



Bringing People and Services Together

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# AIRS Conference comes to Nevada

**Sharon Galler**  
**AIRS Conference Coordinator**

Please be sure to SAVE THE DATE for our 31st Conference in America's "biggest little city," Reno, Nevada, May 31 – June 3, 2009, at the luxurious, Silver Legacy Resort & Casino.

**MARK YOUR CALENDARS!**

**For the 2009 AIRS Training & Education Conference**  
**"Mining for I&R Excellence"**  
**May 31- June 3, 2009 in Reno, Nevada**  
**Silver Legacy Resort & Casino Hotel**

We have negotiated special low, low, discounted hotel room rates of \$101 single/double. The deadline for this AIRS discounted rate is April 20, 2009. A full schedule

will be available our Web site, [www.airs.org](http://www.airs.org) by March, so please visit us for the latest breaking conference news.

Congratulations to John Plonski of the New York affiliate, New York State AIRS, for coming up the winning theme for this year's conference,

"Mining for I&R Excellence." He was the proud winner of \$100. Thanks John.

See you in Reno!

## Gulf area still in need

**Erin Sammons**  
**UWA's Director of Crisis Preparedness, Response and Recovery**

**LIVE UNITED**  
**GIVE. ADVOCATE.**  
**VOLUNTEER.**

Let's make sure we are more than a motto.

The needs following the landfall of hurricanes Gustav and Ike are as large as Texas itself. As communities throughout the Gulf Coast and beyond recover from these devastating storms help is needed for thousands of people still struggling to survive.

## 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).

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During a crisis, our core goals of education, income and health are at risk. Without stability, none of these ideals can be realized in the affected communities along the Gulf Coast.

So I respectfully ask you to GIVE. Monetary donations can be made to United Way 2008 Hurricane Season Recovery Fund (<http://www.liveunited.org/recoveryfund>), the Louisiana Association of United Ways (<http://www.launitedway.org/hurricanedonate.html>), the United Ways of Texas (<http://www.uwtexas.org/donate>) or individual disaster-related funds at local United Ways in the affected areas.

Please ADVOCATE. Tell the story of United Way and the help that our locals provide in affected areas. Not only do we support first-responders throughout the year, but during a crisis local United Ways step forward to fulfill a variety of unmet needs; provide non-profit coordination; offer resource referrals; and our 2-1-1 system informs evacuees and others about shelter locations, evacuation routes, and other social services.

Explain to your friends and neighbors the importance of supporting a region that – in many instances – has been forgotten by the national media. We believe many people outside of the Gulf Coast do not realize how desperate the conditions are and the challenges that remain for thousands of people.

Finally, consider opportunities to VOLUNTEER. Getting cash donations in tough economic times can be difficult. So organizing community or church groups to prepare and send requested items to the Gulf Coast might be a way you can support the recovery efforts.

Posted below are requested items and addresses to send the supplies. The needs are great and we appreciate whatever assistance you can manage – small packages from individuals and larger donations – perhaps organized by a coalition of people, are all welcome.

#### Clean Kits

(Buckets, mops, bleach, rubber gloves, hand towels, sponges, heavy-duty trash bags, laundry detergent and various cleaning agents)

#### Personal Care Kits

(Toothbrushes, toothpaste, dental floss, shampoo, conditioner, soap, shaving cream, razors, aftershave, combs, and skin care products)

#### Repair Tools

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(shovels, rakes, hammers, saws, nails, drills, extension cords, ladders, safety glasses, wet-dry vacuums, work gloves, masks, pump sprayers, and heavy-duty ropes)

**Baby Supplies**

(Baby wash and lotion, diapers, diaper rash cream, wipes, and formula)

Send items to:

**Warehouse:**

1950 North MLK Drive Orange, TX 77630

Contact: Major John Queener  
Cell: (409) 883-4232

**Warehouse:**

3901 IH 10 E Orange, TX 77630

Contact: Janie Johnson  
Cell: (409) 883-2322

**Warehouse:**

215 East Pinhook Road, Lafayette, LA 70501

Contact: Sarah Berthelot  
Cell: (337) 654-5780  
Work: (337) 706-1221

**Warehouse:**

Emergency Interiors 324 Union Street, Opelousas, LA 70570

Contact: Ray Mitchell  
Cell: (337) 331-5554

**Warehouse:**

1717 Tehoupitoulous Street, New Orleans, LA 70130-1818

Contact: Nicole Saulmier-Timmons  
Cell: (504) 827-6802  
Work: (504) 957-9774

We hope that you will consider

helping the affected communities and your colleagues during this time of need. Please feel free to share this information with others who might be in a position to contribute. Your help at any level will be deeply appreciated.

If you have any questions, please don't hesitate to contact Erin Sammons, Director, Crisis Preparedness, Response and Recovery at [erin.sammons@uwa.unitedway.org](mailto:erin.sammons@uwa.unitedway.org) or by telephone at (703) 836-7112 x 391.

If we LIVE UNITED we can inspire hope and opportunities for a region in dire need of a better tomorrow.

# FEMA Federal Disaster Declarations for October

**Major Disaster Declarations**

10/01	Puerto Rico	Severe Storms and Flooding
10/03	Illinois	Severe Storms and Flooding
10/08	North Carolina	Tropical Storm Hanna
10/09	Oklahoma	Severe Storms, Tornadoes, and Flooding
10/09	Kentucky	Severe Wind Storm associated with Tropical Depression Ike
10/22	Arkansas	Tropical Storm Ike
10/24	Ohio	Severe Wind Storm associated with Tropical Depression Ike
10/27	Florida	Hurricane Gustav

**Fire Management Assistance Declarations**

10/12	California	Mareck Fire
10/13	California	Sesnon Fire

# 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).*

## Alabama

"Need help? Dial 2-1-1." David Duke, executive director of the Wiregrass United Way 2-1-1 Southeast Alabama: "A lot of people don't know what 2-1-1 is or what it can do for them ... There's nothing more frustrating than needing assistance and not knowing where to turn. Well, people can turn to us."

<http://www.andalusiastarnews.com/news/2008/oct/18/need-help-dial-2-1-1/>

## California

"Area's United Way Leaders Meet with Rep. Lois Capps." Rep. Capps was briefed on United Ways ongoing efforts to establish a public/private partnership with the federal government to support 2-1-1 and HR 211--the Calling for 211 Act."

<http://www.kcautv.com/global/story.asp?s=8945>

## Florida

"Pasco did right thing continuing 211 support." "Over the past month, the call volume at 211 was up more than 50 percent compared to the same time a year ago. The top reason for calling is people needing financial assistance. More people are seeking help with utilities, buying food and obtaining

health care in the economic downturn."

<http://www.tampabay.com/opinion/editorials/article864978.ece>

## Georgia

"Edgefield 211 Help Line Activated." "Residents in Edgefield County got something new, Wednesday a 211 help line. The United Way Of Edgefield County is paying for the line, which will allow residents to get instant information on where to go for help with health issues, crisis counseling, food, shelter and other needs. "

[http://www.wjbf.com/jbf/news/state\\_regional/south\\_carolina/article/edgefield\\_211\\_help\\_line\\_activated/7257/](http://www.wjbf.com/jbf/news/state_regional/south_carolina/article/edgefield_211_help_line_activated/7257/)

## Kentucky

"Hard times require more give and take." Some charities feeling pinch, seeing increased need." "United Way's 2-1-1 service is seeing a spike in the number of calls it receives to link people with community services. Particularly disturbing: One of the top calls is for emergency food assistance."

<http://www.kentucky.com/181/story/559674.html>

## Maine

"New LED Lights Cut Energy Bill

By 85%." Schools and businesses can call 2-1-1 to find information on financial incentives to install energy saving fixtures.

<http://www.wcsh6.com/news/local/story.aspx?storyid=94584&catid=2>

## Massachusetts

"State may expand 211 phone system." An expanded 211 system is one of the proposals offered by the Governor's Energy Task Force created in July.

<http://www.wickedlocal.com/boxford/news/x1985673499/State-may-expand-211-phone-system>

## Michigan

"Don't let financial troubles cause health-threatening tension." Kent and Ottawa county residents can call the United Way's 211 hot line to get counseling referral information in their area.

[http://www.mlive.com/grpress/lifestyles/index.ssf/2008/10/dont\\_left\\_financial\\_troubles\\_c.html](http://www.mlive.com/grpress/lifestyles/index.ssf/2008/10/dont_left_financial_troubles_c.html)

"Agencies help during tough times." Director Robert McKown: "Over the last few years we've been seeing an increase in requests for essential services like food pantry services, housing assistance, and utility bill assistance. And generally that is continuing this year." Requests from people

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who are seeking help finding a job are up 71 percent this year.

[http://www.wzzm13.com/news/news\\_story.aspx?storyid=99847&catid=14](http://www.wzzm13.com/news/news_story.aspx?storyid=99847&catid=14)

### **Minnesota**

“What’s the story behind 911?”

Doug Neville, a spokesman for the Minnesota Department of Public Safety: “In the late 1960s, AT&T selected the number because it could be dialed quickly on rotary phones, was easy to find in the dark, wasn’t already in use as an area code or prefix and the two numbers (9 and 1) are far apart, minimizing the chance for misdialing.”

[http://www.startribune.com/lifestyle/homegarden/30751209.html?elr=KArks7PYDiaK7DUHPYDiaK7DUiD3aPc:\\_Yyc:aUU](http://www.startribune.com/lifestyle/homegarden/30751209.html?elr=KArks7PYDiaK7DUHPYDiaK7DUiD3aPc:_Yyc:aUU)

### **Nebraska**

“Nebraska Rewrites Child Drop-Off Law: Age Limit of 3 Days Imposed After Parents Abandon Older Kids, Teens Under Safe-Haven Statute.” State prepared to allocate funds for additional lines if 2-1-1 sees increase in calls.

<http://www.cbsnews.com/stories/2008/10/20/national/main4532928.shtml>

“Struggling homeowners seek help via phone call.” Six billboards advertising the 211 phone number were erected Sept. 15 throughout Omaha, encouraging homeowners facing foreclosure to seek help.

<http://www.tradingmarkets.com/site/news/Stock%20News/1912776/>

“211 Calls on the Rise.” Calls are up more than 20 percent. The United Way Program credits the increase in calls to “difficult economic times.”

<http://www.wowt.com/news/headlines/31017274.html>

“Action 3 News Tests 211.”

Jamie Moore: “211 is information and referral. People will call us early on so that they can get a referral so they don’t get to the point that they have to even be thinking about using the safe haven law.”

[http://www.action3news.com/Glob/story.asp?S=9217128&nav=menu550\\_2](http://www.action3news.com/Glob/story.asp?S=9217128&nav=menu550_2)

### **New Hampshire**

“Gov. Lynch: Volunteers Needed To Help New Hampshire Families With Weatherization.” For information about the state’s efforts, residents asked to call 2-1-1.

<http://www.politickernh.com/brianlawson/4168/gov-lynch-volunteers-needed-help-new-hampshire-families-weatherization>

### **North Carolina**

“Area nonprofits feel strains of economy.” Article looks at the effect of the economic downturn. Provides information about United Way’s 211 of WNC which serves Buncombe, Henderson, Madison and Transylvania counties.

<http://www.blueridgenow.com/article/20081020/NEWS/810190258/0/NEWS05>

### **Pennsylvania**

“Study urges creation of 211 crisis

hotline: Bucks groups report women need easier access to agencies.”

[http://www.mcall.com/news/local/all\\_b5\\_2women.6614065oct07,0,7556147.story](http://www.mcall.com/news/local/all_b5_2women.6614065oct07,0,7556147.story)

### **Ohio**

“Ohioans crashing into poverty in growing numbers.” Profiles family who called 2-1-1 for assistance. Call volume into United Way’s 2-1-1 hot line has increased from suburban ZIP codes: “The influx of calls has primarily been from people who have never had to ask for help before,” said Jeanette Hrovatic, director of community outreach services for United Way of Greater Toledo.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20081020/NEWS24/810200303>

“Making a difference Food drive planned at sites across Portage County.” “Requests for food are increasing as the economy slows down. In the first nine months of the year, calls for food help were up 36.8 percent to the United Way’s 211 Portage.”

<http://www.recordpub.com/news/article/4451443>

### **Oklahoma**

“Helpline can offer answers to those in need.”

[http://www.tahlequahdailypress.com/local/local\\_story\\_296101620.html](http://www.tahlequahdailypress.com/local/local_story_296101620.html)

### **Utah**

“New food stamp rules could help

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feed more Utahns” “By September, the 2-1-1 help line had referred more than 7,000 Utahns to food pantries in the preceding 12 months. That was nearly double the number of calls from September 2006 to September 2007.”  
<http://www.tradingmarkets.com/.site/news/Stock%20News/1916060/>

### **Vermont**

“Editorial: Need is growing as economy worsens.” “The United Way is seeing a sharp increase in the number of calls to Vermont 2-1-1, a confidential referral service for health and human services organizations.”  
<http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20081017/OPINION/810170309/1006/Opinion>

### **Washington**

“Slumping economy got you in a corner? Call 211.” King County 211 is seeing a jump in call volume, mostly from first time callers. “The line is a link to thousands of legal, financial and medical resources and agencies.”  
<http://www.komonews.com/news/problem-solvers/30451384.html>

### **Canada**

### **Ontario**

“Windsor's working poor denied assistance.” Residents urged to call 211, the local information and help line for local agencies. “There might be people in this situation for the first time who don't know where to turn...If you indicate to (a 211 operator) what service you are looking for, they should be able to refer you.”  
<http://www.canada.com/windsorstar/news/story.html?id=2473a1e8-02d1-404b-89e9-aa81ca713547>

“Use Region's 211 and 311 systems to simplify life.” “211 is an information and referral service available 24 hours a day, 365 days of the year. Halton Region customer service representatives can help you find information about community, health and social services in Halton, no matter who provides those services. You can dial 211 to find a family doctor, learn about options for child care, inquire about employment insurance or job training programs, and much more. 211 is also available online at [www.211halton.ca](http://www.211halton.ca).”  
<http://www.independentfreepress.com/editorial/article/58816>

*Reprinted from the Times-Picayune (Louisiana) Metro Section, Monday, October 6, 2008*

# **Storm phone system good call**

## **It was a vital link during evacuation**

By Valerie Faciane

During the anxious days of the Hurricane Gustav threat, 211 call centers around the state fielded thousands of calls from evacuating residents -- thanks to a new phone system put in place earlier this year.

The technology was financed through a \$500,000 grant that the Louisiana Association of United Ways received from the United Way of America, said LAUW President Charmaine Caccioppi. The system allowed call agents from Via Link, the New Orleans area's 211 information and referral service, to heed authorities' call for them to evacuate from their Uptown office. The agents were able to handle incoming calls from a temporary post at the Baton Rouge Crisis Intervention Center, a nonprofit agency that operates the 211 service for the capital area.

Via Link, another private nonprofit, is a partner agency of the United Way for the Greater New Orleans Area, which is in the midst of its annual fundraising campaign. The goal is to raise more than \$21.3 million.

The technology allows telephone bank agents to use their equipment at any location with a high-speed Internet connection, said Jonathan Padgett, information systems and technology director for Via Link.

Via Link staffers and agents from the state's five other 211 services were able to help callers seeking information on evacuation, shelters and road closures, according to Padgett.

An almost unlimited number of calls can be received simultaneously, and during Gustav overflow calls were automatically answered by three 211 call centers in California, which volunteered their services, he said.

Another new technology introduced this year that

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enhanced the state's 211 service was disaster data computer software of the sort used last year during the wildfires in southern California.

Padgett helped to design the software while he and Via Link 211 director Shari Sinwelski volunteered at the emergency call center in San Diego.

He teamed up with the Pangea Foundation, a nonprofit technology agency in San Diego, to come up with the software program after the call center struggled to update disaster response information quickly.

During Gustav, he said, 211 agents

in Louisiana and California were able to give out information to Louisiana callers that reflected the latest details available to authorities.

"In order to coordinate properly, we had to be able to see everybody's information," Padgett said. When there is no disaster threat, Via Link dispenses referral information to people needing food and financial assistance, health care, child care, after-school programs and senior citizen services. It also fields calls from people threatening suicide or facing other mental health problems, Via Link CEO Marguerite Redwine said.

Redwine said Via Link offers free and confidential services to anyone from the greater New Orleans area requesting help.

Sinwelski added that translation services are available to callers who speak a language other than English.

Via Link operates seven days a week, 24 hours a day. It has 30 full- and part-time paid counselors, along with student interns and volunteers.

"We're always happy to have people apply for positions or volunteer," Redwine said.

# 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**

Arnold, Jay - United Way of Greater KC, Kansas City MO

Bartzen, Jamie - Aging & Disability Resource Center, West Bend WI

Dowd, Lisa - United Way of Greater Kansas City, Kansas City MO

Foley, Charmaine - United Way Fox Cities, Menasha WI

Gerber, Jessica - Brown Co. United Way, Green Bay WI

Glenn, Patricia - 211 Big Bend, Tallahassee FL

Gunter, Marilyn - Care Connection for Aging Services, Clinton MO

Johnson, Carol - Care Connection for Aging Services, Wheatland MO

LaPratt, Richard - Heart of Florida United Way 211 Department, Orlando FL

Seabrooks, Melody - 211 Tampa Bay Cares, Clearwater FL

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

Anderson-Viste, Kendra - Aging and Disability Resource Center of Brown Co., Green Bay WI

Bell, Nancy - Interfaith Senior Programs, Waukesha WI

Drew, Diane - Community Home Environmental Learning Project, Inc. (CHELP), Decatur IL

Fechter, Jennifer - Aging and Disability Resource Ctr of Washington Co., West Bend WI

Lauterbach, Barbara - Interfaith Senior Programs, Waukesha WI

Sweeney, James - Aging and Disability Resource Center, Green Bay WI

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

Fung, Miranda - Centre for Information and Community Services, Toronto ON

Hutt, Sherri - MTCU, Toronto ON

Lajoie, Sophie - Government of Ontario, Toronto ON

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Vaz, Yolanda - CCAC CW, Brampton ON

Toth, Jennifer - The Medical Foundation, Inc.  
Information and Referral Services, Boston MA  
Williams, Maria - United Way for Southeastern  
Michigan, Detroit MI

### CERTIFIED RESOURCE SPECIALISTS

Dunaway, Michele - 2-1-1 Tampa Bay Cares,  
Clearwater FL

Fox, Robin - The Medical Foundation I & R Services,  
Boston MA

Malone, Naomi - Heart of Florida United Way,  
Orlando FL

### CERTIFIED RESOURCE SPECIALISTS-Canadian

Cobb, Kirc - Connex Health Services, London ON

# User Friendly: Keyboard Shortcuts Redux

By Dick Manikowski

*Detroit Public Library-*

*TIP Database & Subscriptions*

*She: Get a life*

*Me: I don't need a life. I've got a computer*

I more or less live on my computer. Between work and home, I probably spend at least eight or nine hours a day in front of the screen.

One of the adaptations I've made to permit me to do this without crippling myself is a heavy reliance on keyboard shortcuts. If I want to boldface a word I'm going to type into Word, Excel, or Powerpoint, I've basically got three options for doing it.

1. Typing the word and a trailing space and then:

- ◆ Typing the word
- ◆ Moving my mousing hand from the keyboard to the mouse

- ◆ Using the mouse to highlight the word
- ◆ Clicking on menu options Format Font and then select the Boldface option
- ◆ Using the mouse to return the cursor to its position following the

hand movements

2. Toggling boldface on, typing the word, and toggling boldface back off. This involves:

- ◆ Moving my mousing hand from the keyboard to the mouse

- ◆ Clicking on menu options Format Font and then select the Boldface option

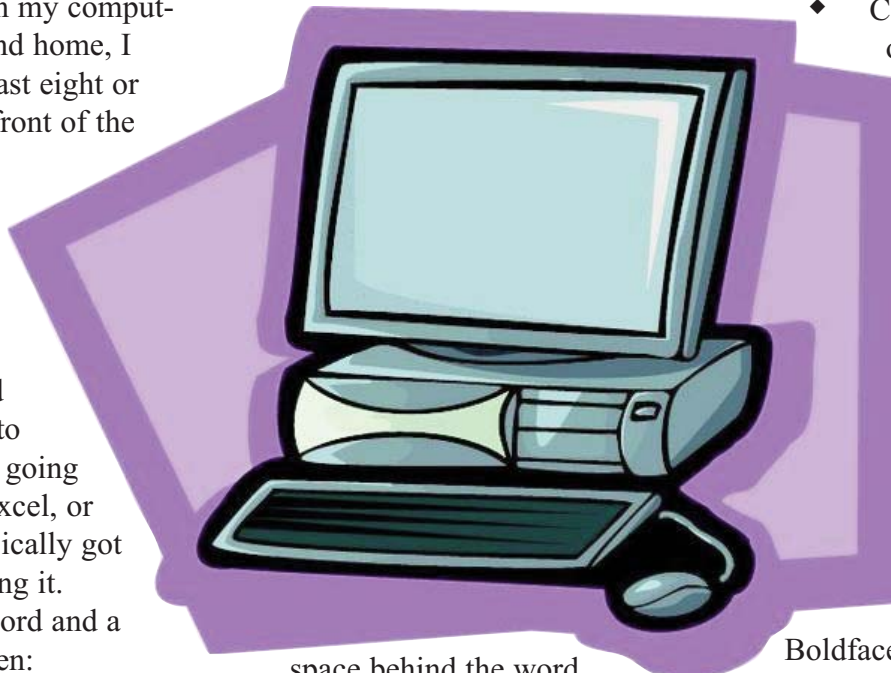
- ◆ Returning my mousing hand to the keyboard
- ◆ Typing the word

- ◆ Moving the mousing hand back to the mouse

- ◆ Clicking on menu options Format Font and then deselecting the

Boldface option

- ◆ Finally moving my mousing hand back to the keyboard
- Seven steps. Four hand move-



space behind the word

- ◆ Returning my mousing hand to the keyboard
- Six steps involved, including two

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ments

3. Toggling boldface sans mouse, typing the word, and toggling boldface back off. Three easy steps:

- ◆ Hitting hotkey combination <Ctrl-B> to toggle boldface on
- ◆ Typing the word
- ◆ Hitting hotkey combination <Ctrl-B> to toggle boldface back off

Three easy steps, and my fingers never leave the keyboard

To me, it's a no brainer. Method #3 is not only immensely easier on my body (it's not the mousing that contributes to wrist injuries so much as continually switching the hand between the mouse and the keyboard), it's also faster. I may only save a couple of seconds each time, but a couple of seconds every minute or two—I do a lot of formatting in my writing footnote—for several hours adds up.

Dozens of hotkey combinations exist. Most Windows users know only three (which fortunately work in all sorts of Windows applications and applets):

- ◆ <Ctrl-C> copies the selected text/file/whatever to the Windows clipboard
- ◆ <Ctrl-X> cuts the selected text/file/whatever from its current location while copying it to the Windows clipboard
- ◆ <Ctrl-V> pastes the current contents of the Windows clipboard to wherever the cursor is

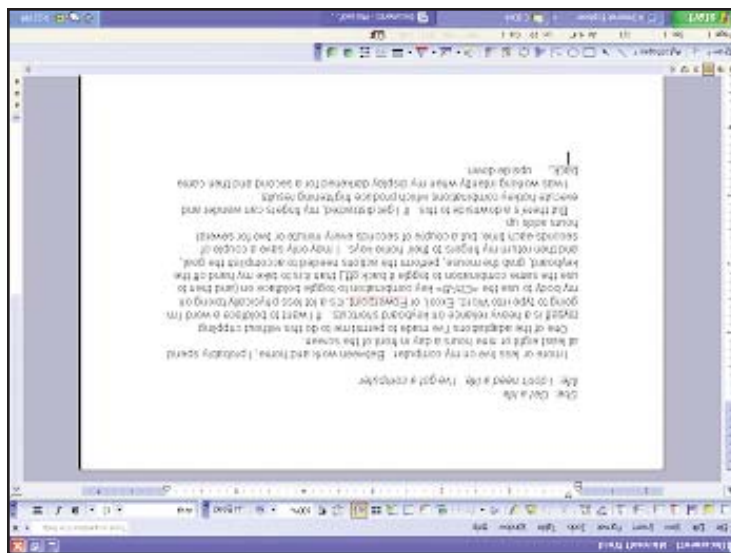
For a list of many equally useful hotkey combinations, browse to: [www.microsoft.com/athome/more-done/compshortcuts.mspx](http://www.microsoft.com/athome/more-done/compshortcuts.mspx).

## Oops! The Dark Side of Keyboard Shortcuts

But there can be a downside to these keyboard shortcuts. If I get distracted, my fingers can wander and execute hotkey combinations which produce unintended results.

My fingers were dancing all over the keyboard when my display darkened for a second and then came back on . . . upside down.

No sweat, I thought. I've done this before, and I was able to recover from it. All I need to do is to hit the right key combination to flip the display back into the



right orientation. (It was obvious that there had to be a hotkey combination to undo what I had done by an accidental hotkey combination.) For the life of me, though, I couldn't remember what that combination was.

Googling the Web for the answer would appear to be a simple solution. But with the display upside-down, maneuvering my cursor into the Google

Toolbar search box was challenging. Moving the mouse up moved the cursor down (toward the top of the inverted display), and moving it to the left moved the cursor to the right.

But I finally got the search done. I learned that I had accidentally pressed <Ctrl-Alt-↓> to invert the display. Pressing <Ctrl-Alt-↑> restored it to a normal orientation. (That's for the video driver installed on the PC I was using. Had I been less fortunate, I might have had to go to the display properties sheet to undo my mistake . . . and that would have involved even more upside-down-and-backward mousing.)

Anyway, there are two morals to this cautionary tale:

1. Depending on your video driver, it may be possible for you to accidentally flip your display upside down by hitting <Ctrl-Alt-↓>. If an experiment demonstrates that this is possible, then after you correct the problem it behooves you to tape a little note onto the bottom of your keyboard (next to the secret note that lists all of your passwords and your

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bank account numbers). Here's the note, which will get pasted to the bottom of my keyboard tomorrow:

<Ctrl-Alt-→> rotates display to 90

<Ctrl-Alt-↓> rotates display to 180

<Ctrl-Alt-←> rotates display to 270

<Ctrl-Alt-↑> returns display to normal orientation

2. If you're a supervisor who has assigned your staff to religiously read all the valuable information in the AIRS Newsletter, you now have a method for

testing whether they read this issue or not (or at least read this article and took it seriously).

Disclaimer: Neither the author, the editor, nor the Alliance of Information and Referral Systems nor its officers, staff, or Board of Directors assume any liability for any damages, lost productivity, or retributive bodily harm incurred by readers of this publication or their agencies who elect of their own free will to misuse information published herein.

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# 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).*

## **DEC. 4 - SACRAMENTO, CA**

9 - 11 am OR 1 - 3 pm

Governor's Office of Emergency Services

3650 Schriever Avenue

Tara Sullivan-Hames

(530) 879-2455

[tsullivanhames@ncen.org](mailto:tsullivanhames@ncen.org)

There will be a \$25 administrative fee payable to CAIRS on the test date, please bring a check, no cash.

This fee is waived for those who registered and paid to attend the CAIRS conference.

## **DEC. 9 - BEAUMONT, TX**

10:30 am - 12:30 pm

2210 Eastex Freeway

Liz Bergman (409) 899-8444 x154

[lbergman@setrpc.org](mailto:lbergman@setrpc.org)

There will be a \$20 administrative fee payable to TAIRS.

## **DEC. 9 - RENTON, WA**

10 am - Noon

200 Mill Avenue S, Suite 505

Milissa Grant (425) 264-0301

[milissa@win211.org](mailto:milissa@win211.org)

## **DEC. 16 - NAPOLEON, OH**

10 am - Noon

First Call for Help

600 Freedom Drive

Pheobie Hanover (419) 599-1660

[phanover@fcfnwo.org](mailto:phanover@fcfnwo.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.

## **FEB. 2 - ELKHART, IN**

9-11 am

222 Middlebury Street

Darren Bickel (574) 295-1650

[bickeld@unitedwayec.org](mailto:bickeld@unitedwayec.org)