



Bringing People and Services Together

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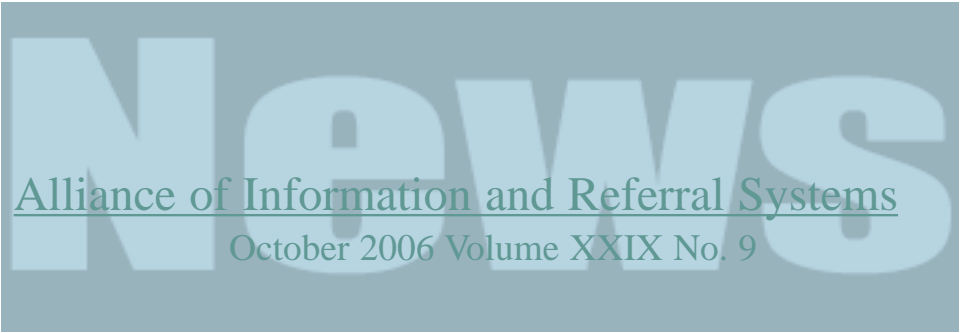
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Save money on your language translation

AIRS has renegotiated its contract with TeleInterpreters for services for its members. The new contract makes document translation services available, as well as reduces the current fee for interpreter services from \$1.54 a minute to \$1.30 a minute. Beginning in January 2007, TeleInterpreters will be contacting all current AIRS members, including those all ready with a contract with them, and offering the reduced fee.

Steps in getting document translation done with TeleInterpreters Translations services:

1. Call your assigned TeleInterpreters account manager and describe your translation project. Specify the language, file format or intended delivery method. Note any desktop publishing or formatting concerns.
2. E-mail a copy of your translation project - note that source files are preferred.

3. They will review your project and our Translation Division will respond with a translation quote/estimate that details the specific steps to translate your document, your itemized cost and delivery time for your translation project.

For information on TeleInterpreters and how to apply for over-the phone interpretation services refer to the AIRS Web site www.airs.org, under Resources for I&Rs.

Language	Assignment Type	Rate
Spanish	Non-Technical	US \$0.25 per word, US \$125.00 minimum
	Technical	US \$0.30 per word, US \$125.00 minimum
Other European	Non-Technical	US \$0.28 per word, US \$125.00 minimum
	Technical	US \$0.32 per word, US \$125.00 minimum
Asian	Non-Technical	US \$0.30 per word, US \$135.00 minimum
	Technical	US \$0.40 per word, US \$135.00 minimum

Proofing and editing charges are included in per word pricing above. Volume discount rates are available for projects exceeding 25,000 words. Fees are subject to change without notice. Pricing reflects a 48 - 96 hour turnaround. Under 24 Hours - 50% surcharge. No extra charge for the translators certification document; however, if notarization is required, the notary fee must be reimbursed.

Contact Us
www.airs.org

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:

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

2009 AIRS conference needs to find a home

**Sharon Galler,
Conference Director**

As you know, the AIRS 2007 I&R Training & Education Conference is being hosted by the great folks at FLAIRS (Florida AIRS). It will be held in Jacksonville, Florida May 6-9, 2007.

The friendly folks at Texas AIRS will be hosting the 2008 I&R Training & Education Conference, May 18-21, 2008 in Houston, Texas. Details on the hotel will be forthcoming.

We are taking bids on hosting the 2009 Conference and beyond. 2009 should be on the west coast, if possible. Based on your feedback, we have developed a set of guidelines for hosting the conference as well as an application form. We hope to hear from you soon!

GUIDELINES TO HOST THE ANNUAL AIRS I&R TRAINING & EDUCATION CONFERENCE

Hotel requirements:

One hotel with the following:

At least 600 sleeping rooms

Not located too far from airport (no more than a \$30 taxi ride)

Hotel room rate under \$120 per night, single/double

Current Government extended to all Government employees (federal, state & local)

Meeting space for 9 concurrent sessions as well as one room for #500 at meal functions

Exhibit space for 30-40, 8' x 10', pipe & draped booths with space for reception (flow)

Location requirements:

Easy, affordable access by airplane, direct flights, if possible

Preferred dates are Sunday-Wednesday, first or second week of May, not to include Mother's Day (2nd Sunday in May)

Local Host to receive:

- ◆ Unlimited local members are eligible to register at the AIRS membership rate.
- ◆ A special one day rate for local members

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- ◆ Up to 10 volunteers (who contribute eight hours or more on-site at the conference) are eligible for 50% reimbursement of their registration fee
- ◆ One complimentary hotel room for the duration of the conference
- ◆ One complimentary exhibit booth, at the year prior to and the year of, the hosted conference

Local Host to receive \$5000 after the conference for the successful completion of the following responsibilities:

- ◆ Promote the conference using the following regional vehicles: social service networking meetings, I&R and social service conferences. Conduct other appropriate activities as needed to assure optimum attendance.
- ◆ Submit an updated electronic version of the Local Host's mailing list to AIRS Conference for inclusion in conference mailings
- ◆ Assist National AIRS with planning special events and/or entertainment
- ◆ Solicit/secure commercial gift items for conference totebags
- ◆ Recruit and train volunteers to staff the conference information desk, assist with registration, room monitors, people movers, totebag stuffing, etc.
- ◆ Assist National AIRS in recruiting appropriate



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I&R's BREATH OF FRESH AIRS

local presenters for intensives/workshops and general session speakers.

- ◆ Provide local prospects for sponsorships & exhibitors
- ◆ Recruit and train volunteers to be room monitors, people movers, etc.

NATIONAL AIRS will have primary responsibility for the conference theme, hotel, program development, registration, national promotion and managing conference funds.

Apply to host the 2009 AIRS conference

Date:

Affiliate Name:

Your Name:

Your Title within Affiliate:

Affiliate Mailing Address:

Your Daytime Phone:

Your E-mail:

Proposed Event City/State

Please send requests to:

Sharon R. Galler, CMP

AIRS Conference Director

11240 Waples Mill Road, Suite 200

Fairfax, Virginia 22030

Phone: (703) 218-2477 x 204

Fax: (703) 359-7562

Email: Sharongaller@airs.org

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

Allen, Kathy - Help Center, Bozeman MT
Arnold, Ollie - Eden I&R, Hayward CA
Berman, Emma - 211 info, Portland OR
Bossenberry, Michael - Hotline of San Luis Obispo, San Luis Obispo CA
Conti, Diane - Help Center, Bozeman MT
Cox, Paula - Iowa Compass, Iowa City IA
Deets, Susan - Iowa Compass, Iowa City IA
Gogal, Thomas - Help Center, Bozeman MT
Harden, Don - United Way of East Central Iowa, Hiawatha IA
Jiron, Alicia - Mile High United Way, Denver CO
Klein, Wendy - United Way of Weld County, Greenley CO
Kreiner, Mayela - 2-1-1 Idaho Careline, Boise ID
Lewis, Mark - CIR, Phoenix AZ
Martinez, Agner - United Way of Weld County 2-1-1, Greenley CO
Montenegro, Martha - United Way Silicon Valley, San Jose CA
Palmer, Michael - Help Center, Bozeman MT
Parks, Loren - Iowa COMPASS, Iowa City IA
Richards, Darci - 2-1-1 Idaho Careline, Boise ID
Rufer, Rosemary - Volunteers of America W WA, Everett WA
Schmieding, Jennifer - Help Center, Bozeman MT
Snelling, Jenne - United Way 2-1-1 (Larimer County), Ft. Collins CO
Tuck, Karen - Bozeman Help Center, Bozeman MT
Westphal, Jeri - HACAP, Cedar Rapids IA
Wilson, Gina - 2-1-1 Idaho Careline, Boise ID

CERTIFIED INFORMATION & REFERRAL SPECIALISTS -

Canadian

TerSteege, Robert - MS Society of Canada, Toronto ON
Woodcock, Becky - Region of Peel, Mississauga ON

CERTIFIED INFORMATION & REFERRAL SPECIALISTS - Aging

Abbott, AnnMarie - Olympic Area Agency on Aging, Aberdeen WA
Aldrich, David - Olympic Area Agency on Aging, Aberdeen WA
Batts, Lindsey - Senior I&A, Mukilteo WA
Carte, Charlyn - Olympic Area Agency on Aging, Port Harbor WA
Cook, Kimberly - Olympic Area Agency on Aging, Raymond WA
Deyoe, Susan - Service Link of Carroll County, Chocorua NH
Edson, Sally - Service Link, Lebanon NH
Ferris, Sydney - Volunteer Center of Napa Valley, Napa CA
Fredette, Patricia - Rockingham County Service Link, Portsmouth NH
Green, Laurie - Olympic Area Agency on Aging, Long Beach WA
Gregg, Heaven - Senior Information and Assistance, Pt. Hadlock WA
Guptill, Kimberly - Carroll County Service Link, Chocorua NH
Harvey, Mark - Olympic Area Agency on Aging, Port Angeles WA
Hayden-Grace, Kristy - Service Link Resource Center, Rochester NH
Hoyle, Jaci - Olympic Area Agency on Aging, Port Hadlock WA
Ibrahim, Annette - Olympic Area Agency on Aging, Aberdeen WA
Janzen, Risa - Senior Services Volunteer Center of Napa Valley, Napa CA
Kary, Rose - O3A, Long Beach WA
Kavanaugh, Angel - O3A, Aberdeen WA
Lane, Donna - Kings/Tulare Area Agency on Aging, Lemoore CA
Larson, Victoria - Olympic Area Agency on Aging,

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Port Angeles WA
Lauer, Carlyn - Monadnock Service Link, Keene NH
Lindley, Carolyn - Olympic Area Agency on Aging, Port Angeles WA
Livio, Julia - Truckee Tahoe Senior Council, Truckee CA
Maynard, Martha - Service Link, Rochester NH
McCalister, Polly - Olympic Area Agency on Aging, Aberdeen WA
Organ, Kathy - Senior Info and Assistance, Aberdeen WA
Peterson, Ann - SR Information and Assistance, Aberdeen WA
Robitaille, Paul - Service Link, Gorham NH
Shally, Deborah - Area 12 Agency on Aging, Sonoma CA
Shaw, Carmon - Olympic Area Agency on Aging, Aberdeen WA
Sheaffer, Doug - Olympic Area Agency on Aging,

Long Beach WA
Tapia-Iniguez, Gloria - Riverside County Office on Aging, Palm Desert CA
Wiitala, Carol - O3A Senior I&A, Raymond WA
Wilson, Shane - Olympic Area Agency on Aging, Long Beach WA
Yakovleff, Misha - Service Link of Sullivan County, Claremont NH
Ygloria, Silvya - Riverside County Office on Aging, Riverside CA
Young, Constance - Rockingham County Service Link, Salem NH

CERTIFIED RESOURCE SPECIALISTS

Eaton, Alisa - 211 Idaho CareLine, Biose ID
Huff, Ken - Crisis Clinic Resource Network, Olympia WA
Wood, Casey - Wyoming Institute for Disabilities, Laramie WY

News from the president



Caty Jirik,
AIRS Board President

It's hard to believe we are in the last quarter of 2006. Seems like there is never enough time to accomplish all that we want to do - so many great ideas, so little time!

One thing we have accomplished

this year is creating a strategic plan to move us forward in the development of technology and telecommunications, enormous topics, requiring enormous resource and commitment.

With the help of Nancy Shank, Director at the Nebraska Public Policy Institute, the AIRS Board developed a strategic plan that includes the goals of:

- ◆ Establishing and developing an online training system to provide standardized quality training for I&R professionals (In fact, we have already begun implementation!)
- ◆ Developing a state-of-the-art

web site that is indispensable to the I&R profession (AIRS and UWA have been working on a joint work plan for 2007, and web presence for 2-1-1 specifically, and I&R generally, was agreed on as an excellent collaborative opportunity for the two national organizations).

- ◆ Continuing to improve specificity of resource database standards and associated accreditation requirements
- ◆ Continuing to work with software vendors in establishing, implementing and approving viable XML functionality across all software used in the provision of I&R
- ◆ Facilitating seamless commu-

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nication across membership with a coordinated telecommunication system plan for VOIP/IVR conversion that includes VOIP, IVR call routing strategies for disaster, geography, and after-hours back-up, among other potential uses.

◆ Engaging as a more effective national partner and providing enhanced support to I&R organizations through technology solutions in the area of disaster preparedness

While we know that we cannot accomplish such huge tasks alone, we believe we can play an important and

critical role, working with other national partners and experts, to deliver technology and telecommunication solutions and options to the field. Ultimately, local I&Rs and 2-1-1s need to be able to deliver quality service to local communities, regions and states.

As the national membership organization representing I&Rs everywhere, AIRS is committed to supporting I&Rs to do just that, by providing not only the standards and credentialing required, but by providing the technical assistance needed for important decisions and choices about operations and infrastructure.

Call to action for 211

Patrick McIntyre,
Director Public Policy, United Way of America

Now that Members of Congress are home, feverishly campaigning to keep their jobs, this is a good opportunity to invite your Members of Congress to your local call centers to show them what 2-1-1 is. Members are always looking to get in front of new audiences and learn more about their communities, so please make the effort to reach out to your policymakers so they can learn the 2-1-1 story.

Once you have them as your captive audience, please ask them to PASS The Calling for 2-1-1 Act before this Congress adjourns. Members will have to return to Washington after the elections for a lame duck session to finish FY 2007 appropriations. It is during this time that we hope to squeak out passage of the act in both

chambers. House deliberations continue behind the scenes, but you can help us in the Senate! Our Senate champions inform us that they simply ran out of time before recessing to go home and campaign, so there's still hope! If your senator is a Republican and has cosponsored S. 211, please call them and ask them to encourage Senate Leader Frist (R-TN) to bring the 2-1-1 bill to the floor for consideration upon their return in November.

Here are our Senate Republican targets:

Bob Bennett (UT)
Richard Burr (NC)
Thad Cochran (MS)
Norm Coleman (MN)
Susan Collins (ME)
Mike DeWine (OH)
Mike Enzi (WY)
Chuck Hagel (NE)

Orrin Hatch (UT)
Johnny Isakson (GA)
Richard Lugar (IN)
Pat Roberts (KS)
Olympia Snowe (ME)
Arlen Specter (PA)
David Vitter (LA)

The request is that they weigh in with Leader Frist to consider the bill before this Congress adjourns. For more information, Senate staff can contact Jan Rybnicek in Sen. Dole's office at jan_rybnicek@dole.senate.gov or (202) 224-6342.

Again, your missions (should you chose to accept) are: 1. Invite your Members of Congress to your call center and ask them to pass the bill. 2. Contact the specific Senators above and ask that they push Leader Frist to consider the bill before adjourning.

211s in the news across the country

Alabama

“How 211 First Call for Help will work.” The 211 Connects Alabama Steering Committee began developing the statewide 211 Connects initiative in 2001. Article also includes overview of 2-1-1 role in disasters.
http://news.mywebpal.com/news_to ol_v2.cfm?show=localnews&pnpID=726&NewsID=757034&CategoryID=3451&on=0

“211 line coming to south Alabama: Free calling service can provide information about services during emergencies or other times.” Call centers in Mobile and Robertsdale and Web sites serving both locations will be available as part of a statewide information system.
<http://www.al.com/news/mobileregister/baldwin.ssf?/base/news/1160731274249570.xml&coll=3>

Colorado

“Make A Difference Day around the corner.” Volunteers can view project details and register online by visiting www.uwaylc.org or calling 2-1-1.
<http://www.coloradoan.com/apps/pbcs.dll/article?AID=/20061016/OPINION/610160301>

Florida

“Seniors’ spirits are lifted by phone call: Nonprofit checks on their needs.” Telephone Reassurance, Young doesn’t feel so alone. A volunteer calls her each morning to check on her. A free

telephone reassurance program is offered under the umbrella of 211 Palm Beach/Treasure Coast, a non-profit agency that assists callers with information and referral services, crisis counseling and suicide intervention.
<http://www.sun-sentinel.com/news/local/palm-beach/sfl-bc15sunshineoct15,0,1014446.story?coll=sfl-news-palmcomm>

“Celebrate 1 year of using 211 as resource provider.” The Advisory Council for 211 celebrated its first anniversary as a health and human information resource provider.
<http://www.sptimes.com/2006/10/02/Citrus/Digest.shtml>

Hawaii

“Web sites have details on smoking ban.” Beginning Oct. 27, the public can call 211 for information on new smoking law. Also can call 2-1-1 to lodge complaints.
<http://starbulletin.com/2006/10/18/news/kokualine.html>

Indiana

“One of three ways parents can find information: Call 2-1-1.” Connect 2 Help is a United Way partner agency that helps connect people to a number of different social services and support.”
<http://www.indystar.com/apps/pbcs.dll/article?AID=/20061001/OPINION03/610010384/-1/ZONES04>

Maryland

“Dial 211 for social services help:

Nonprofits hope pilot starting tomorrow will go statewide.”
“...211, a fast and convenient way to access hundreds of social services with a single call.” Constellation Energy, parent company of BGE, recently agreed to fund a large chunk of the pilot.
<http://www.baltimoresun.com/news/local/bal-md.calls10oct10,0,1959152.story?coll=bal-local-headlines>

Michigan

“Livingston to link with free helpline: Starting Nov. 1, residents can dial 211 for community service resources.” The United Way organizations in Livingston, Washtenaw and Monroe counties will be offering the free abbreviated phone helpline beginning Nov. 1 to provide community service resources and referrals to residents.
<http://www.detnews.com/apps/pbcs.dll/article?AID=/20061018/METR004/610180406/1015>

“Detroit Public Schools Launch Campaign to Provide Access to Free and Low Cost Health Insurance for Kids and Families.” Information on eligibility is available by dialing 2-1-1, United Way for SE Michigan’s call center.
http://www.earthtimes.org/articles/show/news_press_release,2665.shtml

“Virtual Job Fair to provide the tools to succeed.” Jobseekers and employers can call the United Way 2-1-1 by dialing 211.

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<http://www.arabamericannews.com/newsarticle.php?articleid=6481>

“New 2-1-1 info line to debut in Livingston County.” 2-1-1 number will be operated locally by the Livingston County United Way in conjunction with United Ways in Washtenaw and Monroe counties. <http://www.dailypressandargus.com/apps/pbcs.dll/article?AID=/20061010/NEWS/61010003>

Minnesota

“Need help? Call 2-1-1: United Way connects callers with community services.” United Way of Greater Duluth provides a part of the operating budget for the help

line, with additional support from the Northland Foundation, Duluth Superior Area Community Foundation, SMDC corporate contributions and the United Way of Northeastern Minnesota.

http://www.cloquetmn.com/journal/index.php?sect_rank=1&story_id=226088

Missouri

“United Way 211 Service Continues To Grow: Help Service Receives High Number Of Calls.”

“United Way organizers said they are surprised by the number of calls they’ve received.” The Kansas City 211 call center handles off-hour calls for Wichita and

next month will start taking calls from the Denver area.

<http://www.thekansascitychannel.com/news/10113846/detail.html>

“Missouri Individuals Honored for Overcoming Barriers to Employment.” Lt. Gov. Peter Kinder honored workforce system customers from each of the state's 14 workforce regions. Among those honored was a United Way 2-1-1 employee.

<http://www.infozine.com/news/stories/op/storiesView/sid/18339/>

New Jersey

“New Jersey’s 2-1-1 line can now give advice in a crisis: It will handle calls from people wondering

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 resource house

Because I&R Superheroes Need Super Tools

Schedule an Online Demo
To schedule an online demo or to inquire about North Light products and services, please contact:
Wendy Deutelbaum
email: wendy@northlightsoft.com
phone: (773) 326-0101

www.northlightsoft.com 

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what to do in an emergency, but not requiring rescue.” The state has adapted the existing 2-1-1 phone hotline, which started last year to connect callers with human services information, to handle calls from people wondering what to do in an emergency, yet not requiring immediate rescue help. http://www.philly.com/mld/inquirer/news/local/states/new_jersey/counties/camden_county/15665278.htm

New York

“Nonprofit collaborative launching new service.” Leading the collaborative effort are Central Referral Services, the United Way of Buffalo & Erie County and other local United Way agencies. <http://charlotte.bizjournals.com/buffalo/stories/2006/10/16/daily31.html>

Ohio

“Want answers? Dial 211. Information and referral line now

serves Clark, Champaign counties.” <http://www.springfieldnewssun.com/hp/content/oh/story/news/local/2006/10/19/sns102006call211.html>

“Time to recover.” 2-1-1 referred victim of domestic violence to shelter. http://www.zwire.com/site/news.cfm?newsid=17361508&BRD=1698&PAG=461&dept_id=21849&rfi=6

Oklahoma

“United We Ride campaign.” The “United We Ride” campaign is designed to develop a network that will give people one central place to call. Lawton United Way’s 211 helpline has agreed to come up with a database of all the transportation outlets with a focus primarily on the elderly and disabled. <http://www.kswo.com/Global/story.asp?S=5569153>

Wisconsin

“United Way Fox Cities 2-1-1 cel-

brates first year of operation.” 2-1-1, a service for residents of Outagamie, Calumet, Waupaca and northern Winnebago counties, is celebrating one year of operation. <http://www.postcrescent.com/apps/pbcs.dll/article?AID=/20061009/APC0101/610090576/1979>

“Milwaukee County’s budget is filled with holes, not hope.” Editorial written by members of Milwaukee County Board of Supervisors discuss importance of 211 phone line: “which provides centralized information on access to emergency services to those in need and is funded through a collaborative partnership between the county, businesses and community organizations.” <http://www.jsonline.com/story/index.aspx?id=518257>

“SAFE Haven planning celebration, self-examination: Racine social service agency to mark 35 years.” Calls to 211 are up 27%. <http://www.jsonline.com/story/index.aspx?id=517992>

Dr. Phil praises United Way 211

On Dr. Phil’s show Oct. 11, he had a man dressed as a panhandler begging for money on the street. The man got \$20 in donations during a certain period of time. Dr. Phil took the \$20 and added \$1880 and donated the \$2,000 to United Way.

Dr. Phil said:

“If you find yourself in a situation similar to these guests, there is help. The United Way has created a helpline by dialing 2-1-1 from anywhere in the country. You can

get immediate assistance for all community services including food, clothing, and shelter which is why we made the donation to United Way today rather than going out on the street and giving it to somebody on the corner. For information on how you can help, go to unitedway.org and you can make a donation there.”

He also put a link to the national United Way Web site on the Web page of the show, which says you can call 211 for for all community



services including food, clothing and shelter. <http://drphil.com/shows/show/773/>

Test your knowledge of the AIRS Standard of Reports and Measures

This is the next in a series of articles designed to help those new to the field of I&R become familiar with the AIRS Standards. For those already experts in the Standards, this test will be a useful reminder. This will be a quiz of the Standards of the Resource Database, Standards 11-12. E-mail me your answers to the following questions at newslettereditor@airs.org and those who answered all the questions correctly will have their names printed in the November edition of the newsletter.

1. What kind of system should an I&R service use to collect and organize data?

- a. A paper system
- b. A computer system
- c. Any system that works

2. The “Inquirer” referred to in Standard 11 is:

- a. The national magazine
- b. The caller
- c. The call center

3. The primary goal of data collection is to garner enough information about inquirers to help them

address and/or resolve their problems.

- a. True
- b. False

4. What information about inquirer’s needs does not need to be collected?

- a. Gaps in services
- b. Service requests
- c. Demographic data
- d. Number of organizations inquirer has already tried

5. Which is an example of data that must be collected for national reporting purposes?

- a. Insufficient resources/service shortages

- b. Target population membership
- c. Method of contact with the I&R service
- d. Type of service requested or the primary needs or problems of each inquirer.

5. How important is it that inquirer information be kept secure?

- a. It is recommended
- b. It is required

6. Which is not necessary for an I&R service to track?

- a. I&R phone number called
- b. Call volume
- c. Number of abandoned calls
- d. Average speed of answering
- e. Average call length.



7. An I&R service should be able to create reports based on inquirer data that measure the I&R’s effectiveness:

- a. True
- b. False

9. It is not recommended that an I&R service disseminate:

- a. Raw data
- b. Aggregate data

10. Who establishes what data is needed from I&R services for national reporting purposes?

- a. AIRS Board President
- b. AIRS XML Committee
- c. AIRS Standards Committee
- d. Georgia Sales

2006 AIRS accredited sites

The purpose of the Alliance of Information and Referral Systems Accreditation process is to apply the Standards for Professional Information and Referral to measure the quality of information and referral services.

Accreditation is a cooperative effort between the I&R agency and AIRS to establish a strong foundation on which the agency can build and grow. An agency considering accreditation should assess where it is in its development, its goals and whether it is ready for accreditation. Agencies must meet minimum requirements in order to become accredited.

The following sites have joined the ranks of AIRS Accredited agencies in 2006, bringing the total to 71. Congratulations to them and all of our accredited programs. For a complete listing of accredited agencies refer to the AIRS web site at www.airs.org.

State/Province	City	Program/Agency Name
Florida	Jacksonville	United Way 2-1-1, United Way of Northeast Florida
Florida	Sarasota	United Way 2-1-1 of Manasota
Florida	Tampa	2-1-1 Tampa Bay
Washington	Everett	North Sound 2-1-1, Volunteers of America Western Washington
Oregon	Portland	211info
Washington	Seattle	Community Information Line
Virginia	Staunton	Information and Referral Services, Family Resource and Referral Center
Ohio	Cleveland	211/First Call for Help
Ohio	Napoleon	First Call for Help, Inc.
Arizona	Phoenix	24 Hour Helpline, Community Information and Referral
Arizona	Tucson	Information and Referral Services
New York	Buffalo	Central Referral Service
Michigan	Battle Creek	2-1-1 Service, Volunteer Center of Battle Creek
Michigan	Kalamazoo	HELP-Line, Gryphon Place
Indiana	Evansville	United Way 2-1-1, United Way of Southwestern Indiana
Indiana	Terre Haute	Vigo County Lifeline
Indiana	Kokomo	Information & Referral, United Way of Howard County
Alberta	Calgary	Distress Centre/211
Texas	Tyler	2-1-1 East Texas, United Way of Tyler/Smith County
Texas	Belton	Central Texas Information and Referral, Central Texas Workforce Board
Virginia	Norfolk	Information and Referral, The Planning Council
Florida	Miami	211 Helpline/Switchboard of Miami
Florida	Lantana	2-1-1 Palm Beach/Treasure Coast, The Center for Info & Crisis Services

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

NOV. 30 - CINCINNATI, OH

10 a.m. - noon

2400 Reading Road

Mary Gilliam (513) 695-2237

mfg@wccsinc.org

NOV. 30 - LEBANON, OH

10:30 a.m. - 12:30 p.m.

Warren County Community

Services, Room 218

570 State Route 741 (North)

Jennifer Bieger (513) 762-7166

jennifer.bieger@uwgc.org

DEC. 1 - ORANGE BEACH, AL

1 - 3 p.m.

27200 Perdido Beach Blvd.

Randall Frost (256) 237-6741 x126

rfrost@adss.state.al.us

For those attending the conference, registration will include the test.

For those only attending to test, there is a \$20 fee due at the time of the test. There will be a training on Nov. 28 from 9 a.m. - 3 p.m. at

the above address.

DEC. 5 - MIAMI, FL

10 a.m. - noon

701 SW 27 Avenue, Suite 1000

Yocasta Juliao (305) 358-1640

yjuliao@switchboardmiami.org

DEC. 5 - GRAND RAPIDS, MN

8 - 10 a.m.

2-1-1 Grand Rapids

1211 SE 2nd Avenue

Kathy O'Connor (651) 291-8316

occonnork@unitedwaytwincities.org

DEC. 13 - COLUMBIA, SC

10 a.m. - noon

Lt. Governor's Office on Aging

1301 Gervais Street, Suite 200

Barbara Link (803) 734-9919

linkb@aging.sc.gov

DEC. 15 - MINNEAPOLIS, MN

1 - 3 p.m.

Greater Twin Cities United Way

404 South 8th Street

Kathy O'Connor (651) 291-8316

occonnork@unitedwaytwincities.org

DEC. 15 - SAN DIEGO, CA

10 a.m. - noon OR 1 - 3 p.m.

2-1-1 San Diego

3267 Mission Village Drive

Sara Matta (858) 300-1303

smatta@211sandiego.org

There is an administrative fee of \$25 per person payable by cash or check to CAIRS at the time of the test.

JAN. 17 - PUNTA GORDA, FL

9 - 11 a.m.

410 Taylor Street

Linda Panko (239) 433-3900

linda@unitedway.org

REMINDER

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

2007 Conference: Call for presenters

2007 CALL FOR PRESENTATIONS
Alliance of Information and Referral Systems (AIRS)
I&R Training and Education Conference May 6-9, 2007
Hyatt Regency Jacksonville-Riverfront Hotel

Selection of Presenters: Final selections will be based upon the information provided. Priority will be given to presenters who use good educational practices to: 1) address needs of a diversity of learners 2) provide for active participation and 3) focus on how the learning can be applied beyond the presentation. Priority will be given to proposals received by January 15, 2007.

PLEASE FILL OUT THIS FORM COMPLETELY AND LEGIBLY. INCOMPLETE FORMS WILL NOT BE ACCEPTED.

All materials must be received at one time. Please submit A/V request at time of submission. Workshop Presenter acceptance will be announced no later than March 16, 2007.

You may photocopy this form

Submit to:

Charlene Hipes
PO Box 33095
Portland, OR 97292

Phone: (503) 257-3537
Fax: (503) 251-8383
charlenehipes@airs.org

1. Presenter Information:

Name

Organization

Address

City, State/Province, ZIP Code

Phone () - Fax () -

Email Address

Continued on Page 14

Continued from page 13

2. Background and qualifications of the presenter(s): Please provide a brief biographical sketch of current responsibilities, experience and affiliations for each presenter. Attach additional sheets if necessary.

3. Workshop Title:

4. Workshop Goal/Theme: (Please explain how your workshop relates to I&R)

5. Workshop Objectives: State clearly and concisely the intended measurable learning outcomes. Continuing education credits will be assigned based on the educational value and relevancy to I&R of this workshop.

6. Workshop Description: In 50 words or less, please describe the major concepts of your workshop. This will serve as the description to participants for workshop attendance. It is important that this description match the intended presentation.

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7. Methods: Please describe how the presenters will deliver the workshop, such as lecture, panel, participant discussion, experiential process/case study.

8. Time needed for workshop:

6 hour intensive 3 hours 1.5 hours

9. Are you willing to present the workshop more than once at the conference?

Yes No

10. Content Area: Workshop presentations should relate to one of the following information and referral areas.

Please mark the one area that best fits this workshop.

Basic I&R Service Delivery	Disaster Services
Resource Database Management	Special Interest Areas
Organizational Management	Military
Crisis Intervention	Aging/Elder Service Provision
Technology as it Relates to I&R	2-1-1

11. Target Audience: (Please only mark one)

Managers	Beginner	Intermediate	Advanced
I&R Specialist	Beginner	Intermediate	Advanced
Resource Specialist	Beginner	Intermediate	Advanced
Technical Support	Beginner	Intermediate	Advanced

Other

12. Please list the audiovisual equipment you anticipate asking AIRS to provide:

(Computers/Laptops will not be provided)

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13. Please list up to three professional references that can attest to your experience in information and referral, and training. Include name, organization, and phone number.

14. Do you have any objections to having your session videotaped or audio taped?

No Yes (Please do not audio or video tape)

15. Name of person completing this form: (Please Print)

Thank you for providing this information. Please note, should you be selected to present at the 2007 AIRS Annual Conference you will receive a Presenters Contract by March 16, 2007. This contract will specify when your workshop is scheduled and outline other responsibilities of presenters and AIRS.

All presenters will be asked to provide an electronic copy of their PowerPoint presentation, or handouts as applicable. It is the intent of the 2007 Conference Committee to provide these in a read-only format CD-ROM to conference attendees at a cost to be determined. (Was \$20 in 2006)

If you plan to attend the conference, as well as present, you must register for the conference. A registration packet will be forwarded to you in February. The AIRS board and membership appreciate your interest in promoting I&R services.

If you have questions please contact Charlene Hipes at (503) 257-3537 or charlenehipes@airs.org.

Presenter Signature:

Date:

Thank you!