused 10 deaths and 112 injuries, consumed 369,000 acres and destroyed about 1,600 homes, 800 outbuildings, 253 structures, 239 vehicles and two commercial properties, according to the county's report. More than 6,200 fire personnel fought to control the wildfires at an estimated cost of \$41.3 million. About 515,000 county residents were asked to abandon their homes during the October firestorms, the largest single fire evacuation in the nation's history. The County Office of Emergency Services directed people needing help or information to call 2-1-1. Calls surged from 400 a day to an average of 11,837. That's a call every 7.3 seconds.

Leadership Overview: Larry Olness - On October 24, 2007 I, in my role as AIRS Disaster Co-Chair placed an call to San Diego 2-1-1 followed up by email asking for an update to their wildfire response and if they needed assistance. Over the next hours numerous phone calls were exchanged with the end result being a formal request for deployment of the

DRT.

DRT Accomplishments:

- ◆ Responded quickly to needs of the volunteers.
- ◆ Made sure there were enough staff and volunteers available.
- ◆ Provided support for call center staff
- ◆ Guided volunteers in call handling
- ◆ Worked as a team to provide support to the affected area
- ◆ Supported San Diego 211 staff and volunteers in their effort to help the public.
- ◆ Shared ideas and helped document events and procedures.
- ◆ Helped to prepare for the next disaster event.
- ◆ Assisted in building capacity within the call center to respond to the calls from the community.
- ◆ Developed /provided structure and processes for service delivery that they can continue to use
- ◆ Provided 211 San Diego with needed respite
- ◆ Helped train the significant number of volunteers who showed up to answer calls.
- ◆ Provided previous disaster expertise (which was particularly helpful in the development of the

Pangea database.

- ◆ Arrived as a team in a fairly quick turn-around.
- ◆ Provided technological assistance for the local call center

“Overall everyone was nice and welcoming. It was a great experience. Would love to do it again. Thank you.”

“This was a great learning experience for us all, we are gathering experience that is invaluable to the DRT team. Each disaster has its own nuances to address. You are a great team to work with and I enjoy deploying with you all.”

DRT Challenges:

- ◆ Communication
- ◆ Teamwork/Team Building
- ◆ The long 12-hour shift.
- ◆ Pre-operational briefings to DRT members and affected area staff
- ◆ Resource management team, more people to garner resources and make them available to call handlers
- ◆ Earlier deployment to affected areas
- ◆ Understanding by team that although a certain role is assigned, there are MANY skill sets brought

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AIRS and DTV

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

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by all team members

- ◆ Team members checking egos at the door
- ◆ Clearly articulating to on-site staff how the DRT operates and provides assistance.
- ◆ Providing expertise & suggestions without overstepping boundaries.
- ◆ Effective pre-deployment assessment of need and setting benchmarks that will determine departure of team.

“There seemed to be a lack of communication between the call center and the I&R team. It would have been helpful to formalize this process a little more. Helping to implement effective processes would have been helpful. I tried to do this as much as possible, and by the time I left we had implemented a box in the call center to submit I&R questions.”

“It seemed like the decision to leave was made somewhat sudden-

ly, without consideration of all of the duties the team had been fulfilling and who would do them once they departed. Sunday was a little chaotic once most everyone left and I was still there. Seems like more discussion about the assignment of duties once we left would have been helpful. Luckily, I casually asked who was going to train the volunteers that were coming in before I left or there would have been more chaos.”

Recommendations

Based upon the DRT San Diego Deployment, subsequent after action meetings held in San Diego and the surveys we are proposing the following recommendations.

- ◆ The establishment of a standing contingency fund which would allow for deployment of the team for a period of not less than 10 days.
- ◆ That a Memorandum of Understanding (MOU) should be created that would define the rela-

tionships between the host agency and the DRT.

- ◆ That a defined Entrance/Exit Strategy be adopted for the Team.
- ◆ The establishment of requirements to be a member of the DRT
 - Required to respond and be on-site within 48 hours (Requires approval documentation letter from Agency President/Executive)
 - Required to deploy up to 7 days
 - Required to attend annual training
 - Willingness to train others
- ◆ The establishment of the requirements to be part of the DRT Reserve
 - Willingness to respond if available
 - Ability to deploy up to 7 days
 - Willingness to train others
- ◆ That efforts be directed at enhancing a state’s ability to respond to disasters by assisting with the formation of State DRTs and assistance through AIRS with disaster planning and the establishment of MOUs.

Welcome New Members

Individual Members

- Patricia Mae Hilgendorf- Weaverville, NC
- Mary G. James- Roseville, CA
- Sharon L. Tierra- Bristol, VT

Agency Members

- Army Community Service - DFMWR- APO, AE
- Bureau County Senior Citizens Association- Princeton, IL
- Community Development Support Association- Enid, OK
- Henderson Co Health Department- Gladstone, IL
- Henry County Senior Citizens Inc- Kewanee, IL
- Indiana Association of United Ways- Indianapolis, IN
- Kaufman County Senior Citizens Services, Inc.- Terrell, TX

- Loudon County Area Agency on Aging- Leesburg, VA
- Mercer County Senior Center- Aledo, IL
- Office of the Deaf and Hard of Hearing- Olympia, WA
- Parent Educational Advocacy Training Center (PEATC)- Falls Church, VA
- United Way of Central Oklahoma- Oklahoma City, OK
- Urban League of Greater Dallas- Garland, TX
- VNA Community Services- Galesburg, IL
- West Virginia Aging and Disability Resource Center (ADRC)- Institute, WV
- Western Plains Youth and Family Services, Inc.- Woodward, OK
- YMCA of McDonough Co Senior Service- Macomb, IL

Resource Spotlight:

The AARP Foundation

The AARP has provided us with some information on their national Economic Security and Work programs that are aimed at increasing financial stability and employment opportunities for low-income individuals 50 years and over. This may be useful information for Resource Specialists. For more information on accessing these, check out www.aarp.org/foundation.

Benefits Outreach Program

This program connects older Americans and their families to public benefits and other free and low-cost programs through several tools, including: Public Benefits that Can Help state fact sheets, Benefits QuickLINK, a comprehensive on-line tool that screens for 15 of the most valuable public benefits for older adults and families with children, and Prepare to Care, planning guide for families that helps them anticipate future caregiving responsibilities.

Grandparenting Program

This program offers information and supports to connect grandparents and other relatives raising children with available public benefits and helpful employment resources. Its Grandparent Information Center (GIC) provides comprehensive resource materials for caregiving grandparents, including state-specific fact sheets

and a searchable support database. Many of these resources are also available in Spanish.

AARP Foundation's Money Management Program

Trained volunteers in 23 states and the District of Columbia help low-income older individuals and those with disabilities who may have difficulty budgeting or remembering to paying bills. The program also provides easy-to-understand financial education materials, such as Smart Money I and II and 15 Minutes to Your Financial Health.

AARP Foundation Reverse Mortgage Education Project

Reverse mortgages can be complicated, expensive and are not right for everyone. This project helps older homeowners make informed decisions by training, testing, and providing referrals to a national network of counselors who can help homeowners understand these loans and learn about alternatives.

AARP Foundation WorkSearch™

This program provides job and career information and services to older individuals who are seeking to remain in or re-enter the workforce. Anchoring the program is a web-based assessment tool available in hundreds of communities to assist older workers in finding appropriate employment and polish their skills in preparation for a



targeted job search.

Senior Community Service Employment Program (SCSEP)

Low-income job seekers ages 55 and older require support in a hands-on setting to improve their skills and obtain employment training to find new jobs or to re-enter the job market. SCSEP also provides hundreds of community-based organizations with additional staff to accomplish their mission.

Tax Aide

This is the largest free, volunteer-run tax assistance and preparation service available to taxpayers with low and moderate incomes, with special attention to those ages 60 and older. Free, face-to-face tax assistance and preparation are provided at nearly 7,000 AARP Tax-Aide sites nationwide each year from February 1 through April 15, located in senior centers, libraries, community centers, and at other convenient locations, and E-filing is offered at over 5,000 sites nationwide. In addition, taxpayers can pose tax questions from home to online counselors 24 hours a day.

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

Alabama

“United Way 211 is help hotline.”

“There are 15 United Way 211 centers around Alabama, and officials hope to create a statewide network sometime this summer.”

<http://www.al.com/news/press-register/index.ssf?/base/news/1204539313137440.xml&coll=3>

California

“Phone line can be a lifeline to those in need: ‘It’s so simple and easy’” 211 Ventura County celebrated 3rd anniversary.

<http://www.theacorn.com/news/2008/0306/Community/026.html>

“New Information Line in Fresno County.” 2-1-1 Central Valley has been up and running since December 2007.

http://www.kmph.com/Global/story.asp?S=7989862&nav=menu6125_11

Colorado

“It only takes minutes to make a difference.” “... it couldn’t be easier to find out where your special talents are needed ... Just call the 2-1-1 Info Line operated by United Way of Weld County.”

<http://www.greeleytrib.com/article/20080321/READERS/711353667>

Georgia

“211 details on how to donate to tornado victims.” “211, Rome and Floyd County’s Information and Referral Line, has teamed up with local non-profit organizations to streamline the donation process

for those wanting to help the victims of Saturday’s tornado.”

<http://news.mywebpal.com/partners/680/public/news887634.html>

Illinois

“2-1-1 would improve response in a crisis.” “2-1-1 Illinois, a collaboration of organizations around the state, is working in a public/private partnership to ensure the development of the best possible 2-1-1 system for all residents of Illinois.

... To learn more, visit

www.211illinois.org.”

<http://www.pantagraph.com/articles/2008/03/01/opinion/letters/doc47c8ea5a93c47702491710.txt>

Kentucky

“Helping Children Succeed.” “For help in finding other local programs that may benefit you as parent of a young child, call United Way 211 (dial 2-1-1). One phone call provides a confidential referral to non-emergency services 24 hours a day, 7 days a week, 365 days a year.”

http://www.kypost.com/content/middleblue1/story.aspx?content_id=edc33286-e7e5-46a8-b0cf-8efe4dc94f1c

Maine

“Trained personnel answer 2-1-1 calls and draw from some 13,000 resources to help respond to the needs statewide.”

http://boothbayregister.maine.com/2008-03-20/b_r_community_resources.html
[Massachusetts](http://www.mass.gov)

“MEMA, United Way team for new citizen helpline.” The Massachusetts Emergency Management Agency (MEMA) and the Council of Massachusetts United Ways (COMUW) recently agreed to utilize Mass 2-1-1 as the Commonwealth’s primary telephone information call center during times of emergency.”

<http://www.baystatebanner.com/issues/2008/03/20/notes03200857.htm>

Michigan

“Tri-Cities area governments honored by state seniors agency.”

“Communities for a Lifetime certification requires areas to conduct an extensive assessment of features that evaluate quality of life issues. The topics that were assessed included ... supportive community systems like the 211 information line...”

<http://www.grandhaventribune.com/paid/291444221112506.bsp>

“Livingston: A county of haves and have nots.” Nancy Rosso, executive director of the Livingston County United Way discussing statistics from 2-1-1 phone number: “For the first time, we have hard numbers for the types of services requested, and 40 percent of the calls are for basic needs - food, rent, utilities - we know that’s top of mind...”

http://blog.mlive.com/lcn/2008/03/livingston_county_a_county_of.html

“United Way launches patrols to

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find, help the homeless.” “The United Way for Southeastern Michigan plans a formal launch of its 211 On The Go program at the annual Downtown Detroit Partnership meeting.”

<http://crainsdetroit.com/apps/pbcs.dll/article?AID=/20080317/SUB/803170303/1069>

“MARY KRAMER: ‘2-1-1’ program good news for our region.’ ‘2-1-1 is the magic number for all kinds of help. Facing foreclosure? You can find out the programs that best fit your circumstances. Out of food at home? Gas or electricity being shut off? Ditto. The talented call-center workers deserve

applause, along with Sullivan and Brennan. Three businesspeople who helped make 2-1-1 a reality deserve kudos: Lear Corp.’s Jim Vandenberghe for raising the money; Joan Gehrke, the volunteer chair of the effort; and Strategic Staffing Solutions CEO Cindy Pasky for an innovative 2-1-1 ‘on the go’ program to help people on the streets.”

<http://crainsdetroit.com/apps/pbcs.dll/article?AID=/20080303/SUB/803030318/1056>

Missouri

“Governor issues emergency orders for state’s flood relief.”
“Missourians needing help were

urged to call 211, a disaster response system operating in many parts of the state.”

<http://www.bransondailynews.com/story.php?storyID=6888>

Nebraska

“Stimulus check in mail? Help offered to ensure it.” Information on community sites in Iowa and Nebraska where people can “receive free face-to-face guidance regarding their returns and the stimulus checks” is available by dialing 211.

http://www.omaha.com/index.php?u_page=1208&u_sid=10287912

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MARK YOUR CALENDARS!

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



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New Jersey

“Federal Energy Assistance Application Deadline Extended to April 15: Emergency funding also available.” Elizabethtown Gas encourages customers to dial 2-1-1 for a referral to other energy assistance programs.

<http://money.cnn.com/news/news-feeds/articles/prnewswire/CLTU06125032008-1.htm>

“DIAL 2-1-1, NEW JERSEY'S HELPLINE, 24/7 to learn about breast cancer. Find a local screening center and make an appointment to receive a mammogram. Free screenings are available to eligible women. All calls are free and confidential.”

<http://www.pressofatlanticcity.com/114/story/114222.html>

Ohio

“OH Rolls Out Foreclosure Public Awareness Campaign.” “In Hamilton County calling the “211” information line can result in a referral to a number of agencies that can offer foreclosure assistance.”

http://www.kypost.com/content/wcposhared/story.aspx?content_id=00dd53e5-1d24-4d85-876e-3d177def86e7

Oklahoma

“Register your storm shelter before tornado season.” Comanche County Emergency Management has developed a “Storm Shelter Registry” and are urging residents to call 2-1-1 to register their home shelter. In the event of a disaster,

rescue personnel will know where to look.

<http://www.kswo.com/Global/story.asp?S=8013534>

South Dakota

“Hot line’s calls for help have doubled: Expanded service area is cited in 211 center’s higher traffic.”

<http://www.argusleader.com/apps/pbcs.dll/article?AID=/20080305/NEWS/803050309/1001/news>

“211 helpline a success.”

Southwest Oklahoma 211 Helpline covers ten counties.

<http://www.kswo.com/Global/story.asp?S=7971507>

Texas

“Fire dangers hit unprecedented levels, officials warn public.”

Citizens can call 2-1-1 throughout the day to get updates on fire locations and any evacuation information.

http://www.mywesttexas.com/site/news.cfm?newsid=19391502&BRD=2288&PAG=461&dept_id=475626&rfti=6

Wisconsin

“211 is the number to call for information.” Great Rivers 211 serves 21 counties in Wisconsin, Minnesota and Iowa. It provides free, confidential community information, referrals and crisis line services 24 hours a day.

<http://www.lacrossetribune.com/articles/2008/03/16/news/z01calling911.txt>

United States

“Citizen CRM: Treating Taxpayers Like Customers.” “In the beginning, a group of nonprofits in Georgia set up the 2-1-1 system to provide easy access for citizens to community information and referral services. Shortly thereafter, 2-1-1 service began popping up all over the country. Government agencies took note and developed a similar scheme primarily to relieve overload on their 9-1-1 systems.”

<http://www.technewsworld.com/story/must-read/61944.html>

Ontario

“211 service expanding in Simcoe County.” “CONTACT, the South Simcoe community information centre along with the United Way of Greater Simcoe County and Community Connection Collingwood are announcing the expansion of 211 information calling in the area.”

<http://www.simcoe.com/article/67095>

“Budget to offer hotline aid.” “A telephone hotline that helps Ontario’s most vulnerable people access 60,000 different social service programs will get a funding boost in next week’s budget.”

<http://www.thestar.com/News/Ontario/article/346798>

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

Aceves, Irene - 211 LA County, San Gabriel CA
Baker, Teresa - 211 LA County, San Gabriel CA
Castillo, Christopher - 211 LA County, San Gabriel CA
Collins, Victoria - 211 San Diego, San Diego CA
Feldpausch, Dawn - Lifeways / United Way of Jackson County, Jackson MI
Fritz, Stephanie - Listening Ear Crisis Center, Mt Pleasant MI
Godinez, Carmen - Info Line of San Diego County, San Diego CA
Kelly-Billie, Luretha - Detroit Wayne County Long Term Care Connection, Detroit MI
Levine, Jake - Crisis Clinic, Seattle WA
Monares, Susana - 211 LA County, San Gabriel CA
Montoya, Alejandra - 211 Orange County, Costa Mesa CA
Niang, Shani - Detroit Wayne County Long Term Care Connection, Detroit MI
Noah, Maya - 211 Info, Portland OR
Peters, Amy - Greater Columbia 2-1-1 Info & Referral, Yakima WA

Richards, Ramee - 211 LA County, San Gabriel CA
Sturm, Emily - 211 Info, Portland OR
Tarrant, Kathleen - Listening Ear Crisis Center, Mt. Pleasant MI

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Aiello, Barbara - Services for Older Citizens, Grosse Pointe MI
Danczak, Ericka - Office on Aging, Santa Ana CA
Davis, Audrey - Area Agency on Aging, St. Joseph MI
Glazer, Jennifer - , Santa Monica CA
Hoffacker, Shirley Ann - Assistance League Hollywood Senior Multipurpose Center, Hollywood CA
Hughes, Bettie - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI
Wittenberg, Alan - Senior Services, Seattle WA

CERTIFIED RESOURCE SPECIALISTS

D'Angelo, Amanda - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI
Marcis, Christopher - Senior Services, Seattle WA

March FEMA Disaster Declarations

Major Disaster Declarations

03/07 Illinois Severe Storms and Flooding
03/12 Missouri Severe Winter Storms and Flooding
03/19 Missouri Severe Storms and Flooding
03/20 Georgia Severe Storms and Tornadoes

Emergency Declarations

03/13 Illinois Snow
03/14 Texas Wildfires
03/19 Wisconsin Snow

Fire Management Assistance Declarations

03/04 Texas La Perla Fire
03/12 Texas Arabella Fire
03/14 Texas 322 Fire
03/14 Texas Eighty-two Fire
03/14 Texas Old Bastrop Highway Fire Complex
03/19 Texas Burns Ranch Fire
03/20 Texas Encino Fire
03/21 Oklahoma Quinlan Fire

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.

MAY 1 - HIGHLAND CITY, FL

10 am - Noon

5605 US Highway 98 South

June May- Barnett

(863) 648-1500 x 231

june.may-barnett@uwcf.org

12:30 pm at the above address in room 211.

MAY 9 - TULSA, OK

1-3 pm

16 E 16th Street, 1st Floor

Conference Room

Donnie House (918) 295-1227

dhouse@csctulsa.org

Amanda Leibert (703) 218-2477 ext. 211

amandaleibert@airs.org

MAY 20 - BISBEE, AZ

10 am - Noon

118 Arizona Street - SEAGO

Conference Room

Kathleen Heard (520) 432-5301

kheard@seago.org

MAY 6 - ANNAPOLIS, MD

9-11 am

Anne Arundel County Department

of Aging and Disabilities

2666 Riva Road, Suite 400

Sandra Berkeley (410) 222-4464

agsabe81@aacounty.org

A \$10 fee for test administration is

payable at the door. CIRS Skills

Training will be offered on April

23, 2008, from 8:30 am-12:30 pm

at the George Howard Bldg.,

Elliott Room, 3430 Court House

Drive. There will be a \$25 fee.

MAY 16 - KALAMAZOO, MI

10 am - Noon

1104 S. Westnedge

Judy Whitehurst (269) 381-1510

jwhitehurst@gryphon.org

MAY 29 - WAYNE, MI

10 am - Noon

The Senior Alliance-Area Agency on Aging

3850 Second Street, Suite 201

Christine Kenzie (734) 727-2062

ckenzie@tsalink.org

Free parking is available in a parking

structure. There currently is

no training scheduled, but check

the MI-AIRS web site at [www.mi-](http://www.mi-airs.com)

[airs.com](http://www.mi-airs.com), Upcoming Events section,

to confirm if a training has

been scheduled.

MAY 8 - CONCORD, NH

10 am - Noon

DHHS State Office, Brown Bldg.

129 Pleasant Street

Jennifer Hosue (603) 271-0544

jlhosue@dhhs.state.nh.us

The ABCs of I&R will be present-

ed on April 23 from 9:30 am -

MAY 18 - HOUSTON, TX

1:30-3:30 pm

AIRS National Conference -

Westin Galleria Houston

5060 W. Alabama

Amanda Leibert (703) 218-2477

ext. 211

amandaleibert@airs.org

MAY 20 - HOUSTON, TX

2:30-4:30 pm

AIRS National Conference -

Westin Galleria Houston

5060 W. Alabama

MAY 31 - ST. LOUIS, IL

1-3 pm

United Way

910 N 11th Street

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Debbie Fagin (314) 242-1801
fagind@stl.unitedway.org
A \$25 administration fee is due on exam day. Checks should be made out to Illinois AIRS.

JUNE 4 - COLUMBUS, OH

10 - Noon or 1-3 pm
FIRSTLINK
195 North Grant Avenue
Mark Sutton (614) 221-6766x116
msutton@firstlink.org
On street parking, so bring quarters for the meter.

JUNE 4 - ROCK ISLAND, IL

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

JUNE 5 - RED DEER, ALBERTA

3:30 - 5:30 pm
4728 Ross Street
Cristina Umana (416) 392-4558
info@informcanada.ca
A training will be offered from 1-3 pm on June 5 at the above address.

JUNE 6 - FALLS CHURCH, VA

10 am - Noon
Fairfax County Human Services Center
6245 Leesburg Pike, Room 305
Tylee Smith (703) 642-4638
Basics of I&R for I&R Specialists will be offered at the above address on May 30 from 10 am to 1 pm.

JUNE 6 - COLUMBUS, IN

10 am - Noon

1531 13th Street, Suite G900
Lorealee Moore (812) 372-6918
lmoores@areaxi.org

JUNE 11 - LYNCHBURG, VA

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

JUNE 12 - ATLANTA, GA

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

A fee of \$25 administrative fee is payable at the door to GAIRS. This fee includes parking validation.

JULY 17 - BARRON, WI

10 am - Noon
ADRC of Barron County
330 E LaSalle Avenue
Janell Keeter (715) 365-2528
janell@northernaaa.org
A training will be held June 5, 2008 from 9 am to noon at the above address.

JULY 22 - CINCINNATI, OH

10:30 am - 12:30 pm
United Way of Greater Cincinnati
2400 Reading Road
Jennifer Bieger (513) 762-7166
jennifer.bieger@uwgc.org

AUG. 21 - RHINELANDER, WI

10 am - Noon
Oneida County Law Enforcement Center
20000 E Winnebago Street
Janell Keeter (715) 365-2528

janell@northernaaa.org

A training will be held July 10, 2008 from 9 am to Noon at the above address.

SEPT. 11 - ALEXANDRIA, LA

1-3 pm
1101 Fourth Street, Suite 202
Shirley Walker (337) 310-INFO
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
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

OCT. 13 - APPLETON, WI

10 am - Noon
333 W. College Avenue
Maurine Strickland (608) 266-4448
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. 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