

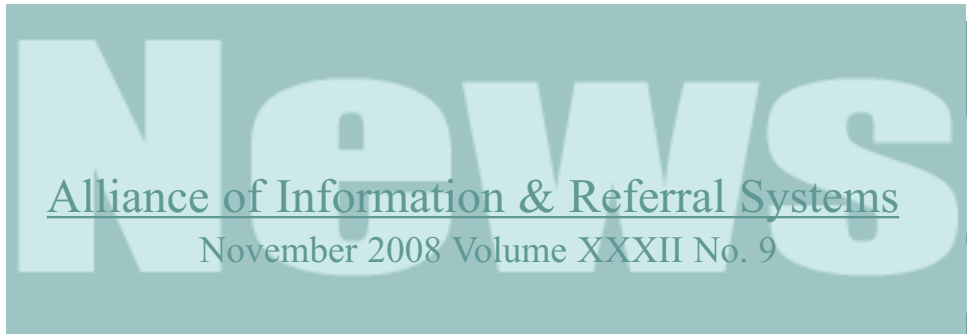


Bringing People and Services Together

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



# AIRS Board seeks nominees for '09

The AIRS Board of Directors is looking for individuals committed to the field of information and referral. AIRS continues to strive to represent all types of I&Rs and to secure geographical representation from all parts of North America. The board is also working to identify and represent the full diversity and ethnic and cultural composition in our membership and associated practitioners.

The board meets twice a year, immediately before the annual conference in May/June where new

board members receive full orientation on all board procedures and polices, and also in Washington, DC in October/November. All members are responsible for covering their own travel, lodging and per diem costs. If interested please submit an application by December 12, 2008. Applications are available [here](#). For questions contact Tim Sylvia, AIRS President Elect, at (386) 366-9070 or [tsylvia@unitedwayvfc.org](mailto:tsylvia@unitedwayvfc.org); or Charlene Hipes, Chief Operating Officer at (503) 257-3537 or [charlenehipes@airs.org](mailto:charlenehipes@airs.org).

### Board Timeline:

**May** New Board Members Elected at Annual Conference  
**June** Profile the current Board identifying gaps between the skills and knowledge needed on the board, and what board directors currently possess.  
**July** Set recruiting priorities for future board recruitment. Have approved by Executive Committee/Board. Review Board Application form to ensure it gathers the needed information. Review Board Job Description to ensure that duties, responsibilities and expectations are clearly identified.  
**Aug.** Educate the membership on how to become an AIRS Board member.

**Sept.** Presentation to Affiliate Council, newsletter articles, posting on Web site, e-mail to members.  
**Oct./Nov** Solicit applications from Affiliate Council and general membership; create list of prospective Board members  
**Dec./Jan.** Initiate personal contacts. Finalize selection/appointment of new members to the Board.  
**Feb.** Develop ballots and other election materials as required and sent to membership. This must happen 60-90 days prior to Annual meeting.  
**March** Tabulate ballots.  
**April** Provide report to Executive Committee and Board  
**May** Election and Orientation of New Board Members

## Officers of the Corporation

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

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

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

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

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

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Hannah Newton,  
AIRS Newsletter Editor  
PO Box 33095  
Portland, OR  
[airsnewslettereditor@airs.org](mailto:airsnewslettereditor@airs.org)

## Message about the board

**Tim Sylvia**  
**AIRS President Elect**

*Colleagues-*

*As the AIRS Board Development Chair, I am charged with supporting adequate and appropriate representation of all facets of the I&R industry as members of the AIRS Board of Directors. It is an ongoing maintenance project, requiring interested leaders from all the I&R disciplines, as well as professional experts from all facets of business and organizational management to answer a call for service. This letter is that call, and is a personal invitation from me as the incoming president of our professional association to you to consider joining the AIRS Board.*

*Serving on the AIRS Board requires a personal and professional commitment, and is outlined in the attached documents. The Board Development Committee will be reviewing nominations in January; working diligently to look at the diversity of the industry and our membership, to the practitioner level, to maintain a board that fully represents the interests and strategic planning needs of the full spectrum of I&R service providers.*

*My time on the board has been a rewarding and totally enlightening experience that has provided the opportunity to work with industry leaders, creative and caring professionals, and great personalities as we have worked to improve information services. I am confident you will find it challenging and rewarding as well.*

*Please review the information and submit your nominations prior to December 12, 2008. I urge local affiliate leadership to look to their members for nominees to support as potential board members. I also ask all the I&R disciplines in the information services spectrum to consider nominating leaders to bring their respective voices to the board.*

*AIRS is also working to gain a clearer understanding of member organizations and the professionals represented through those memberships. As the Board Development committee moves forward in this process, we may identify specific geographic, demographic, service types or professional skill sets we feel are a priority to include on the board. Additional calls for these priorities may be made if they are not represented in the nominations pool for consideration. Please take a moment to consider whether you or someone you know is willing and able to serve, and send their nomination in today.*

*I appreciate your consideration on this. If you have any questions or wish to discuss any barriers to service or issues associated with the board, please feel comfortable in contacting me to discuss them.*

# What is the board, and what does it do?

## AIRS Board Development Procedures

- ◆ There shall be a standing Board Development Committee of three (3) or more plus the Vice President/President Elect, appointed by the president a minimum of nine (9) months prior to the annual business meeting. The chair of the Committee shall not stand for re-election to the Board of Directors while serving as chair.
- ◆ It shall be the duty of the Board Development Committee to select and place for nomination at the annual business meeting of the membership or by previous correspondence to the membership, a slate of candidates to fill vacancies occurring on the Board.
- ◆ The Board Development Committee shall also select and place in nomination at the annual organizational meeting of the Board such candidate or candidates for officers of the Board as it deems proper and appropriate.
- ◆ The Board Development Committee shall create and maintain a grid of knowledge, geographic representation, agency-type representation, cultural representation, etc. in order to ensure that gaps do not develop in any areas.
- ◆ The Board Development Committee will ensure that the Board application form matches the details necessary to maintain the above grid.
- ◆ The Board Development Committee shall educate the membership on how to become an AIRS Board member, via such methods as a workshop at the annual conference, an article in the newsletter article and/or an email to all members.
- ◆ The Board Development Committee shall ensure that prospective Board members are aware of the expectations involved in being part of the Board including the approximate cost to their agency in terms of time and travel.

## Considerations for Appointment

- ◆ The Board Development Committee shall select such candidate or candidates for each vacancy as it deems proper and appropriate, attempting to pursue the goals of regional and cultural diversity in its pursuit of qualified candidates.

*Board Continued on page 4*

## *AIRS Board Member Job Description*

As a duly elected or appointed member of the AIRS Board of Directors I agree to:

- Attend a minimum of three in-person board meetings within a two-year period;
- Attend 75% of board conference calls held within a two-year period;
- Financially support my participation on the board;
- Contribute to Friends of AIRS and the Silent Auction;
- Identify and support other fund development opportunities;
- Attend the Annual Conference and Membership Meeting.
- Be accessible and responsive to other board members and to actively participate in the implementation of board objectives and work.

I understand that this is a participatory board and that I have been recruited and elected to contribute my skills and expertise as we strive to fulfill AIRS mission by:

- participating in board and committee orientations,
- providing leadership, and
- serving actively on one

*Job Continued on page 4*

*Continued from Board on page 3*

- ◆ The Board Development Committee shall properly assess the appointment of a second term of all Board members based on meeting attendance and contribution to committee work and other projects (i.e. that the second term should not be an ‘automatic’ process).
- ◆ Only persons, who have proven an ability within AIRS Committee or within AIRS Affiliates to attend meetings, volunteer for activities and follow-through on activities shall be eligible to apply to the Board. The exception to this may be individuals from outside of the I&R sector who may bring a specialized professional knowledge to the Board.

**Application Process:**

- ◆ The Board Development Committee will have a target of 2 applications for every Board vacancy.
- ◆ Where AIRS Affiliate associations exist, the Board Development Committee shall request submissions of qualified and willing candidates from individual Affiliates.
- ◆ Any current member may submit candidate recommendations to the Board Development Committee for any vacancy that is being considered by the Committee.
- ◆ Applications shall be submitted in writing in the approved manner (electronically, mail, fax), using the required application form, stating specifically the qualifications of the potential candidate.
- ◆ The Board Development Committee will follow-up on references from applicants and also discuss the person’s ability/performance with others (e.g. Committee chairs, Affiliate colleagues).

**Election Process:**

- ◆ Notice of the proposed slate of officers shall be given by the Board Development Committee to the Board before the annual organizational meeting of the Board.
- ◆ The slate of nominations for directors proposed by the Board Development Committee shall be distributed 60-90 days in advance of the annual business meeting.
- ◆ Notice of newly elected Board members shall be given by the Board Development Committee to the AIRS membership.

*Continued from Job on page 3*

committee.	<ul style="list-style-type: none"><li>• participate respectfully,</li><li>• avoid conflicts of interest,</li><li>• retain professionalism</li></ul>	In return, I will expect to be provided with a clear sense of direction and scope of work by Board and Staff leadership...timely information to make informed decisions ... and a thank you along the way.
In Board deliberations, I recognize that AIRS is my first priority. I will work to:	around board decisions and in communication with others,	
<ul style="list-style-type: none"><li>• steward the organization,</li><li>• embrace and articulate AIRS vision, mission and goals,</li><li>• observe confidentiality,</li></ul>	<ul style="list-style-type: none"><li>• speak honestly in meetings,</li><li>and</li><li>• participate actively in discussion.</li></ul>	

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

The purpose of the news summary section of the AIRS newsletter has been to highlight different ways 2-1-1 has been involved in local initiatives. As 2-1-1 evolves into being an integral part of each community's fabric, this column will evolve into only highlighting new launches, different sources of funding that 2-1-1s have tapped into as well as new initiatives. If you would like to see a local article be included, please submit link and summary to [211information@gmail.com](mailto:211information@gmail.com).

## Colorado

"Valley Community Fund working towards stability." 2-1-1 "line became unmanned some time ago, but would have helped the community greatly during the Salmonella outbreak earlier this year...County Commissioners Association has discussed the possibility of reinstating the line."

[http://www.alamosanews.com/V2\\_news\\_articles.php?heading=0&page=72&story\\_id=10348](http://www.alamosanews.com/V2_news_articles.php?heading=0&page=72&story_id=10348)

## Florida

"Help others have happy, hunger-free holidays." "...211, is reporting a 42 percent increase over this time last year in calls seeking emergency food assistance...."

<http://www.palmbeachpost.com/opinion/content/opinion/epaper/2008/11/18/tuesdaywebletters.html>

## Georgia

"Organization celebrates 25 years of linking people in need, agencies that help them." "It's hard to imagine a time when a Rolodex filing system for contacts would be the center of debate...." "Entering its 25th year, Community Connection has developed into a clearinghouse networking agency for the roughly 2,400 nonprofits serving a 14-county area."

[http://onlineathens.com/stories/111008/liv\\_354120500.shtml](http://onlineathens.com/stories/111008/liv_354120500.shtml)

## Michigan

"Gryphon Place Offers Services to Public." "Gryphon Place helps people connect to needed services in the community. Best known is the 2-1-1/Help Line, which provides 24 hour crisis and referral services. Simply dial 2-1-1 ..."

<http://www.kalamazooweekly.com/articles.php?id=285>

## Missouri

"Calls to United Way 211 helpline exceed 87,490 in inaugural year."

<http://www.news-leader.com/article/20081113/BREAKING01/81113025>

"Federal pilot program aimed at financial literacy." "...anyone in need of immediate help related to banking or finance in the region can call the United Way's 211 line."

<http://www.businessweek.com/ap/financialnews/D94I6C1O1.htm>

## Nebraska

"First Hand Look at United Way's 211 Service." Report on newspaper's test call. Reporter called with hypothetical situation--a teenage boy who has been acting out and not listening.

<http://www.kolnkgin.com/home/headlines/34533109.html>

## New York

"\$45K from county sought for 211

service: State backs out of funding for United Way project." It was hoped that service would be up and running by early 2009.

<http://www.pressconnects.com/article/20081116/NEWS01/811160369/1001>

## North Carolina

"United Way in search of CEO." Article mentions closing of 2-1-1 by end of year.

<http://www.charlotteobserver.com/local/story/358223.html>

## Oklahoma

"Helpline helps people get connected, get answers." Darleen Denny, a 2-1-1 Helpline representative explains, "Dialing 2-1-1 connects callers to trained specialists with access to a database of thousands of local tribal, community and government agencies. Typical caller requests include utility assistance, housing, counseling, health care, and childcare, to name just a few."

[http://nativetimes.com/index.php?option=com\\_content&task=view&id=544&Itemid=55](http://nativetimes.com/index.php?option=com_content&task=view&id=544&Itemid=55)

## Ontario, Canada

"Follow the 3 Ps when donating to food bank." "For information on area agencies and community services that offer help and accept donations, phone 211, the local resource and help line for commu-

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nity agencies.”

<http://www.canada.com/wind-sorstar/columnists/story.html?id=5567b085-7525-4327-b032-8a2777b4fb20>

“2-1-1 will provide easy access to social services information.”

<http://www.northumberlandtoday.com/ArticleDisplay.aspx?e=1305208>

“211 service a lasting community resource.” 2-1-1 launched on Nov. 3.

<http://www.gravenhurstbanner.com/article/121994>

### Elsewhere: Jamaica

Jamaica’s Cabinet has approved a proposal for the establishment of a 24-hour toll free hotline, for the

reporting of cases of child abuse. The three-digit emergency number, 211, will be available seven days per week.

[http://www.jis.gov.jm/information/html/20081114T090000-0500\\_17377\\_JIS\\_24\\_HOUR\\_CHILD\\_ABUSE\\_HOTLINE\\_TO\\_BE\\_ESTABLISHED\\_.asp](http://www.jis.gov.jm/information/html/20081114T090000-0500_17377_JIS_24_HOUR_CHILD_ABUSE_HOTLINE_TO_BE_ESTABLISHED_.asp)

# New AIRS web site unveiled

AIRS has recently launched a revamped Web site to provide you with access to more information and to make it easier to find those resources.

Here are some of the highlights:

- ◆ Under Accreditation, the list of accredited agencies is now arranged in state/province order.

- ◆ Under Certification, there are additional resources for studying, including links for people who experience examination nerves.

- ◆ The Conference page has information about Reno!

- ◆ The AIRS Standards are still available and still free.

(Watch out for version 6.0 coming around January 1st.)

- ◆ Our I&R Directory links to our membership database. It lists all current organizational members. (This is why you might want to make sure that we have the service phone number of your organization and the Web site!)

- ◆ There is a link for joining the AIRS I&R Networker. (And really, every member should be a part of that!)

- ◆ The free AIRS resource database Style Guide. Information (including free training resources) on the role of I&R in disasters.

- ◆ Resources and information concerning EITC.

- ◆ Did you know there are a list of I&R trainers? This is where it is.

- ◆ Resources and information on serving members of the military and their families.

- ◆ A potpourri of resources under “Other Useful AIRS Stuff!” that includes the national problem/needs

categories, a survey on resource databases, a template for evaluating I&R software, definitions of I&R calls and contacts, an article on follow-up sample sizes and information on effective training.

- ◆ Information on the discounts available for Tele-Interpreters.

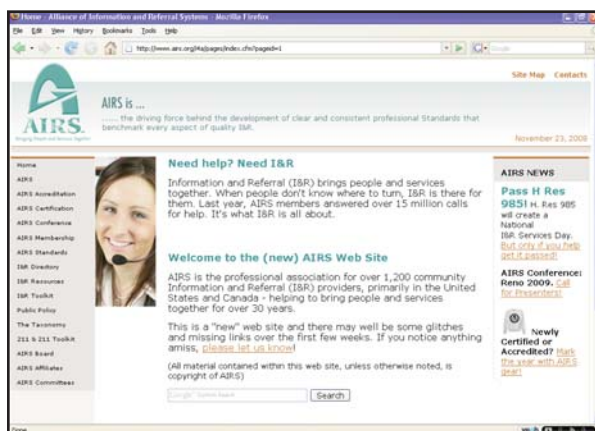
- ◆ The new Taxonomy page is one of the most important

upgrades on the new site and represents a great deal of hard work by the AIRS Taxonomy Committee. The contents of this page include a free Taxonomy training curriculum, a selection of sample indexing for typical services and programs, a list of resource specialists arranged by geography and software who have made themselves available to provide support to others, and links to additional articles and training.

- ◆ The AIRS Board page lists all of the current AIRS Board members.

The new AIRS Web site is at [www.airs.org](http://www.airs.org).

Visit it soon and let your staff know all about it!



# 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**

Beltran, Lucy - Community Information & Referral 24 HR Helpline, Phoenix AZ  
Binder, Brian - Aging Resource Center of Brown County, Green Bay WI  
Bins, Jennifer - Eau Claire County Department on Aging, Eau Claire WI  
Blackburn, Kimberly - 2-1-1 Texas South Central Region, UWCA, Austin TX  
Boff, Dena - First Call for Help Inc, Napoleon OH  
Bonvicini, Catherine - Ozaukee County ADRC, Port Washington WI  
Caruso, Wendy - United Way of Connecticut/2-1-1 Infoline, Rocky Hill CT  
Cho, Shany - 211 OC, Costa Mesa CA  
Dashner, Sarah - United Way of Greater St. Louis, Inc., St. Louis MO  
Derenburger, Cory - Peninsulas' 211, Bremerton WA  
Dooley, Audrey - Memphis Public Library, Memphis TN  
Duarte, Sandy - CIR, Phoenix AZ  
Dunn, Brian - United Way of Jackson County, Jackson MI  
Farris-Scott, Alexandra - United Way, St. Louis MO  
Gansel, Maria - United Way of San Antonio, San Antonio TX  
Gearing, Pamela - Helplink Aging & Disability Resource Center, Black River Falls WI

Gomez, Ruth - United Way of San Antonio, San Antonio TX  
Gonzales, Rachel - Family Service Agency/2-1-1 Helpline, Santa Barbara CA  
Gottron, Diane - First Call for Help Inc, Napoleon OH  
Griffin, Natasha - MS Dept. of Mental Health, Jackson MS  
Guerra, Yvonne - United Way of San Antonio, San Antonio TX  
Guse, Linnea - Green Co. ADRC, Monroe WI  
Haggard, Eurdice - Volunteers of America, Everett WA  
Harris, Rita - Lee's Summit MO  
Harvin, Gema - 211 LA County, San Gabriel CA  
Hirth, Nicole - United Way of CT/2-1-1, Rocky Hill CT  
Homier, Barbara - First Call for Help Inc, Defiance OH  
Horvath, Steven - United Way of San Antonio, San Antonio TX  
Journey, Cheyenne - United Ways of Vermont, South Burlington VT  
Kanaan, Tarek - Family Service Agency - Santa Barbara, Santa Barbara CA  
Kearney, Angela - 211 Ventura County, Camarillo CA  
Kim, Tim - 211 Orange County, Costa Mesa CA  
Latuska, Jamie - Douglas County Health and Human Services, Superior WI  
Lee-Gitchell, Cindy - First Call For Help, Binghamton NY  
Leigh, Lawanda - United Way of Connecticut/2-1-1 Infoline, Rocky Hill CT

LoGiudice, Dennis - City of Portland/Multnomah County Information and Referral, Portland OR  
Long, Jennifer - Warren County Community Services Inc, Lebanon OH  
Lundberg, Brian - Douglas County Health and Human Services, Superior WI  
Margraf, Tonya - United Way of Greater Toledo, Toledo OH  
McDonald, Heather - Toledo OH  
McIlvain, Maureen - Douglas County Health and Human Services, Superior WI  
Miller, Susan - Warren County Community Services Inc, Lebanon OH  
Mize, Michael - HeartLine, Inc., Oklahoma City OK  
Moen, Judy - Options IRCIL, East Grand Forks MN  
Montes, Jennifer - United Way of San Antonio, San Antonio TX  
Morales, Marcos - Community Information & Referral 24 HR Helpline, Phoenix AZ  
O'Brien, Deana - Arthur Center, Mexico MO  
Ortiz, Acencion - Information & Referral Federation of Los Angeles, San Gabriel CA  
Pagel, Jennifer - Aging & Disability Resource Center of Central WI, Wausau WI  
Pena, Jeanette - 211 LA County, San Gabriel CA  
Perez, George - United Way of San Antonio, San Antonio TX  
Perry, Frances - United Way of San

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Antonio, San Antonio TX  
 Roberts, Patricia - Area Agency on Aging of Central TX, Belton TX  
 San Miguel, Lydia - United Way of San Antonio, San Antonio TX  
 Santelli, Matthew - Pierce Co Human Services, Tacoma WA  
 Sauder, Jeff - First Call for Help Inc, Napoleon OH  
 Schmitz, Kathryn - ADRC Ozaukee County, Port Washington WI  
 Seiler, Pamela - First Call for Help Inc, Fayette OH  
 Shaffer, Linda - First Call for Help Inc, Napoleon OH  
 Simmons, Melissa - HeartLine, Inc., Oklahoma City OK  
 Taylor, Neva - United Way of San Antonio, San Antonio TX  
 Torres, Dixie - Inland Empire United Way, Rancho Cucamonga CA  
 Valles, Vanessa - United Way of San Antonio, San Antonio TX  
 Van Vooren, Kara - Northeast Children and Youth with Special Healthcare Needs, Neenah WI  
 Wacasey, Elizabeth - United Way of San Antonio, San Antonio TX  
 Woods, Althea - Memphis Public Library, Memphis TN

**CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging**

Alhabal, Lisa - CHOICES, Bridgeport CT

Atkinson, Stacey - Area 2 Agency on Aging/Real Services, South Bend IN  
 Brown, Deanna - Northwest MO Area Agency on Aging, Albany MO  
 Bruns, Megan - PSA 3 Agency on Aging, Lima OH  
 Capetillo, Carol - Manitowoc County Aging & Disability Resource Center, Manitowoc WI  
 Clapham, Mary - Northwest MO Area Agency on Aging, Unionville MO  
 Cruz, Gilbert - United Way of San Antonio, San Antonio TX  
 Curtis, Andrea - Missoula Aging Service, Missoula MT  
 Cushman, Kimberly - Aging and Long Term Care, Clarkston WA  
 Davisson, Sharon - Aging & Disability Resource Center of Central WI, Wausau WI  
 Diggs, Jr., Frederick - CT State Department of Social Services, Hartford CT  
 Dill-Martin, Nellene - Central Missouri Area Agency on Aging, Columbia MO  
 Ellerbrock, Nichole - PSA 3 Agency on Aging, Fort Jennings OH  
 Elwood, Karen - Central Missouri Area Agency on Aging, Fulton MO  
 Fields, Melanie - Life Stream Services, Inc., Yorktown IN  
 Fisher, Denise - Area Agency on

Aging of Central TX, Temple TX  
 Grosshuesch, Julie - Manitowoc County Aging & Disability Resource Center, Manitowoc WI  
 Humphrey, Kathleen - Central Missouri Area Agency on Aging, Eldon MO  
 Karpinsky, Lynn - Washington County Office on Aging, West Bend WI  
 Linder, Carrie - Aging and Disability Resource Center of the North, Washburn WI  
 Lombard, Nancy - CHOICES, Bridgeport CT  
 Lopez-Diaz, Serina - SE WA Aging and Long Term Care, Zillah WA  
 Luther, Patricia - Central Missouri Area Agency on Aging, Jefferson City MO  
 McConnell, Patricia - Missoula Aging Service, Missoula MT  
 Morrissey, Deborah - SW MO Office on Aging, Springfield MO  
 Newman, Rita - Aging and Long Term Care, Clarkston WA  
 Noble, Sarah - Council on Aging for Southeastern Vermont, Springfield VT  
 Overby, Jackie - Central Missouri Area Agency on Aging, Salem MO  
 Petty, Aimee - Aging and Long Term Care, W. Richland WA  
 Poindexter, Robert - Aging and Adult Care of Central Washington, Moses Lake WA  
 Politte, Marvin - Central Missouri

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# November FEMA Federal Disaster Declarations

**Major Disaster Declarations**

11/13 Missouri Severe Storms, Flooding, and a Tornado  
 11/18 California Wildfires

**Fire Management Assistance Declarations**

11/14 California Tea Fire  
 11/15 California Freeway Complex Fire  
 11/15 California Sayre Fire

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Area Agency on Aging, Potosi MO  
Pratt, Gail - Spokane WA  
Preciado, Rebecca - Aging and Long Term Care, Richland WA  
Rackers, Jody - Central Missouri Area Agency on Aging, Jefferson City MO  
Ray, Marsha - Central Missouri Area Agency on Aging, Rolla MO  
Reaker, Mike - Area 2 Agency on Aging/Real Services, South Bend IN  
Reed, Gwendolyn - Multnomah Co Aging & Disability Services, Portland OR  
Russo, Julie - Aging & Disability Resource Center of Portage Co., Stevens Point WI  
Salley, Stacy - Aging and Adult Care of Central Washington, East Wenatchee WA  
Sanders, Karen - Central Missouri Area Agency on Aging, Cuba MO  
Schulte, Jenny - Washington County Office on Aging, West Bend WI  
Seidlitz, Vicki - ADRC, Chippewa Falls WI  
Senor, Carol - Central Missouri Area Agency on Aging, Mexico MO

Shaffer, Scott - Central Missouri Area Agency on Aging, Rolla MO  
Shaw, Chris - Central Vermont Council on Aging, Barre VT  
Slagle, Marlo - SE WA Aging and Long Term Care, Kennewick WA  
Smith, Emma - Central Missouri Area Agency on Aging, Vienna MO  
Smith, Hugh - Central Missouri Area Agency on Aging, Columbia MO  
Stedman, Sharon - ADRC, Chippewa Falls WI  
Studer, Sara - Area 2 Agency on Aging/Real Services, South Bend IN  
Thorn, Nancy - Aging and Adult Care of Central Washington, East Wenatchee WA  
Urshan, Shirley - United Way of San Antonio, San Antonio TX  
Van Gemert, Mary Jo - Aging Resource Center of Brown County, Green Bay WI  
Vanatti, Amanda - CICOA-Aging & In-Home Solutions, Indianapolis IN  
Velasquez, Megan - Life Stream Services, Inc., Yorktown IN  
Wade, Joy - Northwest MO Area

Agency on Aging, Chillicothe MO  
Welch, Pamela - Area 2 Agency on Aging/Real Services, South Bend IN  
WelshMcLean, Brenda - Aging & Disability Resource Center of Columbia County, Portage WI  
Werner, Olivia - Central Missouri Area Agency on Aging, Versailles MO  
Westerback, Christine - Evergreen Healthcare, Kirkland WA  
White-Riedel, Tracinda - ADRC, Chippewa Falls WI  
Wright, Karen - Central Missouri Area Agency on Aging, Boonville MO  
Yepes, Sandra - CHOICES, Bridgeport CT

**CERTIFIED RESOURCE SPECIALISTS**

Conlon Fasselius, Katherine - Iowa Compass, Center for Disability and Development, Iowa City IA  
Damsgaard, Mary - United Way of San Antonio, San Antonio TX  
Galbusieri, Andrea - United Way of Lawton Fort Sill, Lawton OK  
Lumb, Lisa - Memphis Public Library, Memphis TN

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## Welcome New Members

**Individual Members**

Susan Jensen - Mauston, WI  
Samrat Sood - Canton, MI

**Agency Members**

1-800-HISPANO - Austin, TX  
Agency for Work Force Innovation - Office of Early Learning - Tallahassee, FL  
Army Community Service - Fort McCoy, WI  
Arthritis Foundation Michigan Chapter - Troy, MI  
Baltimore Families First - Baltimore, MD  
Delaware Valley Association for the Education of

Young Children - Philadelphia, PA  
HIV Alliance - Eugene, OR  
Homer Independant Living Center - Homer, AK  
Mid-East Commission Area Agency on Aging - Washington, NC  
UCN inCONTACT - Sea Girt, NJ  
United Way of Humboldt County - Eureka, CA  
United Way of Metropolitan Atlanta - Lithonia, GA  
Wayne County Department of Aging and Youth - Lyons, NY  
Wenatchee Valley Senior Activity Center - Wenatchee, WA

# Present at the AIRS Conference in Reno!

The 2009 AIRS Conference is looking for presenters relating to any and all aspects of I&R.

Workshops last 90 minutes and presentations can be conducted by single individuals or by groups/panels handling a specific topic. The deadline for proposals is Jan. 31, 2009.

If you would like to discuss a possible idea before committing yourself to completing the application (or if you just want to share, "I would really like there to be a session on \_\_\_\_\_"), please feel free to directly contact one of the following program track managers:

- 2-1-1 Track Manager: Bill Sullivan at [Bill.Sullivan@liveunitedsem.org](mailto:Bill.Sullivan@liveunitedsem.org)
- Disaster Track Manager: Larry Olness at [Larry.Olness@hfuw.org](mailto:Larry.Olness@hfuw.org)
- I&R Service Delivery Track Manager: Sharon Doner at [sdoner@verizon.net](mailto:sdoner@verizon.net) and/or Francie Kranzberg at [Francie.Kranzberg@shalomdc.org](mailto:Francie.Kranzberg@shalomdc.org)
- Management Track Manager: Tim Sylvia at [tsylvia@unitedwayvfc.org](mailto:tsylvia@unitedwayvfc.org)

- Military Track Manager: Kim Gates at [kimberly.a.gates@usmc.mil](mailto:kimberly.a.gates@usmc.mil)
- Resource Database Track Managers: Lael Tryon at [TryonL@unitedwaytwincities.org](mailto:TryonL@unitedwaytwincities.org)
- Stuff That Does Not Fit In Anywhere Else Track Manager: Clive Jones at [clivemjones@gmail.com](mailto:clivemjones@gmail.com)
- Technology Track Manager: Marianne Galleon at [marianne@211la.org](mailto:marianne@211la.org)

Please note that the Aging and Disability tracks are handled directly by NASUA who have their own (much more) efficient system for putting these things together. The proposal is also available from the AIRS Web site at [www.airs.org](http://www.airs.org).

Seriously, if you haven't presented at the AIRS Conference before it is a great platform for sharing and for professional development. And remember you can always co-present with a couple of colleagues in order to share the experience. If you have presented before, don't worry, you are still very much needed ... Fill out those forms!!!



## AIRS 2009 ANNUAL TRAINING CONFERENCE

# Certification test dates

*Test sites must first be approved by a state/regional/provincial I&R association. AIRS must receive notification at least 90 days in advance. The CIRS, CRS and CIRS-A exams will be offered at each test site.*

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

*Please be aware that registration for your local Affiliate Conference does not constitute registration for the AIRS Certification exam. If you are interested in testing, all certification exam applications, supporting documentation and appropriate exam fees must be mailed to the AIRS National Office in Fairfax, VA, and must arrive 30 days prior to the exam. DO NOT send your application for certification with your conference registration.*

*If an application and payment are mailed to an address other than the AIRS National Office in Fairfax, Virginia, the application will not be processed, and the applicant will be unable to sit for the exam.*

*The contacts listed for each site can provide information such as directions to the test site, whether training or a study session will be available before the exam, and if there are additional charges from the hosting organization.*

*For additional questions, or to schedule a test, contact the AIRS Headquarters at (703) 218-AIRS (2477) ext. 201 or [certification@airs.org](mailto:certification@airs.org).*

**JAN. 24 - ROCKLEDGE, FL**  
10 am - Noon  
Brevard Achievement Center  
1845 Cogswell Street  
Nicole Kirksey  
(321) 631-9290 x203  
[nkirksey@211brevard.org](mailto:nkirksey@211brevard.org)  
Please contact Nicole for more information on training courses for this test site.

John Krom (317) 921-7527  
[jkrom@in211.org](mailto:jkrom@in211.org)

**FEB. 5 - LAKE BUENA VISTA, FL**  
1:30-3:30 pm  
Regal Sun Resort  
1850 Hotel Plaza Blvd.  
Tim Sylvia (386) 366-9070  
[tsylvia@unitedwayvfc.org](mailto:tsylvia@unitedwayvfc.org)

**FEB. 2 - ELKHART, IN**  
9-11 am  
222 Middlebury Street  
Darren Bickel (574) 295-1650  
[bickeld@unitedwayec.org](mailto:bickeld@unitedwayec.org)

**FEB. 20 - DENVER, CO**  
1-3 pm  
2505 10th Street  
Pat Gash (719) 583-6611  
[211@srda.org](mailto:211@srda.org)

**FEB. 4 - INDIANAPOLIS, IN**  
10 am to Noon  
3901 N Meridian Street

## Share your good ideas with fellow AIRS members

As non-profit I&Rs we all have become proficient in coming up with creative solutions for problems. We don't want you to keep your solutions to yourselves. Tell us about it!

If you have designed a different way of doing something, created a new procedure, solved a problem in a unique way or just are doing something that you think is really cool and helpful, e-mail us at [airsnewslettereditor@airs.org](mailto:airsnewslettereditor@airs.org).

Explain in detail what you are doing and why you are doing it, and what the results have been. Your idea may be featured in an upcoming issue.