



Bringing People and Services Together

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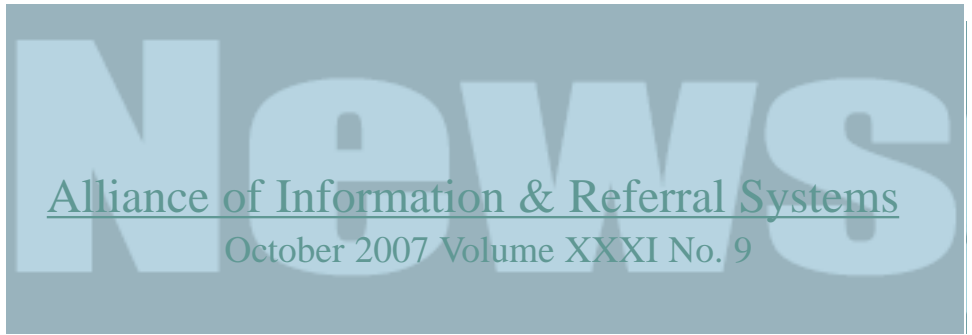
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AIRS joins with DTV transition coalition

**By Bob Blancato,
AIRS Public Policy Consultant**

Some people will remember Feb.17, 2009, as the day their TV stopped working.

On that day, full-power TV stations will switch from broadcasting on their current analog (over air) channels to digital. Consumers who rely on antennas (including outside antennas and “rabbit ears”) to receive network broadcast signals on TV will need to obtain separate digital-to-analog set-top converter boxes to watch over-the-air TV after Feb. 17th, 2009. The FCC will manage the general consumer outreach campaign to make consumers aware of the upcoming transition, however have been allocated only \$5 million to do so. For more information, see <http://www.dtv.gov>



joined the DTV Transition Coalition. The coalition is a group of stakeholders working together to raise awareness and provide consumer outreach on the transition. It is led by groups like the Consumer Electronics Association, National Association of Broadcasters, and AARP (www.dtvtransition.org).

We anticipate AIRS becoming more active over the next few months in developing and implementing strategies to offset the difficulties posed by the transition to digital television.

What is Digital Television?

Digital Television (DTV) is an advanced broadcasting technology that will transform your television viewing experience with movie-quality picture and sound. Converting to DTV also will free up parts of the scarce and valuable broadcast spectrum. Those portions of the spectrum can then be used for other important services, such

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Officers of the Corporation

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

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

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

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

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

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AIRS sends volunteers to San Diego call center

**By Charlene Hipes
AIRS Chief Operating Officer**

2-1-1 services in San Diego, Orange County, LA County, San Bernardino County, Ventura County and Riverside County have been answering tens of thousands of important calls that would normally have flooded emergency services. 2-1-1 San Diego alone has answered over 53,000 calls within the past five days - over 25,000 of those

arriving on the Wednesday when the crisis was at its height. And all of these agencies have been supporting each other through the forwarding of overflow calls when peak volumes are reached.

In addition to local staff and volunteers, 2-1-1 specialists from across the country have been arriving to supplement local efforts as part of the AIRS/United Way of America

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as public and safety services (police and fire departments, emergency rescue), and advanced wireless services.

Converter Box Coupon Program

All U.S. households will be eligible to request up to two coupons worth \$40 each to be used toward the purchase of one or two digital-to-analog converter boxes. We expect the cost of each box to be between \$50-75 dollars. The National Telecommunications and Information Administration (NTIA) is responsible for administering the coupon program and has contracted the implementation of this program to IBM. For more information, see www.ntia.doc.gov/otia-home/dtv/dtvcoupon.html.

Challenges Posed

The difficulties posed by the transition are certain to primarily effect underserved populations. Specifically, those in rural, minority, low-income, and Spanish-speaking communities and older adults. Greater isolation and rampant confusion about the transition are among the greatest threats that accompany the digital TV transition. Concerns abound in reaching people who use their over-air television for emergency information such as weather alerts. These are the types of challenges that service providers will face in coming months. In response, a number of members of Congress have introduced stop gap legislation to smooth the transition. We will be monitoring this legislation in coming months and mobilizing our grass-roots advocacy in support of beneficial legislation.

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Disaster Response Team (DRT). Many of these professionals received their disaster baptism following Hurricanes Katrina and Rita. During that time, this nonprofit initiative proved itself as flexible and responsive to near-impossible situations.

The role of 2-1-1 is especially critical in answering non-emergency calls in the midst of a disaster and for being part of the support system for helping people to put their lives together in the aftermath of a disaster, long after the media have gone home.

The DRT members began arriving on Wednesday and by Saturday had 22-responders at various locations in California. The team members assisted with I&R, training, volunteer recruitment and scheduling and various other tasks as needed by the host site. Volunteers came from: Florida, Wisconsin, Louisiana, Hawaii, Colorado, Minnesota, Ohio, Virginia, West Virginia, Michigan, Oregon, California and North Carolina.

In their own words ...

"We made it safely to San Diego, with only a couple mishaps (as in my luggage missing the connecting flight in Phoenix ... it showed up at the hotel about 8 hours later), but we're here and learning the ropes. After we checked into the hotel, we were brought down to the call center to get trained in to take the disaster calls. They have two separate call centers, one for the fire disaster information, and one for the general 2-1-1 information calls. We were on the disaster line for about an hour or two last night, and the majority of calls were from people checking on which areas were under evacuation orders, which areas had the evacuation orders lifted, road closure information, and water status (some areas have to boil their water (most everyone) and some areas have been told not to use their water at all, so they have to go somewhere and pick up bottled water to use).

They have a TON of excellent volunteers in the disaster line area, and since Chee and I are both trained and certified in general Information and Referral (what we do at United Way 2-1-1), and we're both bilingual (me in Spanish and Chee in Hmong), they decided to train us on their 2-1-1 system so we can provide some much needed respite to their call center staff. Most of the volunteers are

from the area, whose crash-course, whirlwind training only covered how to answer disaster calls. So yesterday, Chee and I got our crash course on how to use their system, and this morning, they put us on the phones. So far, the majority of calls have been disaster calls that were routed incorrectly, so we've been sending them over to the disaster lines. The other calls I've answered were people looking for shelter, and unfortunately, all of the shelters are completely full, so the best we can do is tell them to try calling us tomorrow morning to check and see if anything's opened up by then.

It's sort of surreal... it's so beautiful where we are- a smoky haze is really the only evidence I've seen first hand of the fires. It's been interesting talking with some of the volunteers who are from the area... most of them either know someone who has been evacuated, or have had to evacuate themselves... one person I spoke with had about 10 minute's notice in the middle of the night to get himself and his family and whatever they could grab out of their house. So scary. It's good that we're here, though... most everyone seems really glad that 2-1-1 is available to get the information they need... with out us here, they wouldn't know who to call.

*--Theresa Galles and Chee Vang
Greater Twin Cities United Way.*

October FEMA Declarations

Major Disaster Declarations

10/02 Texas Tropical Storm Erin
10/24 California Wildfires

Emergency Declaration

10/23 California Wildfires

Fire Management Assistance Declarations

10/21 California Harris Fire
10/21 California Witch Fire
10/21 California Buckweed Fire
10/21 California Canyon Fire
10/22 California Rice Fire
10/22 California Grass Valley Fire
10/22 California Santiago Fire
10/22 California Ranch Fire

AIRS Certification: Who's doing it and how they are doing it

In September 2007, AIRS distributed a survey to everyone who has taken a Certification test so far this year. More than 180 people took the time to answer the questions - a response rate of around 45%. Thanks to everyone for sharing your views!

There was lots of valuable information that is helping the Certification Committee assess and improve the overall program. Here's some of the things that we found out:

- ◆ About 80% of people pass on their first attempt

<i>How important were the following in examination preparation?</i>	Crucial	Very important	Important	Useful	Not helpful
AIRS Standards	36	43	23	27	5
ABCs of I&R	32	45	25	24	10
AIRS online training	2	7	5	20	6
In person pre-training	9	11	12	18	9

93% of candidates also said that their day-to-day work was an important part of their preparation (although comments ranged from "Strongly feel the test was created by people who have never worked on the phones! Not accurate and practical at all" to "It would not make sense to offer the test to anyone who does not work in I&R on a daily basis. I feel that my day-to-day work was better preparation than anything else.")

Which of the following best describes the level of importance provided to AIRS Certification within your organization? %

Very important	76%
Important	17%
Not too important	5%
Unimportant - it was more a personal goal	2%

What is your highest level of education? %

High school graduate/GED equivalent	16%
Associates degree (2 years college)	14%
Undergraduate degree (4 years college)	49%
Postgraduate degree	21%

and about another 10% on their second attempt.

- ◆ Only about 20% of people are taking AIRS online training courses before taking the examination.
- ◆ About 30% of people are taking an in-person test review (usually offered by an AIRS Affiliate or the National Aging I&R Support Center) before taking the exam.
- ◆ In terms of ranking the importance of various preparation methods and resources, the AIRS Standards and the ABCs of I&R (2006 and 2007 editions!) came out on top.

How many years have you worked in I&R? %

Between 1 and 2 years	38%
3 to 4 years	25%
5 to 9 years	22%
10 years and over	15%

What type of I&R work do you do? %

2-1-1	40%
Comprehensive I&R (non 2-1-1)	8%
Aging	33%
Blended crisis and I&R	6%
Other specialized I&R	12%

211s in the news across North America

Arizona

“Valley to host largest-ever terrorism drill.” Topoff drill will... “promote and test the state’s 211 system and corresponding Web site (www.az211.gov), both of which are designed to get disaster information to the public.”
<http://www.azcentral.com/arizonarepublic/news/articles/1010topoff1010.html>

California

“Free service hot line will be on call in early 2008 in Alameda County.”
http://www.contracostatimes.com/columns/ci_7212299

“United Way promotes 211 for nonemergencies.” 2-1-1 service is being provided by United Way of Stanislaus County in partnership with Stanislaus County Children and Families Commission, Kaiser Permanente, Tenet Healthcare Foundation, Stanislaus County and its nine cities.
<http://www.modbee.com/local/story/99500.html>”

“Phone referral service gets new chief executive.” John Ohanian, a certified public accountant who most recently worked for the Alzheimer’s Association, was announced as new chief executive last week. He succeeds Sara Matta, who retired after 21 years.
<http://www.signonsandiego.com/news/education/20070927-9999-1m27b2briefs.html>

“No longer ‘give me the 4-1-1’

now it’s ‘give me the 2-1-1.’” Effective Oct. 1, callers throughout Kern County can dial 2-1-1 for information and referral services - linking all of Kern County to human service agencies and programs helping callers avoid being shuffled from agency to agency. The service will also link callers to volunteer opportunities.”
<http://www.tehachapinews.com/home/ViewPost/32460>

“Study of 2-1-1 calls shows promise of success.” “A new study of phone calls made to the Inland Empire’s 2-1-1 call center should be a valuable tool for the county’s decision-makers and governmental directors, a United Way official said.”
http://www.redlandsdailyfacts.com/news/ci_7149758
<http://www.crbuyer.com/story/VY1tdEsFvtMIZj/Study-211-Hotlines-Help-Governments-Identify-Community-Needs.xhtml>

“United Way call center offers information on flu shots.” Information about flu shots in Solano, San Francisco, Napa, Marin and San Mateo counties is available from United Way’s 2-1-1/ HELPLINK call center.
http://www.timesheraldonline.com/ci_7225048

“Evacuations Urged for San Diego County Neighborhoods.” County officials advised residents to call 2-1-1 for nonemergency calls related to the fire. Fire information was also available online at

www.211SanDiego.org.
http://www.sdbj.com/industry_article.asp?aID=98414307.8648493.1544179.1805187.2632344.363&aID2=118774

Colorado

“Tips for Finding Money around the House.” List of tax sites will be available after January 1 by dialing 211.
<http://www.myfoxcolorado.com/myfox/pages/InsideFox/Detail?contentId=4520099&version=1&locale=EN-US&layoutCode=TSTY&pageId=5.2.1>

Florida

“Elder Helpline a one-stop resource.” Elder Helpline has an agreement with the United Way in Manatee and Sarasota counties, which operate the 2-1-1 information and referral service 24 hours a day, to handle and refer callers outside regular hours.
<http://www.bradenton.com/health/story/169178.html>

“211 crisis hot line offers special services for teens.” Teens can call 2-1-1 to speak to a call specialist if they are either in crisis or simply need resources. All calls are free, anonymous and confidential.
http://www.palmbeachpost.com/opinion/content/opinion/epaper/2007/10/02/a15a_edletters_1002.html

Indiana

“Fair offers more than an ounce of prevention: The annual prepared-

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ness fair, organized by the LDS church and the Red Cross, offered strategies for surviving emergencies.” Recommendation made to use the 211 phone line for information about transportation options. <http://www.thestarpress.com/apps/pbcs.dll/article?AID=/20071021/NEWS01/710210362/1002>

Iowa

“Offering a helping hand: Volunteer helps connect callers with services.” Article profiles 2-1-1 volunteer Tamara Nelson. The Center for Siouxland coordinates 2-1-1 services for Woodbury, Cherokee, Ida, Lyon, Monona, O’Brien, Osceola, Plymouth and Sioux counties in Iowa and Dakota

County in Nebraska. <http://www.siouxcityjournal.com/articles/2007/09/24/news/top/a129d6903fe5bb9586257360000f3d71.txt>

Maine

“Dial 211 to connect with answers.” Recommendation by meeting attendees included additional publicity for 2-1-1. <http://www.keepmecurrent.com/guestcolumns/story.cfm?storyID=44269>

Michigan

“Needy face food shortage.” The United Way’s 2-1-1 information line received in September its highest call volume to date of people seeking assistance, with food

being the top request in Wayne and Oakland counties. <http://www.detnews.com/apps/pbcs.dll/article?AID=/20071022/UPDATE/710220401>

Minnesota

“Plan ahead for higher heating costs this winter.” Residents can call 2-1-1 to find out about local energy assistance programs.

New York

“Group hopes to launch 211 line.” Overview of efforts to implement 2-1-1 in Columbia County. http://www.zwire.com/site/news.cfm?newsid=18921585&BRD=248&PAG=461&dept_id=462341&rft=6

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AIRS 2008 National Conference is ...



AIRS online training course evaluations for Jan-Sept 2007

AIRS online training (from www.cequick.com/airs)

AIRS: Introduction to I&R

The material in the course was relevant to my job.

1. Disagree 0%
2. Mildly Disagree 0%
3. Neutral 0%
4. Mildly Agree 8%
5. Agree 92%

The course met the learning objectives.

1. Disagree 0%
2. Mildly Disagree 0%
3. Neutral 4%
4. Mildly Agree 12%
5. Agree 84%

AIRS: An Overview for Resource Specialists

The material in the course was relevant to my job.

1. Disagree 0%
2. Mildly Disagree 0%
3. Neutral 0%
4. Mildly Agree 15%
5. Agree 83%

The course met the learning objectives.

1. Disagree 2%
2. Mildly Disagree 0%
3. Neutral 6%
4. Mildly Agree 9%
5. Agree 81%

AIRS: Introduction to Taxonomy and Indexing

The material in the course was relevant to my job.

1. Disagree 0%

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Ohio

“Need service help? Call 211: Crisis, information hotline available 24/7” “Licking Countians unsure where to turn for assistance with virtually any social service need can get the answer by calling one three-digit number: 2-1-1.”

<http://www.centralohio.com/apps/pbcs.dll/article?AID=/BF/20071019/NEWS01/710190302/1002>

Oregon

“Terror exercise is all set to blast Portland on Tuesday.” “2-1-1, the city’s Topoff information line.”

<http://blog.oregonlive.com/breakingnews/2007/10/terror-exercise-is-all-set-to.html>

“Ready or not, ‘disaster’ happens: Four-day drill will put local residents on alert, agencies on learning curve.”

<http://www.msnbc.msn.com/id/21107753>

Utah

“SLC Introduces ‘Zero Tolerance’ Drug Policy.” “Anyone seeking help for drug dependency can call 2-1-1 for information.”

<http://www.kcpw.org/article/4505>

“Santa has early deadline: Low-income families need to apply full month sooner for holiday help.” “

“The 211 experts work with families statewide, helping them navigate programs’ differing income eligibility guidelines.”

http://www.sltrib.com/ci_7197326

Vermont

“Housing discrimination? ‘Phone Google’ keeps it simpler.” “But a three-digit phone number, combined with old-time switchboard skills and an up-to-date social services database is surfacing as an effective first line of defense against housing discrimination among Vermont residents with disabilities.”

<http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20071002/NEWS01/710020311/1009/NEWS05>

Virginia

“Virginia 2-1-1 lends a hand to VT Engage.” Virginia 2-1-1 is offering its assistance in providing community service opportunities for students seeking involvement.

http://www.collegiatetimes.com/stories/2007/10/16/virginia_2-1-1_lends_a_hand_to_vt_engage

“211 service a resource for residents.”

<http://www.martinsvillebulletin.com/article.cfm?ID=11086>

Washington

“Building \$tability: Initiative to help families become more financially secure.”

The Local Community Fund is used to fund grants to 93 local programs and initiatives, including: “The 2-1-1 information line, which connects residents to health and human services in their community.”

<http://www.heraldbusinessjournal.com/archive/oct07/unitedway-oct07.htm>

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- 2. Mildly Disagree 0%
- 3. Neutral 6%
- 4. Mildly Agree 5%
- 5. Agree 87%

The course met the learning objectives.

- 1. Disagree 1%
- 2. Mildly Disagree 1%
- 3. Neutral 8%
- 4. Mildly Agree 17%
- 5. Agree 69%

AIRS: Working with Challenging Clients

The material in the course was rel-

evant to my job.

- 1. Disagree 0%
- 2. Mildly Disagree 2%
- 3. Neutral 0%
- 4. Mildly Agree 13%
- 5. Agree 85%

The course met the learning objectives.

- 1. Disagree 0%
- 2. Mildly Disagree 2%
- 3. Neutral 2%
- 4. Mildly Agree 13%
- 5. Agree 83%

AIRS: The Information and

Referral Process

The material in the course was relevant to my job.

- 1. Disagree 0%
- 2. Mildly Disagree 1%
- 3. Neutral 4%
- 4. Mildly Agree 13%
- 5. Agree 76%

The course met the learning objectives.

- 1. Disagree 0%
- 2. Mildly Disagree 0%
- 3. Neutral 6%
- 4. Mildly Agree 11%
- 5. Agree 75%

Plans underway for AIRS conference

**Sharon Galler
AIRS Conference
Coordinator**

Save the date for our 30th conference in friendly, Houston, Texas, May 18-21, 2008, at the beautiful, Westin Galleria-Westin Oaks Hotel, right in the world famous Galleria Mall. We have negotiated special discounted hotel room rates of \$120 single/double. The deadline for this AIRS discounted rate is April 18, 2008.

This year we will have more than 80 workshops on informative educational tracks including Aging, I&R Service Delivery, Disaster Response and Planning, Management, Military I&R, Resource Database, Technology, and 2-1-1. For even more education, we are offering pre-conference

intensives for the opportunity to explore several popular subjects in greater detail. We will also have The National Aging and Disability I&R/A Symposium including an all-day pre-conference retreat for staff of State Units on Aging (SUAs) and Area Agencies on Aging (AAAs). A full schedule will be available on our website www.airs.org by March, so please visit our website for the latest breaking conference news.

Be sure to make plans to arrive a few days early or stay a few days afterwards so you can experience all that busy Houston has to offer.

See y'all in Texas!

Texas trivia note for the month:

Historians note that over four centuries of recorded history in the area that became Texas, more than six flags have flown at significant times and places. These nations exercised actual dominion over, or staked major claims to Texas:

- ◆ Spain, 1519-1685; 1690-1821



- ◆ France, 1685-1690



- ◆ Mexico, 1821-1836



- ◆ The Republic of Texas 1836-1845



- ◆ The Confederacy in 1861-1865



- ◆ The United States from 1845-1861 then again in 1865



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

Aasen-Gowan, Kristin - Waisman Resource Center, Madison WI
Baugrud, Penelope - Waushara Co. ADRC, Wautoma WI
Bergeron, Emily - 232-Help/211, Lafayette LA
Brooks, Kay - , Monroa LA
Burke, Starr - Racine County ADRC, Racine WI
Carlson, Catherine - UPCAP Services Inc, Escanaba MI
Cedillo, Olivia - Dept. of Systems Mgmt. Human Services, Falls Church VA
Clark, Lisa - Brown county United Way, Green Bay WI
Holder, Shirley - Centerpoint/211, Shreveport LA
Johannes, Julie - Aging & Disability Resource Center, Wautoma WI
Klug-Lasiewicz, LeAnne - Aging, Disability Resource Center, Monroe WI
LaMagdeleine, William - Council of Community Services, Roanoke VA
Mabou, Laurie - United Way of Northeast Louisiana, Monroe LA
Mandli, Penny - Racine County HSD, Racine WI
Moran, Carol - Dept. of Systems Mgmt. for Human Services, Falls Church VA
Naragon, Barbara - Detroit Public Library and the TIPS Service, Detroit MI
Newbern, Marilyn - Southwest Tennessee Development District, Jackson TN
O'Brien, Amy - Racine County ADRC, Racine WI
Pritzkow, James - Marquette Co. ADRC, Montello WI
Rosenow, Melissa - Shawano City Dept. of Social Services, Shawano WI
Skarboszewski, Amy - Great Rivers 2-1-1, Onalaska WI
Smothers, Shannon - 2-1-1 Mississippi, Jackson MS
VanEffen, Deborah - UPCAP Services, Inc., Escanaba MI

Vang, Mary - Brown County United Way, Green Bay WI
Williams-Ross, Tabatha - United Way of Northeast Louisiana, Monroe LA
Winters, Pamela - Centerpoint/211, Shreveport LA

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Benedict, Lynnette - Fon du Lac County Aging & Disability Resource Center, Fond du Lac WI
Bliefnick, Linda - Fon du Lac County Aging & Disability Resource Center, Fond du Lac WI
Bolduc, Gary - East TN HRA, Knoxville TN
Callahan, Laura - Fon du Lac County Aging & Disability Resource Center, Fond du Lac WI
Christianson, Devon - Aging & Disability Resource Center of Brown County, Green Bay WI
Ehr, Lisa - Eau Claire County Dept. on Aging, Eau Claire WI
Giesen, Christel - Aging & Resource Center of Brown County, Green Bay WI
Golueke, Ann - Aging & Disability Resource Center of Brown County, Green Bay WI
Gordon, Cheryl - Salon Springs WI
Grose, Holly - Aging & Disability Resource Center of Brown County, Green Bay WI
Hansen, Mary - ADRC of Brown County, Green Bay WI
Harvey, Barbara - Forest County Aging & Disability Resource Center, Crandon WI
Jauquet, Nicolette - Aging & Disability Resource Center of Brown County, Green Bay WI
Kopplitz, Mary - Fon du Lac County Aging & Disability Resource Center, Fond du Lac WI
Lecey, Valeree - Southeastern WI Area Agency on Aging, Brookfield WI
Lor, Vue - Aging & Disability Resource Center, Green Bay WI
Lyon, Starr - Aging and Disability Resource Center, Green Bay WI
Mix, Lea - Valley Area Agency on Aging, Flint MI

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Power Matters: Part 1

Dick Manikowski
Detroit Public Library-
TIP Database & Subscriptions

Global warming. Crude oil topping \$80 a barrel. \$60 to fill the gas tank when it's not even empty.

It's understandable that America and the rest of the world have become much more energy conscious in recent years. Families are dialing down the thermostat in the winter and layering on sweaters. People picking up fast food to bring home are parking and walking up to the counter to get it rather than spending five minutes going through the drive through. Homes are replacing burned-out light bulbs with energy saving ones which cost more up front but promise to deliver substantial savings over their extended lives.

As a barrage of PSAs tell us, every little bit of energy conservation adds up ... and that conservation includes our PCs and peripherals.

Monitor

Monitors used to account for the largest part of a computer's electric consumption, but that's changed with the widespread adoption of flat panel LCD displays to replace the bulky CRT monitors which were standard barely five years ago. Not only do the flat panel displays require less desktop space and deliver an image that's sharper and eliminate the problem of screen glare, on average they consume much less electricity. (A 2003 study by Cornell University reported that a 17" CRT used 80 watts

when operating and 5 when on standby. In comparison, a 15" LCD used 25 watts when operating and 3 when in standby.)

But don't delude yourself. The monitor is still consuming electricity every second it's powered up. And those screen savers? They're pretty and (briefly) entertaining, but they're not accomplishing anything. LCD displays aren't susceptible to screen burn-in like early models of their CRT predecessors were. Having the display change from the Word document you were working on when you went to lunch to even the Blank option isn't saving any power. And if you opt for one of the busier choices like Mystify or 3-D Pipes, your system's energy consumption may even rise (albeit by a tiny amount) because the PC's processor has to be . . . well, processing . . . to create those patterns. And it wouldn't have to be handling any additional workload beyond its normal set of constantly running processes to maintain the image of your Word document.

CPU

The CPU's energy consumption varies considerably depending both on the PC's architecture (newer motherboards run on lower voltages than older ones did, resulting in less current draw) and what's going on. If you're just writing a Word document or entering data into an Excel worksheet, the main processor is spending nearly all of its time waiting for another keystroke. If you're running an action game, both the processor and the graphics card may be working their

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Neuman, Mary - Fon du
Lac County Aging &
Disability Resource
Center, Fond du Lac WI
Randall, Heidi -
Mauston WI
Scott, Jamie - The
Senior Alliance - Area
Agency on Aging 1-C,
Wayne MI
Spatola, Catherine -
Juneau Co. Aging,
Mauston WI
Stone Winter, Linda -
Door County Dept. of
Social Services,
Sturgeon Bay WI
Terwilliger, Kathryn -
NVR Area Agency on
Aging, Pulaski VA
Topinka, Sally - ADRC
of Portage County,
Stevens Point WI
White, Kasie - Valley
Area Agency on Aging,
Flint MI
Zissler, Melony - Valley
Area Agency on Aging,
Flint MI

CERTIFIED RESOURCE SPECIALISTS

Condemi, Dana -
Northern Virginia
Regional Commission,
Fairfax VA
McPeak, Barbara -
Great Rivers 211,
Onalaska WI
Thompson, Norman -
Crisis Link, Arlington
VA

Continued on page 11

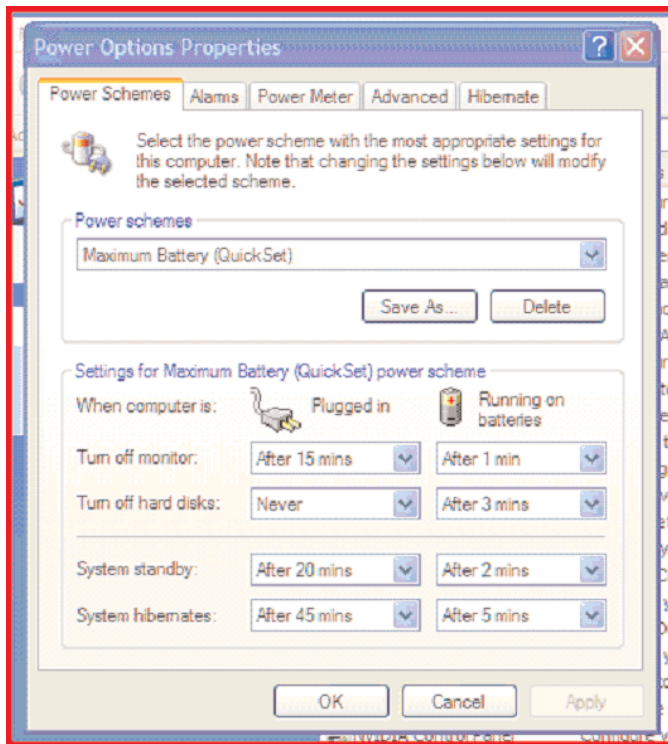
Continued from page 10

butts off and drawing a correspondingly larger amount of current.

But the hard drive platters are going to be spinning (and drawing current) in either case. Even if the tasks the PC is performing don't require any hard drive reads or writes, the drives continue to spin. And that's a good thing, because spinning up from a standstill to their operating speed stresses the drive and decreases its life expectancy.

Windows Power Schemes

Fortunately, it's relatively easy to tweak the settings of modern WINDOWS-based PCs to reduce power consumption. In WINDOWS XP, click on Start | Setting | Control Panel and then on Power Options.



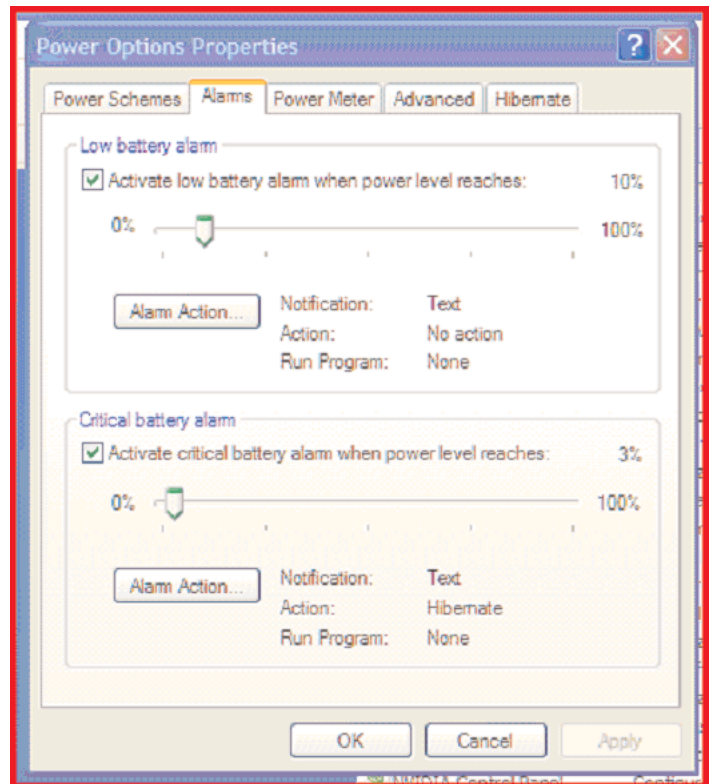
The dialog box which comes up will permit you to either select an existing power scheme or create a new one. One distinction is important.

- ◆ In System Standby (sometimes referred to as Sleep), power is shut down to the monitor, the hard drive is allowed to spin down, and the rest of the system enters a low-power consumption state after a user-specified period of inactivity. Any keyboard or mouse activity restores the system to a fully active state, but this may take 10 to 30 seconds. Any open

user files are still in RAM. Should there be a power failure, anything in RAM will be lost (just as it would be in the system's normal active state).

- ◆ In Hibernate, the contents of RAM are copied to the hard drive after a user-specified period of inactivity, then the entire system is powered down. Since the system is off, mouse or keyboard activity can't be detected; one has to hit the power button to bring the system out of hibernation. Once the system is awakened (which may take less time than a normal bootup, since drivers don't need to be loaded), things will revert to just as they were when the PC went into hibernation. Whatever data files were open will again be in RAM. Note: Since hibernation writes all RAM contents to the hard drive as a special temporary file (hiberfile.sys) which gets cleaned up after the system awakens, there has to be sufficient space for that file.

Typically, putting a system on standby will reduce current draw by up to 90%. Having it hibernate will reduce it by 100%. Both involve some user inconvenience while the system awakens, but it's up to each of us to weigh the costs and benefits.



Standards of Cooperative Relationships

This is the next in a series of crossword puzzles designed to help those new to the field of I&R become familiar with the AIRS Standards, and for those already experts in the Standards, this test will be a useful and fun reminder. If you need help solving any part of the puzzle, you can look here for clues:

<http://www.airs.org/documents/AIRS%20Standards%20Version%20205.2.pdf>

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. One clue is already solved for you.

-- Hannah Newton

Across

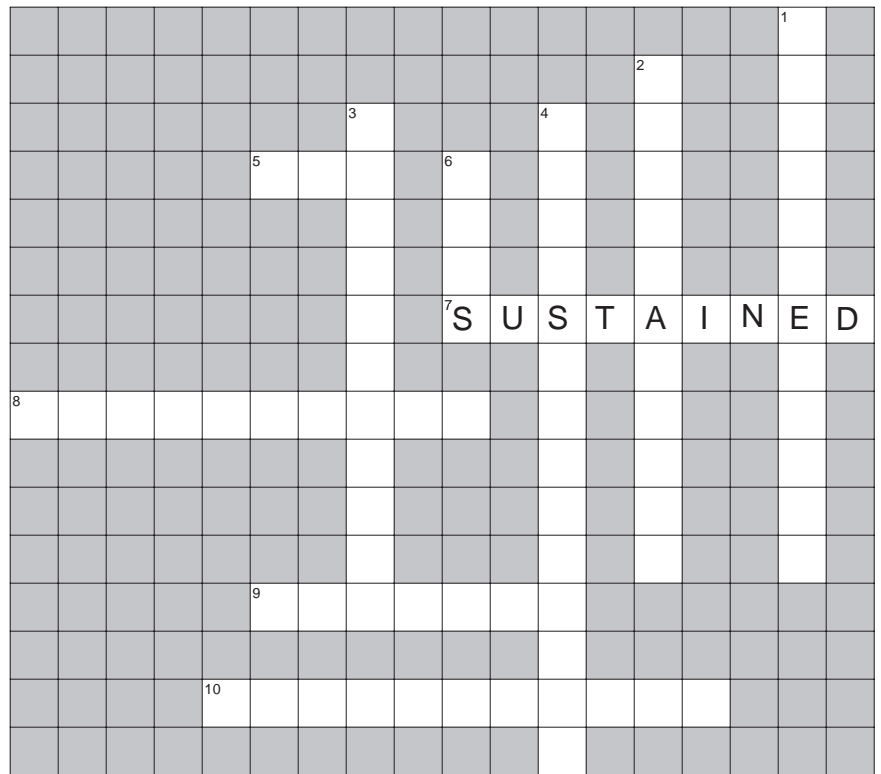
5. Comprehensive and specialized I&R services that are part of the system shall develop and define their working relationships and formalize them through a MOA or ...

7. I&R services shall develop strategies to ensure ongoing or ... funding for I&R services that are a part of the I&R system.

8. At a minimum, comprehensive I&R services shall have written agreements with the local ... resource and referral agency.

9. The I&R service shall work with local service providers to assess the viability of using its call center capacity as the first point of?

10. I&R services within the system shall encourage cooperative service arrangements such as ... coverage.



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Down

1. A program that performs all necessary I&R functions within a designated service area.

2. Two kinds of I&R providers - comprehensive and ...

3. I&R services within the system shall endeavor to participate in local database collaboratives as a means of avoiding ... of database maintenance activities.

4. I&R services within the system shall encourage the community-wide use of a standard ... system to ensure the effective utilization of community

resource information and increase the reliability of local planning data.

6. I&R services shall Develop community-wide reports which identify community assets as well as duplications and ... in service.



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.

DEC. 4 - COLUMBIA, SC

10:00 am - Noon
Lt. Governors Office on Aging
1301 Gervais Street,
Suite 200
Denise Rivers
(803)734-9939
riversd@aging.sc.gov

DEC. 5 - PHOENIX, AZ

11 am - 1 pm
2200 North Central Avenue
Suite 601
Mark Lewis (602)263-8845
mlewis@cir.org

DEC. 6 - SUNRISE, FL

9-11 am
Aging and Disability Resource
Center at Broward
5300 Hiatus Road
Amy Parks (954)745-9779
parksa@elderaffairs.org

DEC. 6 - NEW ORLEANS, LA

1:30 - 3:30 pm
2820 Napoleon Avenue, Suite 550
Shari Sinwelski
(504)895-5575
ssinwelski@vialink.org

DEC. 6 - ELKHART, IN

10:00 am - Noon
United Way of Elkhart County
222 Middlebury Street
Jessica Koscher
(574)295-1650 koscherj@united-wayec.org

DEC. 7 - LIMA, OH

9-11 am
892 - A S. Cable Road
Amanda Schroeder
(419)222-7723
aschroeder@psa3.org

JAN. 4, 2008 - LEWISTON, ME

9:30 - 11:30 am
8 Falcon Road
Rhonda Marie Clukey
(207)795-4010 x 140
rclukey@seniorsplus.org

JAN. 5, 2008 - TUCSON, AZ

9-11 am
3130 N. Dodge
Deb Harvey (520) 323-1303
deb@azinfo.org

JAN. 14, 2008 - TOLEDO, OH

10:00 am - Noon

United Way of Greater Toledo
One Stranahan Square, Ste. 160
Carol Klavinger
(419)254-4665
carol.klavinger@unitedwaytoledo.org

JAN. 19, 2008 - TALLAHASSEE, FL

10 am - NOON
PO Box 10950 (this is a confidential location, the street address will be provided when you are approved to test and by contacting the following person)
Rosey Ilic (850)617-6302
hotlinedir@211bigbend.org

JAN. 25, 2008 - COLUMBUS, IN

10 am - NOON
1531 13th Street, Suite M900
Lorealee Moore (812)372-6918
lmoore@areaxi.org