



Bringing People and Services Together

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

NEWS  
 Alliance of Information & Referral Systems  
 November 2006 Volume XXX No. 10

# Changes to AIRS certification fees

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

The AIRS Board has approved, with input from the Affiliate Council and the Certification and Standards committees, an increase in certification fees starting in January 2007. This is the first change in six years.

The AIRS Certification Program is following the recommendations of an external audit to continue to closely operate the program according to accepted psychometric principles. This requirement led to a job analysis for all three Certifications (CIRS, CIRS-A and

CRS - with the CIRS and CRS exams featuring questions that are both U.S. and Canadian specific) and to establish equitable cut scores for two examinations within each Certification (i.e. six examinations in total).

The increased revenue will be used to continue the psychometrical work. Fee includes membership discounts. All prices are in U.S. dollars. If you have questions regarding the new fees, please contact Maria LeDoux, Certification Manager at (703) 218-2477 x 201 or [marialedoux@airs.org](mailto:marialedoux@airs.org).

<i>Individual AIRS Certification Application</i>	<u>Current</u>	<u>Fee for 2007</u>
Premium member	\$55	\$65
Enhanced member	\$58	\$68
Standard member	\$62	\$72
Basic member	\$65	\$75
Non-AIRS member	\$200	\$225
Exam Retake -Members	\$20	\$40
Non-Members	\$20	\$75
Recertification:		
Premium member	\$30	\$40
Enhanced member	\$30	\$40
Standard member	\$30	\$40
Basic member	\$30	\$40
Non-AIRS member	\$165	\$175

## Officers of the Corporation

*Caty Jirik, President*

*Kathy O'Connor, President-Elect*

*Georgia Sales, Secretary*

*Jamie Moore, Treasurer*

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

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

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

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

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# Apply for Friends of AIRS 2007 Conference scholarships

**Sharon Doner,  
Board Chair**

Are you a member of AIRS and have received your certification as an Information and Referral Specialist (CIRS or CIRS-A) or as a Resource Specialist (CRS) and want to attend the AIRS 2007 Conference, held May 6-9, 2007 in Jacksonville, Florida?

Then YOU need to apply for the Friends of AIRS Certified Information and Referral Specialist (CIRS) and Certified Resource Specialist (CRS) Conference Scholarships! Two awards will be presented, one for a CIRS/CIRS-A and one for a CRS. New this year: The award includes the conference registration fee, airfare and hotel for three nights! You can't win if you don't apply!

The nomination package must include a completed application, your resume, your essay and two letters of support. Applicants may have attended prior conferences; this does not have to be your first conference. Applications are on the [airsnetworker](http://airsnetworker.com) and the AIRS Web site as a file and in this newsletter. Application packages are due by Feb. 1, 2007.

For more details contact the Friends of AIRS Chair: Sharon Doner, Director Jewish Information and Referral Service of Greater Washington or (301) 230-7288 or [Sharon.doner@shalomDC.org](mailto:Sharon.doner@shalomDC.org)

*For a copy of the CRS scholarship application, see pages 17-18.  
For a copy of the CIRS/CIRS-A scholarship application, see pages 19-20.*

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## New accreditation criteria to go into effect Jan. 1

Agencies entering the accreditation process after Jan. 1 will have to submit their applications in accordance with the new criteria, which includes compliance with the Crisis Intervention

and Disaster Standards. Any agencies that submit their applications before that date will be measured against the existing accreditation criteria.

# AIRS hires Chief Operating Officer

Caty Jirik,  
**AIRS Board President**

The AIRS Board of Directors is pleased to announce the promotion of Charlene Hipes to the position of Chief Operating Officer for the association. Having joined the AIRS staff 10 years ago, Charlene brings not only an in-depth understanding of information and referral, but also extensive knowledge and experience in all aspects of

AIRS credentialing, training, and operations.

She will also supervise the work of a new public policy partnership AIRS is launching with Matz, Blancato & Associates, to strengthen AIRS Washington presence. Charlene has been the backbone of AIRS for many years and her commitment and professionalism have been integral to the advancement

and achievements of AIRS, on behalf of the membership and the field of I&R.

Her in-depth knowledge of AIRS operations, coupled with her strong working relationship with the membership and the Board, well position her to “hit the ground running” in her new leadership role directing the AIRS staff and operations.

## Charlene Hipes' Background

**1996 - 1998 Special Projects Coordinator** - Provided oversight of the NATIONAL EMERGENCY RESOURCE INFORMATION NETWORK (NERIN). Which was a model of an Internet-based human services information infrastructure that enabled Information and Referral programs to prepare for and respond effectively with appropriate information when a disaster occurred. This was a grant funded by The Telecommunications and Information Infrastructure Assistance Program of the United States Department of Commerce.

**1998 - 2003 AIRS Conference Director** - Developed, organized, promoted and implemented the five AIRS Annual Training and Education Conferences.

**2003 - 2006 Credentialing Director** - Provided oversight of the AIRS Certification and Accreditation programs.

*“When I first walked into the Information and Referral program in Portland, Oregon 24 years ago, I had no idea what I&R was, but I needed a practicum experience and it sounded good. When I look back I realize how fortunate I was to stumble into this field and how privileged I have been to have the opportunity to work with such compassionate and giving individuals. My work with AIRS has allowed me to interact with a number of you and visit I&R programs across the county, and the pride I feel for the work you do every day cannot be over stated. Thank you to the AIRS Board of Directors for their vote of confidence in me and thank you to all of you for the work you do. If I can be of assistance please do not hesitate to contact me at (503) 257-3537 or at charlenehipes@airs.org.”*



## In Her Own Words

**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](mailto:info@airs.org). We want to make sure you continue to get your newsletter and other important information.

# 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**

Corbin, Marci - Information and Referral Network, Fishers IN

Davenport, Montgomery - NSO, ETS-SPL, Detroit MI

Dragonetti, Penny - Family Support Center of NJ, Glen Ridge NJ

Hay, Jennifer - NJ 211 Partnership, Gillette NJ

Howell, Susan - Community Access Line of the Lakeshore, Muskegon Heights MI

Jordan-Williams, Lorraine - United Way of Hudson County, Jersey City NJ

Kay, Laura - The Family Support Center of NJ, Manasquan NJ

Licata, Cheryl - Mental Health Association in Niagara County, Lockport NY

McIntosh, Judith - Family and Children's Services, Nashville TN

Meek, Arlita - , Ponca City OK

Morman, Sharrae - Union Organization for Social Services, Camden NJ

Oudsema, Emily - Senior Resources, Muskegon MI

Polanco, Erick - United Way 2-1-1, Lincoln Park MI

Taylor, Nicole - PSI, Harrisburg PA

Wtodarczak, Tricia - Capital District Child Care Council, Menands NY

Young, Christy - Family and Children's Service/2-1-1, Nashville TN

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

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

Atkinson, Amber - , Dillsboro IN

Bowers, Julie - Shawnee Alliance for Seniors, Carterville IL

Brennan, Lauren - The Information Center, Taylor MI

Buchanan, Meredith - SWIRCA, Evansville IN

Caraman, Kristiana - REAL Services/ADRC, South Bend IN

Conover, Carolyn - Atlantic County 211 Call Center, Absecon NJ

Danzig, Sarah - DOROT, New York NY

Flint, Shannon - The Information Center, Taylor MI

Franklin, Farrah - LifETIME Resources, Dillsboro IN

Grable, Karen - CICOA Aging and In Home Solutions, Indianapolis IN

Hardy, Kristen - The Information Center Inc., Taylor MI

Hoga, Kimberly - The Senior Alliance, Wayne MI

Hollingsworth, Kristi - The Senior Alliance, Wayne MI

Houghton, Jennifer - Area Agency on Aging 1-B, Southfield MI

Kemp, Margery - Shawnee Alliance for Seniors, Carterville IL

Kenzie, Christine - The Senior Alliance, Wayne MI

Lyvers, Joy - REAL Services, Inc./ADRC, South Bend IN

McKinney, Kathy - Shawnee Alliance For Seniors, Carterville IL

Morrow, Andrea - , Columbia TN

Pilkington, Lori - The Information Center, Taylor MI

Price, Doug - Cumberland Link to Aging and Disability Resources, Carlisle PA

Rowe, Laurie - Somerset County Office on Aging, Somerville NJ

Singer, Naomi - DOROT, Brooklyn NY

Sorchini, Elizabeth - Somerset County Office on Aging, Somerville NJ

Stevens, Darlene - The Information Center Inc., Brownstown MI

Voorhees, Cynthia - Somerset County Office on Aging, Somerville NJ

Pisnoy, Sharlene - Atlantic County 211 Call Center, Galloway NJ

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Sikorski, Christine - First Call For Help, South Bend IN  
Steele, Barbara - United Way of St Joseph County  
First Call For Help, South Bend IN

**CERTIFIED INFORMATION & REFERRAL SPECIALISTS-  
Canadian**

Armstrong, Maureen - Capital Health Link, Spruce  
Grove AB  
Cornish, Laura - ConnexOntario Health Services  
Information, London ON  
Dvorski, Donna - Hamilton Community Care Access  
Centre, Hamilton ON  
Estlin, Gaelene - Capital Health Link, Edmonton AB  
Fellinger, Barry - ConnexOntario Health Services  
Information, London ON  
Garbutt, Ciara - Hamilton Community Care Access  
Centre, Dunnville ON  
Gomatos, Tessa - Hamilton County Care Access  
Centre, Hamilton ON  
Jubelius, Connie - Hamilton Community Care Access  
Centre, Hamilton ON  
Kelleher, Johanne - Regional Municipality of Halton,  
Burlington ON  
Kemp, Kenneth - ConnexOntario Health Services  
Information, London ON  
Leahey, Diane - Community Care Access Centre of  
Halton, Hamilton ON  
Lenko, Julie - Hamilton Community Care Access  
Centre, Hamilton ON  
Lovejoy, Jacqueline - Regional Municipality of  
Halton, Burlington ON

Pedrosa, Paula - Candian Mental Health Association,  
Cambridge ON  
Schweitzer, Brad - ConnexOntario Health Services  
Information, London ON  
Skalska, Monika - Peel Newcomer Information  
Centres, Centre for Education & Training,  
Mississauga ON  
Sobara, Nancy - Hamilton Community Care Access  
Centre, Hamilton ON  
Spicer, Kim - Hamilton Community Care Access  
Centre, Brantford ON  
Teresa, Shelley - Community Care Access Centre of  
Halton, Hamilton ON  
Van Kruistum, Sonya - ConnexOntario Health  
Services Information, London ON

**CERTIFIED RESOURCE SPECIALISTS**

Banchich, Richard - Lake County Public Library,  
Merrillville IN  
Cardosi, Sylvia - , Cedar Lake IN  
Farmer, Shannon - United Way Regional Call Center,  
Ypsilanti MI  
Oleksy, Philip - , Anderson IN  
Sisk, David - United Way of St. Joseph County 2-1-1,  
South Bend IN  
Tyler, Rebecca - Area Agency on Aging, Southfield  
MI

**CERTIFIED RESOURCE SPECIALISTS-Canadian**

Gallagher, Elizabeth - Volunteer Centre of  
Guelph/Wellington, Guelph ON

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## **Reminder:**

### **Call for Conference Presenters - Jacksonville 2007!**

It's time to share your solutions, experience, knowledge, novel approaches, new ideas and burning issues with your peers. If you are interested in becoming a conference presenter, now is the time to put together a proposal. Remember you can present on your own or form a panel with other colleagues to better illustrate a theme. We are looking for previous presenters to step forward again but also for new presenters to come forward for the first time. Complete the application form at <http://www.airs.org/documents/callforpresenters2007-web.doc>.

Presenters whose proposals are received by Jan. 31, 2007, and selected for presentation will be entered into a lottery, and 50 will be selected to receive a complimentary room night at the conference hotel.

# 211s in the news across the country

## Alabama

“Events give chances to trot, run, hike off turkey.” Proceeds from Turkey Trot went to the Crisis Services of North Alabama and Helpline, including its new 211 community information line.

<http://www.al.com/news/huntsvilletimes/index.ssf?/base/news/1164363550225270.xml&coll=1>

## California

“New 211 Service.” Callers are being asked to dial 1-866-559-4211. Hope to implement 2-1-1.

<http://abclocal.go.com/kfsn/story?section=local&id=4781421>

“Courts partner with Camarillo nonprofit.” The Ventura Superior Court, working with Ventura County Interface, recently installed “2-1-1 Ventura County” blue phones in each of its three courthouses.

<http://www.thecamarilloacorn.com/news/2006/1124/Community/008.html>

## Florida

“United Way Salutes Two Polk Residents.” 211 telephone service will become operational in January.

<http://www.theledger.com/apps/pbcs.dll/article?AID=/20061117/NEWS/611170380/1134>

“Candidates promote hurricane programs.” Candidate Crist says he will expand Florida’s 211 system, which would connect people with information during emergencies.

<http://www.gainesville.com/apps/pbcs.dll/article?AID=/20061101/LOCAL/211010339/1078/news>

## Hawaii

“Health officials clearing the air on smoking law: New statewide restrictions take effect Thursday.” “People are asked to call the information line, 211, if they see the law being violated.”

<http://starbulletin.com/2006/11/12/news/story02.html>

## Idaho

“Time to enroll in Rx program again.” Seniors can call 211, the Idaho CareLine, to find an enrollment site nearest to them.

<http://www.idahostatesman.com/103/story/60596.html>

## Indiana

“Local United Way enters heart of campaign season.”

Morgan County Connect is part of the Connect2Help phone line, which is a listing of human service programs and organizations in central Indiana accessible by dialing 211.

[http://www.reporter-times.com/?module=displaystory&story\\_id=36685&format=html](http://www.reporter-times.com/?module=displaystory&story_id=36685&format=html)

“United Ways form new coalition: CHARITY: Effort recognizes leadership givers on regional basis.” Soon-to-debut 211 hot line will connect Northwest Indiana residents to public and nonprofit agencies.

[http://nwitimes.com/articles/2006/11/10/news/lake\\_county/3b584d9569f58b8b86257222000eb509.txt](http://nwitimes.com/articles/2006/11/10/news/lake_county/3b584d9569f58b8b86257222000eb509.txt)

## Maryland

“Who ya gonna call? Try 211.”

Four call centers have been set up in Maryland - one on the Eastern Shore, one in Central Maryland, one in Prince George’s County and one in Frederick, which also handles calls from Washington County.

[http://www.herald-mail.com/?module=displaystory&story\\_id=151812&format=html](http://www.herald-mail.com/?module=displaystory&story_id=151812&format=html)

## Michigan

“Group unveils plan to end homelessness: Timely access to resources could prevent evictions, coordinator says.” For resources, call 211, the regional information and referral system.

<http://www.mlive.com/news/aanews/index.ssf?/base/news-8/1163778384148170.xml&coll=2>

“FurniShare in need of furniture, appliances.” Residents can call 2-1-1 to determine eligibility for someone in need of home furnishings.

<http://www.battlecreekenquirer.com/apps/pbcs.dll/article?AID=/20061106/LIFESTYLE08/611060309/1032>

“Sanilac looks at hotline for social services: County studies 2-1-1 access for people in need.” Sanilac County United Way and other

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agencies are studying 2-1-1.

<http://www.thetimesherald.com/apps/pbcs.dll/article?AID=/20061124/NEWS01/611240302/1002>

“United Way 2-1-1 can help with holidays.” The 2-1-1 initiative launched in the Detroit area in December 2005 and has received 85,000 calls to date.

<http://www.candgnews.com/Homepage-Articles/11-22-06/XF-UNIT-EDWAY.asp>

“211 service up and running - Hear audio of the first demonstration call.” Livingston County Board of Commissioners Chairman Bill Rogers made the first call.

<http://www.dailypressandargus.com/apps/pbcs.dll/article?AID=/20061102/NEWS01/611020301/1002>

**Mississippi**

“United Way - more than dollars and cents.” 2-1-1, a statewide information and referral center located in Jackson “connects people with important community services and volunteer opportunities.”

[http://www.meridianstar.com/local/local\\_story\\_309234413.html](http://www.meridianstar.com/local/local_story_309234413.html)

**New Jersey**

“Program helps keep heat on.”

Consumers who are having trouble paying their energy bills are urged to call 211 to get information about national, state and local energy assistance programs including the federal Low Income Home Energy Assistance Program.

<http://www.thnt.com/apps/pbcs.dll/article?AID=/20061108/NEWS01/611080408/1005>

“Cancer help is now just a call away for N.J. women.” The state of New Jersey has joined with the Susan G. Komen Breast Cancer Foundation to launch a program that will provide financial assistance for breast cancer detection and treatment to women in southern and central New Jersey. Women can call 2-1-1 for breast cancer information.

<http://www.pressofatlanticcity.com/news/story/6931865p-6795018c.html>

**New York**

“Q&A WITH SUSAN HAGER: United Way of New York State president.” Discusses plans for 2-1-1.

[http://www.lockportjournal.com/local/gnnlocalnews\\_story\\_323224342.html](http://www.lockportjournal.com/local/gnnlocalnews_story_323224342.html)

**Nevada**

“Call 911 for emergencies; 211 for social services.” The Nevada 211 Coalition launched statewide in February 2006 with the help of call center services provided by Crisis Call Center in Reno and HELP of Southern Nevada in Las Vegas. The two call centers alternate phone answering functions for the entire state and the system has the capability of handling ad-hoc call switching at a moment’s notice.

<http://www.tahoebonanza.com/article/20061124/COMMUNITY/111240031>

**Ohio**

“Orchids and onions.” Editorial praises “all of the organizations and county officials involved in forming the 211 service line.”

<http://www.tribune-chronicle.com/Editorials/articles.asp?articleID=11330>

“Trumbull 211 makes finding services easy.” Trumbull 211, “...designed to make it easy for those in need of services to find them...” became operational on November 16.

[http://www.vindy.com/content/local\\_regional/326814673382307.php](http://www.vindy.com/content/local_regional/326814673382307.php)  
<http://www.tribune-chronicle.com/News/articles.asp?articleID=11226>

[http://www.vindy.com/content/local\\_regional/302584742454357.php](http://www.vindy.com/content/local_regional/302584742454357.php)

“United Way 211 service extended to Wood Co.” 2-1-1 now available in Wood County and will be available to Erie County residents shortly.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20061113/NEWS17/61113002/-1/NEWS>

“Residents, officials fight foreclosures.” “United Way plays a major role in the program with its 2-1-1 First Call For Help Line. Any borrower whose primary residence is in Cuyahoga County, who wants to stay in their home and who has the means to maintain a payment plan for their loan is eligible to receive counseling and advice through the Foreclosure Prevention Program.

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These borrowers are asked to dial 2-1-1 to be referred to the appropriate counseling agency."

<http://www.westlifeneews.com/2006/11-08/foreclosures.html>

**Oklahoma**

"Program Set Tuesday On Heartline 2-1-1." "This service is wonderful on so many levels," said Audrey Seeliger, United Way director. "It gets the appropriate help to people who need it much faster and easier than in the past. Plus, it cuts down on the staff time spent searching for help, and we can be more involved in actually helping someone."

<http://www.countywidenews.com/articles/2006/11/16/news/09heartline.txt>

**Pennsylvania**

"County begins call for help line." Officials see the information and referral program as the forerunner to a regional network of information, referral and crisis intervention hot lines under a three-digit calling system -- 211.

[http://www.pittsburghlive.com/x/tribunereview/news/westmoreland/s\\_478311.html](http://www.pittsburghlive.com/x/tribunereview/news/westmoreland/s_478311.html)

**South Carolina**

"211 Help Line named 'angel'"

"The Aiken County 211 Help Line has gotten its wings. The South Carolina Secretary of State announced its Angels and Scrooges Wednesday, recognizing some of the best charities operating in the state when it comes to charitable giving..."

<http://www.aikenstandard.com/news/338149636244684.php>

"211 and Red Cross join together." "The Aiken County 211 Help Line and the American Red Cross are now collaborating as part of a national agreement between the disaster-response agency and 211 providers across the country..."

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 resource house

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[www.northlightsoft.com](http://www.northlightsoft.com)



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<http://www.aikenstandard.com/news/299687074357297.php>

“Market proves hale and hardy: Dollars flow for bioterrorism projects to link hospitals and track health care data.” A South Carolina statewide 211 call project “aims to develop a system to let citizens quickly get health information in an emergency.”

[http://www.washingtontechnology.com/news/21\\_22/cover-stories/29675-1.html](http://www.washingtontechnology.com/news/21_22/cover-stories/29675-1.html)

**Tennessee**

To all of the organizations and county officials involved in forming the 211 service line. Funded agencies include: 211/Contact-Concern of Northeast Tennessee, a telephone helpline that provides referral services, crisis intervention and daily reassurance calls to elderly individuals who live alone.

<http://hawkins.xtn.net/index.php?template=news.view.subscriber&table=news&newsid=135096>

**Texas**

“Non-profits providing Thanksgiving dinners for Midland families.” “Call 211 to learn more about community resources this Thanksgiving holiday.”

[http://www.mywesttexas.com/site/news.cfm?newsid=17488169&BRD=2288&PAG=461&dept\\_id=475626&rft=6](http://www.mywesttexas.com/site/news.cfm?newsid=17488169&BRD=2288&PAG=461&dept_id=475626&rft=6)

“Colder Weather Sweeps Over Sun City.” Residents can call 2-1-1 to find out where to donate blankets.

<http://www.ktsm.com/home/ticker/4651491.html>

**Vermont**

“Help food shelf fill in the gaps.” For locations of local food banks and services, call United Way’s 2-1-1 help and information line.

<http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20061122/OPINION/611220301/1006>

“Help with real, urgent needs at home.” “Vermonters in need now have an easy and effective way to get connected to services in their communities. Vermont 2-1-1 receives more than 700 calls each month.”

<http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20061122/OPINION/611220316/1006>

**Virginia**

“2-1-1 medical info line opens.” Gov. Tim Kaine has announced that the Virginia Department of

Health Professions has activated a toll-free information line for patients to locate a health professional for themselves, a child or an aging parent. Callers can use it to request the status of a healthcare provider’s license, actions taken on an individual’s license by any of the 13 health regulatory boards and more.

<http://www.newsleader.com/apps/pbcs.dll/article?AID=/20061114/NEWS01/611140323/1002>

**Wisconsin**

“Supervisors reject cuts for parks, safety, arts.” Milwaukee County Budget - Key Points in Board's Proposal: Funding would be restored to run the 211 emergency hotline.

<http://www.jsonline.com/story/index.aspx?id=527618>



**Sunshine, Sandals and Surf**  
**I&R's BREATH OF FRESH AIRS**

# User Friendly: Covering Your A\*\*

**Dick Manikowski**

**Detroit Public Library-**

**TIP Database & Subscriptions**

Halloween is over, but cyberspace can be a scary place at any time of the year. Yes, we have access from our desktop to a wealth of information that wasn't available to us a decade ago. But there's a price tag for this convenience: the security of our systems and of our personal data.

## All Sorts of Threats Lurk in the Darkness

- ◆ Phishing attacks attempt to get us to reveal information that's unsafe to share—passwords, bank account numbers, Social Security numbers. This is often accomplished by sending blind e-mails which instruct recipients to visit fraudulent Web sites (which are crafted to resemble the real thing) and fill out a form. (Unless your spam filter blocks them, you've undoubtedly received many requests to click on a link to verify your PayPal account information.)
- ◆ Pharming attacks may poison a local Domain Name Server so that, even if the user types a valid URL into the browser bar, he'll be redirected to the counterfeit site.
- ◆ Plain and simple e-mail scams. Missives purportedly from Nigerians seeking assistance in moving funds out of that country and offering the addressee a sizeable chunk of the transferred funds have become so prevalent that it's been estimated that revenues resulting from people who fall for the scam are the third or fourth largest source of revenue for that country.



- ◆ Trojan horses -- seemingly useful free programs which the user downloads but which carry an unexpected payload. Software gets installed which may monitor your online activity or corrupt your hard drive.
- ◆ Keyloggers are hardware (often tiny nondescript connectors which fit between the keyboard connector and the port it fits into on the CPU) or software programs which can record your keystrokes (including account numbers, login names, and passwords) and periodically upload the collected data to a remote source.

Added to all the vulnerabilities inherent in WINDOWS and in the various browsers on the market, these threats make using the Internet a scarier proposition than it should be.

## What You Can Do to Minimize Your Exposure

You already know this, but it bears repeating.

- ◆ Turn on Automatic Updates for Windows. Even though 95% of security updates are released on a fixed timetable (Patch Tuesday—the second Tuesday of the month), the few exceptions are really critical updates. If you get hit by a vulnerability that Microsoft hasn't fixed, shame on Microsoft. But if you get hit by one for a patch has been issued that you haven't installed, shame on you.
- ◆ Use a reliable anti-virus program and update its definitions regularly. With dozens of new viruses being reported each week, an anti-virus program with definitions two months old is of questionable value.
- ◆ Use at least one reliable anti-spyware program and update the definitions regularly. I'm currently using two programs:

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## *Continued from page 10*

I run Microsoft's Windows Defender resident (i.e., it's always running and monitoring activities) and schedule a full scan of my system once a week.

- ◆ I also scan my system once a week with Spybot Search and Destroy, but I don't run that program resident. Nasty conflicts are likely to arise if you run two anti-spyware programs (or two anti-virus programs) at the same time

- ◆ Back up your data regularly. Maintain multiple generations of backups. Periodically store a backup off-site (the same office fire that destroys your PC is also going to destroy the backup CDs you have stored next to it).

- ◆ Use some common sense. Our parents told us that there ain't no free lunch, and they were right.

- ◆ Even if the widow of a corrupt African general is trying to smuggle an illicit fortune out of her country, do you really think she's going to turn to a total stranger for assistance?

- ◆ Do you really think that some kindhearted soul is going to put all the time and money into setting up a server and loading it with music for you to download for free without some sort of payoff?

- ◆ Do you really think that, if your bank wants to contact you to update confidential information, they're going to do it by e-mail?

### **One Possible Recovery Mechanism: Windows System Restore**

One of the really nice innovations of Windows XP was Windows System Restore. Here's how it works.

- ◆ Windows periodically takes snapshots of critical system files and archives those file images as restore points. These restore points are transparently created about once a day, and well-behaved software also creates them before installing new drivers or other system files. And you can manually create them before installing software.

- ◆ The number of available restore points depends on your drive size and the way that System Restore is configured. Eventually, older restore points get overwritten with newer ones (first in/first out). It's likely that you've got at least a month's worth of them on your system.

- ◆ In the event of serious problems, you've got the option of restoring the system files to an earlier point in time.

It's equally important to understand what System Restore does not do.

- ◆ It doesn't backup your data files—just system files. If you've accidentally deleted a Microsoft Word document from your hard drive and can't recover it from the Recycle Bin, System Restore won't help you.

- ◆ It doesn't reliably uninstall all programs. If you've installed a program on Nov. 12 and then restore your system to a Nov. 10

restore point, fragments of the new program are likely to survive. But don't be surprised if the program is broken. You may need to uninstall and then reinstall it.

I recently used System Restore on a friend's PC. He had accidentally installed something called the Protection Toolbar, which appeared as a new Internet Explorer toolbar and which constantly gave him warnings about malware which was on his system. The Protection Toolbar then offered to sell him a product to uninstall the malware—the same malware which had presumably been installed at the same time that the damned Protection Toolbar was installed.

By the time I started working on the problem (about 10 days after it had surfaced), Norton AntiVirus couldn't find anything wrong with the infected system. Neither could Windows Defender or Spybot Search and Destroy. And a Web search of the name and symptoms produced an indigestible amount of Web sites, many of which were of questionable value.

As I browsed through the sites, several of them suggested using System Restore. It was one of those dope-slap moments—I should have figured that for myself. So I clicked on:

- ◆ Start
- ◆ Programs
- ◆ Accessories
- ◆ System Tools

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- ◆ System Restore
- ◆ Restore My System to an Earlier State

I viewed the calendar of existing restore points, selected one from two weeks earlier (shortly before the problem had arisen), and authorized the restore. Within five minutes, the system files had been

restored to the specified restore point. The problem was gone. Since my friend hadn't installed any programs after the date the restore point was created, no programs needed to be uninstalled and restored. I did visit *update.microsoft.com* and checked for and installed any critical updates, just in case some had gotten disabled by the system restore.

## AIRS membership survey results - October 2006

In October, AIRS sent an online survey to members to check in on the quality of our service delivery across a number of fronts. Responses were received from over 10% of our members.

This is the third such survey that we have conducted at six-month intervals. It is not perfect but it does give us some gauge on what we are doing well and more importantly, what we need to be doing better. All of the individual comments received have been shared with the AIRS Board. Here is the summary of some of the findings ...

### How do you rate the service that you have received over the past 6 months on AIRS membership issues?

<i>Processing annual memberships</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>34</b> <b>35%</b>	<b>48</b> <b>50%</b>	<b>13</b> <b>14%</b>	<b>1</b> <b>1%</b>
April 2006	43 33%	63 48%	20 15%	4 3%
October 2005	24 24%	52 53%	21 21%	2 2%
<i>Helpfulness in responding to calls and emails</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>31</b> <b>40%</b>	<b>33</b> <b>43%</b>	<b>8</b> <b>10%</b>	<b>5</b> <b>7%</b>
April 2006	23 32%	37 52%	6 8%	5 7%

### How do you rate the service that you have received over the past 6 months from the AIRS certification program?

<i>Registering participants for tests</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>23</b> <b>41%</b>	<b>26</b> <b>46%</b>	<b>6</b> <b>10%</b>	<b>1</b> <b>3%</b>
April 2006	9 16%	29 53%	11 20%	6 11%
October 2005	18 24%	42 56%	10 13%	5 7%

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<i>Timeliness in responding to calls and emails</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>19</b> 33%	<b>25</b> 43%	<b>8</b> 14%	<b>6</b> 10%
April 2006	14 23%	21 34%	15 25%	11 18%

**How do you rate the service that you have received over the past six months from the AIRS accreditation program?**

<i>Distributing accreditation material</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>9</b> 36%	<b>13</b> 52%	<b>3</b> 12%	<b>1</b> 0.5%
April 2006	10 30%	14 42%	8 24%	1 3%

<i>Helpfulness in responding to calls and emails</i>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Unsatisfactory</b>
<b>October 2006</b>	<b>12</b> 43%	<b>12</b> 43%	<b>4</b> 14%	<b>0</b>
April 2006	18 55%	12 36%	2 6%	1 3%

**How do you rate your level of satisfaction with the new AIRS membership model (i.e. the joint membership with AIRS and an Affiliate)?**

	<b>Extremely satisfied</b>	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Dissatisfied</b>
<b>October 2006</b>	<b>29</b> 27%	<b>54</b> 50%	<b>21</b> 20%	<b>4</b> 3%
April 2006	19 15%	70 55%	31 24%	7 6%

**How do you rate your overall level of satisfaction with services provided by AIRS over the past six months?**

	<b>Extremely satisfied</b>	<b>Very satisfied</b>	<b>Somewhat satisfied</b>	<b>Dissatisfied</b>
<b>October 2006</b>	<b>17</b> 15%	<b>68</b> 61%	<b>23</b> 21%	<b>3</b> 3%
April 2006	9 7%	79 60%	38 29%	5 4%

*Thank you to everyone who took the time to share their experiences and complete the survey. It only takes 5 minutes but it is very valuable!*

# Certification test dates

Testing sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The Certified Information & Referral Specialist (CIRS), Certified Resource Specialist (CRS) and Certified Information & Referral Specialist-Aging (CIRS-A) exams will be offered at each test site.

Applications to take an exam are due in the AIRS office 30 days prior to a test. (Applications are available for download on this website)

The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization. For an up-to-date list of tests visit the AIRS Web site at [www.airs.org](http://www.airs.org).

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).

**JAN. 17 - PUNTA GORDA, FL**  
9-11 a.m.  
410 Taylor Street  
Linda Panko (239) 433-3900  
[linda@unitedway.org](mailto:linda@unitedway.org)

Margaret Mathis (703) 516-6770  
[mmathis@crisislink.org](mailto:mmathis@crisislink.org)

**FEB. 9 - MIAMI, FL**  
10 a.m.-Noon  
Alliance for Aging  
9500 S Dadeland Blvd.  
Karlene Peyton (305) 670-6500  
[peytonk@elderaffairs.org](mailto:peytonk@elderaffairs.org)

**FEB. 22 - EAU CLAIRE, WI**  
1-3 p.m.  
Eau Claire County Courthouse  
721 Oxford Ave, Room 2550  
Maurine Strickland  
(608) 266-4448  
[strikma@dhfs.state.wi.us](mailto:strikma@dhfs.state.wi.us)

**JAN. 27 - FAIRFAX, VA**  
10 a.m.-Noon  
NVRC  
3060 Williams Drive, Suite 510

## Test answers for Standards Quiz of Standards 11 and 12

1. b.
2. b.
3. a.
4. d.
5. d.
6. b.
7. a.
8. a
9. a
10. c

The following people answered each of the test questions correctly:

- ◆ Amanda Behling, Mental Health Association in Waukesha

County, Inc.

- ◆ Paula Prince, VIRGINIA-Southwest Region  
Council of Community Services
- ◆ Brenda Taylor, VIRGINIA-Southwest Region  
Council of Community Services
- ◆ Sandra D. King, VIRGINIA-Southwest Region  
Council of Community Services
- ◆ Janet Odorcich, LifeSpan, Inc.

*Congratulations! And thank you to everyone who participated. -- Hannah Newton, AIRS Newsletter Editor*



# Nominations for AIRS awards sought

## GEORGE R. MCKINNEY MEMORIAL SCHOLARSHIP

The late George R. McKinney is remembered each year through a memorial scholarship to an AIRS member I&R agency to attend the AIRS Training and Education Conference. George was a visionary who devoted countless hours teaching and empowering others. He was professionally involved in the field of I&R for more than 13 years and served on the AIRS Board of Directors.

Criteria for Scholarship:

- ◆ The scholarship will go to an AIRS member I&R agency that has a program directly involving or serving youth, that is preventive in nature and has at least a one-year track record. It should be unique or innovative in nature in the agency's community.
- ◆ The scholarship is to be used to send someone from the agency who normally would not be able to attend the conference due to financial constraints, but who would fully benefit as a conference participant.

Nominations for the scholarship can be submitted by the agency itself or a fellow AIRS member agency.

Submissions should include:

- ◆ A brief narrative about the nominated organization;
- ◆ Supplemental information regarding the agency's program(s); and the name of the individual that the agency will send to the conference in Jacksonville, Florida, May 6-9th, 2007.

\* Previous recipients will not be considered.

## AIRS DISTINGUISHED SERVICE AWARD

Each year, the Alliance of Information & Referral Systems, Inc. honors an individual, group or organization for its outstanding contributions to the field of information and referral by offering the AIRS Distinguished Service Award. This award, in large measure, defines the state-of-the-art in information and referral by honoring excellence, vision and innovation through leadership, contribution and impact to the field.

We hope you will take this opportunity to nominate a local, regional or national leader of an organization, group or corporation who has rendered outstanding service to the field or the profession of information and referral and/or AIRS.

The Awards Committee of the AIRS board of directors will review nominations. The recipient will be announced at the 2007 AIRS Conference in Jacksonville, Florida.

Submissions should include:

- ◆ The AIRS Distinguished Service Award Nomination Form
- ◆ Supplemental information on how the nominee fulfills the criteria outlined on the nomination form.

\* Current members of the AIRS board of directors are not eligible.

For more information on either award, contact Sharon Doner, AIRS Awards Chair at (301) 230-7288 or [sharon.doner@shalomdc.org](mailto:sharon.doner@shalomdc.org).

Nominations should be sent by February 15, 2007 to:

Sharon Doner, Chair  
AIRS Award Committee  
6101 Montrose Road  
Rockville, MD 20852

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### **AIRS Distinguished Service Award Nomination Form**

Nominations may be submitted by individuals or organizations and must be postmarked by February 15, 2007.

Eligibility: Any local, regional or national leader or any organization, group or corporation who has rendered outstanding service to the field or the profession of information and referral and/or AIRS.

Name and Title of Nominee: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Does nominee have one of these certifications? CIRS CIRS/A CRS

Is nominee's agency accredited? Yes No

On separate sheet(s), discuss how the nominee fulfills the following five criteria:

- ◆ **AFFILIATIONS:** Past/Present affiliations with an information and referral service and/or AIRS. (Activity, Organization and Dates From and To)
- ◆ **DEDICATION:** Outstanding service to the field or the profession of information and referral and/or AIRS.
- ◆ **LEADERSHIP:** Examples of commitment and leadership roles assumed in the field or profession of information and referral and/or AIRS.
- ◆ **CONTRIBUTION:** Examples of outstanding contributions to the field or profession of I&R and/or AIRS.
- ◆ **IMPACT:** Evidence of the impact of the nominee's contribution, leadership or dedication to the field of I&R and/or AIRS.

Nomination submitted by: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Friends of AIRS CRS Conference Scholarship Application

2007 AIRS Conference in Jacksonville, Florida, May 6-9th

This prize will cover conference registration, airfare and hotel for three nights.

Eligibility: Anyone who has received the AIRS CRS (Certified Referral Specialist) and is an individual or agency current member of AIRS.

Name of Applicant: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Parent Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date Received CRS Certification: \_\_\_\_\_ (Please submit proof of current certification)

Length of service at agency: \_\_\_\_\_

How many AIRS conferences have you attended: \_\_\_\_\_

Please send application, resume, essay and 2 letter of support by February 1, 2007

AIRS Awards Committee  
c/o Sharon Doner  
Jewish Information and Referral Service  
6101 Montrose Road  
Rockville, MD 20852

Winner will be announced by March 31, 2007. If you have any questions, please call the Friends of AIRS Chair, Sharon Doner, at (301) 230-7288 or e-mail her at [sharon.doner@shalomdc.org](mailto:sharon.doner@shalomdc.org)

Good luck and we look forward to receiving your nomination package.

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## **TWO LETTERS OF SUPPORT**

1. Letter of support from the Executive Director or Supervisor of your agency.
2. Letter of support from an individual who has significant contact with you in a professional role.

Please ask your letters of support to address the following about you in their letters:

- 1) Length of time at job and in the field
- 2) How long applicant has been a certified specialist
- 3) Quality of applicant's skills
- 4) Challenges of applicant's position
- 5) How has applicant been an asset to their organization
- 6) Applicant's commitment to excellence
- 7) What area of training at the 2007 Conference would the applicant most benefit from and why?

## **YOUR ESSAY**

Please write an essay of no more than 500 words that answers this question:

“How would the knowledge you would gain from attending the 2007 conference impact your ability to perform your job and assist your organization in fulfilling its goals of providing quality service to your community?”

Include:

Review of your skills

Your commitment to excellence

Your customer service orientation

Your role as a team player

## Friends of AIRS CIRS/CIRS-A Conference Scholarship Application

2007 AIRS Conference in Jacksonville, Florida May 6-9th

This prize will cover conference registration, airfare and hotel for 3 nights.

Eligibility: Anyone who has received the AIRS CIRS/CIRS-A (Certified Information & Referral Specialist) and is a current member of AIRS.

Name of Applicant: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Parent Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City, State/Province, Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date Received CIRS/CIRS-A Certification: \_\_\_\_\_ (Please submit proof of current certification)

Length of service at agency: \_\_\_\_\_

How many AIRS conferences have you attended: \_\_\_\_\_

Please send application, resume, essay and 2 letter of support by February 1, 2007

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c/o Sharon Doner  
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*Continued from page 19*

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Include:

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Your commitment to excellence

Your customer service orientation

Your role as a team player