



Bringing People and Services Together

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New AIRS accreditation criteria to be released

**Charlene Hipes,
Credentialing Director**

In August of 2005, AIRS released the 5th Edition of the Standards for Professional Information and Referral. Now, new Accreditation criteria based on the new Standards will become effective Jan. 1, 2007.

The 2005 edition represented the most important version published to date. It included a significant expansion of content, adding sections for Crisis Intervention and Disaster Preparedness.

The two new standards reflect the realities and responsibilities of information and referral centers. The overall goal of I&R services is to be able to deliver information that is needed to link inquirers with available and appropriate resources including those individuals in crisis. Most I&Rs receive occasional requests for assistance from people in crisis and must therefore equip their staff to handle them appropriately.

The Disaster Preparedness standard explains the requirements an I&R service must meet in order to best position itself to connect people to critical resources in times of disaster. Although most I&R services do not promote themselves as disaster service agencies, in the past decade I&Rs have been identified as natural community partners for the dissemination of information about community based disaster-related services. It has become prudent business practice for I&R services to be prepared for disaster response and equip staff to handle disaster-related inquiries appropriately.

Michael Hamm, a credentialing and accreditation authority who has advised AIRS over the past several years, has written that:

“One of the most important responsibilities of any accrediting body is developing sound, credible standards that represent a consensus of best or minimally acceptable practices in a field of interest. It is important that all standards developed flow from the basic mission

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Officers of the Corporation

Caty Jirik, President

Kathy O'Connor, President-Elect

Georgia Sales, Secretary

Jamie Moore, Treasurer

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

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

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

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

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of the accrediting body.”

The Standards are the foundation for AIRS Accreditation. The process for implementation of the new Accreditation requirements is:

- ◆ Organizations already accredited when the new criteria are released will not be expected to meet the new requirements until they go through the re-accreditation process.
- ◆ Organizations currently in the accreditation process have the option of meeting the new criteria or waiting until they go through the re-accreditation process.
- ◆ Organizations that enter the accreditation process between now and the date of release (Jan. 1) have the option of meeting the current criteria or the new criteria. They must indicate their preference on their application.
- ◆ Organizations that apply after the date of release will be required to incorporate the new criteria or, where noted, have a plan in place for implementation by the time they are ready to submit their first round of documentation (i.e. 10 months).

Here's a sample of the new Crisis Intervention requirements:

1. The I&R specialist shall have the skills to recognize when an inquirer is experiencing a crisis and shall determine whether the individual is in immediate danger and take steps to ensure that s/he is safe before continuing with the interview
2. The I&R specialist shall have the intervention skills to de-escalate and stabilize the individual.
3. The I&R specialist shall have the skills to recognize the warning signs of persons at imminent risk of suicide, violence or victimization.
4. The I&R specialist shall have the skills to recognize when an inquirer is in immediate need of intervention.
5. In cases of suspected child abuse or elder abuse, the I&R specialist shall be familiar with his/her responsibilities under the prevailing legislation of the jurisdiction regarding mandatory reporting and shall file a report when indicated.
6. In situations involving suicide or homicide, the specialist shall understand the circumstances under which a lethality assessment is required and shall conduct an appropriate assessment when necessary. Lethality assessments shall be recorded in writing and shall include a description of specific actions taken in response to the situation.

Here's a sample of the new Disaster Preparedness requirements:

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1. The I&R service shall have a written emergency operations and business contingency plan that specifically addresses disasters common to the area, but one that also prepares for emergencies in general.
2. The I&R service shall understand the command and control structure within their jurisdiction and their own role and that of other organizations in the response, relief and recovery phases of a disaster.
3. The I&R service shall include in their resource database information about permanent local, state and federal disaster-related resources, i.e., organizations with a formal role in emergency response, a clearly defined disaster mission and/or a history of providing services during a previous incident.
4. The I&R service shall have in place mutual aid agreements with other I&R services which include

provisions for relocation of staff and/or redirection of calls.

5. The I&R service shall collect and organize inquirer data that facilitates appropriate referrals and provides a basis for describing requests for disaster-related service and identifying gaps and overlaps in service.

6. The I&R service shall provide general training for staff that addresses the specific types of disasters common to the area; the organization's role and mission in times of disaster; the phases of disaster; federal, state and local response plans and resources; and other topics that will help prepare staff for an emergency and ensure that they understand their organization's commitments to the community.

AIRS annual conference coming to Florida

Sharon Galler,
Conference Coordinator

Jacksonville and the Beaches, fabulous Florida, a splash of southern charm! Jacksonville has everything you'd expect out of a Florida adventure. The temperature is ideal virtually year round and there are countless cultural and recreational activities to enjoy. You'll find fine-dining, great shopping, nightlife, boating, sightseeing plus a multitude of outdoor activities. Jacksonville still boasts a plentiful amount of breathtaking undeveloped natural beauty. In fact, just a short drive from the busy waterfront area, you'll find a paradise for hiking, water sports, beach combing and just plain relaxation in the outdoors. History aficionados can trace much of America's history visiting historic sites between Jacksonville and St. Augustine, America's first city. From Spanish forts to a Civil-war era still working hotel, history



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

comes alive here. Because of the great weather, there is always an outdoor concert or festival to attend. Fortune and Money magazine continuously put Jacksonville on their annual "best city" lists.

After all, there is something for everyone in Jacksonville! Be sure to make plans to arrive a few days early or stay a few days afterwards so you can experience all that Jacksonville has to offer!

Read the 2006 conference evaluations

More than 700 people attended, and here's a summary of what they had to say about it ...

		Excellent	Good	Average	Fair	Poor
A.	1. Overall, the Conference met my expectations	5 (21%)	4 (37%)	3 (7%)	2 (3%)	1 (1%)
B.	LOGISTICS / COORDINATION					
	2. Conference Program	5 (21%)	4 (42%)	3 (14%)	2 (8%)	1 (8%)
	3. Helpfulness of Facilitators & Volunteers	5 (51%)	4 (31%)	3 (7%)	2 (2%)	1 (1%)
C.	TRAINING CONTENT					
	4. Quality of Workshop Speakers	5 (27%)	4 (49%)	3 (15%)	2 (1%)	1 (1%)
	5. Variety of Topics	5 (34%)	4 (50%)	3 (9%)	2 (2%)	1 (1%)
	6. Workshops Provided Useful Information	5 (28%)	4 (51%)	3 (15%)	2 (1%)	1 (1%)
D.	ACCOMMODATIONS					
	7. Workshop Rooms	5 (7%)	4 (29%)	3 (33%)	2 (10%)	1 (15%)
	8. Your Hotel Guest Room	5 (26%)	4 (35%)	3 (19%)	2 (3%)	1 (1%)

9. What part(s) of the Conference were exceptionally well done?

Workshop and Speakers

- ◆ Good depth in workshops.
- ◆ Topics directly related to job. (2)
- ◆ Very broad spectrum of workshops. (6)
- ◆ Selection of topics and presenters. (10)
- ◆ Intensive was excellent.
- ◆ Sharon Doner and Debra Harris. (2)
- ◆ Opportunities for workshop variety and networking.
- ◆ Site visit workshop.
- ◆ Developing disaster tracks were well done. (3)
- ◆ The eight or so tracks provided a nice variety of options.
- ◆ Excellent final keynote.
- ◆ Aging information.
- ◆ It was helpful that all the workshops were located on one level.
- ◆ Classroom information.
- ◆ Great instructor; to the topic.

◆ I went to the basic I&R workshops mostly and I got a lot out of them.

- ◆ Great subject matter for the breakout session.
- ◆ Workshops starting and ending on time.
- ◆ Workshops are relevant for 2-1-1 and management tracks.

Host City and Food

- ◆ The vendor area.
- ◆ The host city event was very well done.
- ◆ Hotel meals and staff. (4)
- ◆ Facility and staff were excellent.
- ◆ Choice of hotel and conference location.
- ◆ Volunteers were very helpful when questioned. (3)
- ◆ Food, hotel and people were very welcoming.
- ◆ The concierge was very informative and helpful. (2)
- ◆ Information tables.
- ◆ Information desk well staffed.

(2)

- ◆ Milwaukee great host city.
- ◆ Wisconsin great host state. (3)
- ◆ Group meals were well organized. (2)
- ◆ Food was good at meal times.
- ◆ Luncheon by defense.
- ◆ I appreciate the variety of structured meals.
- ◆ Buffet style meals were nice.
- ◆ I really liked the military lunch speaker.

10. What part(s) of the Conference did you think could be improved upon?

Workshops and Speakers

- ◆ Please provide more visual aids and handouts. (5)
- ◆ Larger rooms. (14)
- ◆ Too many topics scheduled together.
- ◆ Limit individual talking time in session.
- ◆ The juggling seminar taught you

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how to juggle but nothing else.

- ◆ Sessions without handouts. (2)
- ◆ Workshop seating. (3)
- ◆ Bigger breakout rooms. (2)
- ◆ Scheduling of workshops by track. (3)
- ◆ Room setup.
- ◆ Better and more military tracks.
- ◆ There could have been tables for note taking. (3)
- ◆ Carry over noise from neighboring sessions could be disruptive.
- ◆ Need more variety of workshops.
- ◆ Late comers for workshops.
- ◆ Some of the basic I&R.
- ◆ Workshops not of national quality.
- ◆ Proof read your overall conference evaluation.
- ◆ Workshop session description, nothing cutesy.
- ◆ Some sessions were too long.

Hotel and Staff

- ◆ Look for larger facilities even if it costs more. (5)
- ◆ Hotel should have had more casual seating in lobby. (3)
- ◆ Make access to food easier.
- ◆ Earlier information available at hotel.
- ◆ Use a different coordinator.
- ◆ Meals and breaks.

11. Additional Comments:

- ◆ I think the annual conferences are getting so large its hard to find a hotel to accommodate us,
- ◆ Please prohibit cell phones in workshops.
- ◆ This is my first conference and I found it very useful.
- ◆ Wisconsin AIRS were fabulous hosts.
- ◆ Milwaukee was a wonderful place it exceeded my expectations.
- ◆ I felt that most presentations fell

short.

- ◆ Would have rather had tables in the workshops.
- ◆ Move the silent auction on the night before the last day.
- ◆ I have a lot to learn.
- ◆ Every workshop that I attended ran out of handouts.
- ◆ Milwaukee is a beautiful city.
- ◆ The registration brochure didn't have the workshops listed.
- ◆ List of local restaurants would have been helpful.
- ◆ The PowerPoint CDs are nice but should be included in the registration cost. (2)
- ◆ Please encourage people to take conversation outside.
- ◆ It was great meeting in an urban downtown.
- ◆ Disaster presentation was too graphic.
- ◆ Please leave computer room open sooner or longer.

2-1-1 news from across the country

Alaska

“United Way strives to grow with Valley: The charitable agency has kept its eye set on the \$1 million mark.” United Way of Mat-Su developed and administers mat-suinfo.org, an online database of community service resources. UW also helping to develop a statewide 211 system -- a phone number that connects callers to information about health and human services available in their communities.”
<http://www.adn.com/news/alaska/matsu/story/8195286p-8088918c.html>

Arkansas

“Area United Way officials are pushing for a new phone system that would allow residents to dial three numbers - 211.”
http://www.swtimes.com/articles/2006/09/19/how_we_see_it/opinion01.txt

“United Way Must Change With Economy.” Efforts being made to bring 2-1-1 to Arkansas.
<http://www.nwaonline.net/articles/2006/09/13/news/0914rzuway-breakfast.txt>

California

“New number available to area residents: 2-1-1 hot line debuts in county.” 2-1-1 launched on September 20.
http://www.sbsun.com/news/ci_4382803

“News items from around California.” San Bernardino County is the eighth county in California to have 211 coverage.
<http://www.contracostatimes.com/mld/cctimes/news/15593425.htm>

“Reaching out to depressed mother.” A letter to Dear Abby from a

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distraught new mother, a military spouse, generated unprecedented response. Among resources for parents: Parenting Link, 2-1-1 website or people can contact the Call Center, 24 hours a day, by dialing 211.

<http://www.signonsandiego.com/news/metro/20060926-9999-1m26abby.html>

“Feds ease restrictions on liquids in carry-ons: Fliers can have 3-ounce bottles, items purchased beyond security.” United Way of the Bay Area is also providing information on baggage rules -- in English, Spanish or Chinese -- through its call center. Passengers can call 211 in San Francisco.

<http://www.sfgate.com/cgi-bin/article.cgi?file=/c/a/2006/09/26/MNGUGLCOQG1.DTL>

“911 Dispatchers Inundated With Calls About ‘Day Fire’” Local officials want residents to call 211 to get emergency information, instead of tying up 911 lines.

<http://www.keyt.com/news/local/3953556.html>

“Officials warn of more smoky skies this weekend.” Santa Barbara County fire officials are also advising the public to call 2-1-1 instead of 9-1-1 for more information or concerns about the smoke.

<http://www.santamariatimes.com/articles/2006/09/23/news/news02.txt>

“Editorial: One-stop answers: 211 can provide vital link for county.”

<http://dwb.sacbee.com/content/opinion/story/14317411p-15234975c.html>

Colorado

“Get connected with 211.” 2-1-1 currently available for Fremont County residents.

<http://www.canoncitydailyrecord.com/Top-Story.asp?ID=4825>

“The cost of alcohol: A list of treatment resources.” “Not sure who to call? Start with 211 for free access to health and human services information and referrals.”

<http://www.gazette.com/display.php?id=1321653&secid=1>

Connecticut

“Extra federal heating aid coming to Connecticut.” Residents may call 2-1-1 for information about energy assistance.

http://www.zwire.com/site/news.cfm?newsid=17231879&BRD=1379&PAG=461&dept_id=162912&rfi=6

“This Is A Test You Don't Want To Fail; Your Life Depends On It.” People can call 2-1-1 for a list of HIV testing sites.

<http://www.courant.com/features/lifestyle/hc-susan0924.art-sep24,0,5696197.column>

Florida

“Sarasota County offers flu shots starting on Oct. 2.” Residents can call 2-1-1.

<http://www.bradenton.com/mld/bradenton/15557080.htm>

“For a helping hand, call 211.”

“Break a leg, call 911....Can't pay your rent, call 211 and you will be connected to trained consultants with access information for social services agencies and emergency help organizations in Manatee and Sarasota counties.”

<http://www.bradenton.com/mld/bradenton/news/local/15513625.htm>

“Roundtable asks: How to help local kids?” Group surveying after school activities and will turn information over to 2-1-1 database.

<http://www.sun-herald.com/NewsArchive2/092606/ew14.htm?date=092606&story=ew14.htm>

“Osceola official seeks \$50,000 from county for Red Cross.” 2-1-1 is one of four social-service agencies or programs who get money from the county outside the competitive process.

<http://www.orlandosentinel.com/news/local/osceola/orl-ored-cross1706sep17,0,3678387.story?coll=orl-news-headlines-osceola>

“211 celebrates first anniversary.”

The Advisory Council for 211, a health and human information number in Citrus County, is commemorating its first anniversary.

http://www.sptimes.com/2006/09/26/Citrus/211_celebrates_first_.shtml

Georgia

“With United Way, philanthropy is a phone call away.” “With United Way, help can be as close as a tele-

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phone call to the 211 assistance line, but all of the programs need financial support to succeed.”
<http://www.gainesvilletimes.com/news/stories/20060917/opinion/124852.shtml>

Hawaii

Residents looking for the location of their polling place can call the state elections office, the county clerk's office or the Aloha United Way's 211 information line.
<http://starbulletin.com/2006/09/23/news/story01.html>

Idaho

“Program makes connections between elderly, agencies.” Aging Connections, formerly known as Idaho Care Line, will be accessible via 2-1-1 beginning Oct. 1.
<http://www.bonnercountydailybee.com/articles/2006/09/21/news/news03.txt>

“Idaho Careline - 211.” Idaho governor and first lady launched a public service campaign for Idaho's 2-1-1 CareLine. “In order for the families of Idaho to access the services they need, they have to be able to find them,” Idaho Gov. Jim Risch said.
<http://www.kpvi.com/index.cfm?page=nbheadlines.cfm&ID=36227>
<http://www.journalnet.com/articles/2006/09/06/news/local/news02.txt>

Illinois

“Homeless commission vote set: If passed, mayor's task force on issue would be replaced.” “10-year Strategic Plan to End Chronic

Homelessness” plan includes recommendations that includes creation of a “211” telephone number to provide a single source for information on services.
<http://www.sjr.com/sections/news/stories/95043.asp>

Indiana

“Agency to provide 411 through 211 line.” Northwest Indiana Community Action Corp. will provide the assistance through a telephone hot line service scheduled to be launched in Lake and Porter counties.
http://www.post-trib.com/cgi-bin/pto-story/news/z1/09-24-06_z1_news_07.html

“Agency exploring launching 211 service early: FLOODING: System works like 911 to help disaster victims.” “If Lake County had been equipped with an established 211 call center at the time of the flood, trained information and referral specialists would have answered the calls to assess needs and make referrals to the correct agencies. Instead public officials have struggled to coordinate disaster relief.”
http://nwitimes.com/articles/2006/09/21/news/lake_county/6330be2dc30c2238862571ef00836dd1.txt

“No early launch for 211 call line: Service bogged down by jurisdiction, funding.”
http://nwitimes.com/articles/2006/09/26/news/lake_county/ae710a61eb74f2d5862571f50010b102.txt

“Life Stream 211 Service Is Only a Phone Call Away.”
<http://www.newslinkindiana.com/news/00000010607.html>

Kentucky

“With 211, Louisville has a new lifeline: Service comes from Metro United Way.” On Sept. 1, Metro United Way's 211, a three digit number, became available throughout the Louisville metropolitan area.
<http://www.courier-journal.com/apps/pbcs.dll/article?AID=/20060903/OPINION04/609030374>

Maine

“Addiction and recovery month continues.” From Sept. 18-22nd, residents could call 2-1-1 and be transferred to trained substance abuse counselors.
<http://www.keepmecurrent.com/Education/story.cfm?storyID=24981>

“Tough Heating Season Ahead For Lincoln County.” Residents can call 2-1-1 to find information about energy programs.
<http://www.mainelincolncountynews.com/index.cfm?ID=20979>

Michigan

“Familiar face takes helm.” Brenna Wheeler chosen to run 2-1-1 line. The hotline, a joint venture of LifeWays and United Way of Jackson County, is awaiting approval from the state Public Service Commission to expand into Clinton, Ingham, Eaton and Hillsdale counties by January.

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<http://www.mlive.com/news/jacit-pat/index.ssf?/base/news-18/1158250018161650.xml&coll=3#continue>

Minnesota

“United Way: A working, driving force.” About 1,000 people a month call United Way’s 211 referral line for help with transportation problems. Information about Ways to Work is available at www.waystowork.org

Mississippi

“Opportunities to volunteer abound, so make that call.” <http://www.clarionledger.com/apps/pbcs.dll/article?AID=/20060902/COL0205/609020311/1152/FEAT05>

Ohio

“Can't find that service you need? Try dialing 211: New Lorain County service is extension of United Way.” <http://www.chroniclet.com/Daily%20Pages/091406head2.html>

“Spike in child poverty has agencies alarmed.” People urged to call 2-1-1. <http://www.journal-news.com/hp/content/oh/story/news/local/2006/09/19/hjn092006child-poverty.html>

Oklahoma

“New 211 call center grant funds available.” The Oklahoma Department of Human Services seeks applicants to expand the

state’s 211 system to southern Oklahoma. http://www.normantranscript.com/moorenews/local_story_249005244

South Dakota

“United Way seeks support for help line.” United Way of the Northern Hills is pushing for support of a 211 HELP!Line to connect callers free of charge with people who need information about an array of local services. <http://www.rapidcityjournal.com/articles/2006/09/01/news/local/news09.txt>

Texas

“The Next Evacuation: One year after Rita, Victoria has been thinking ahead.” Registration via 2-1-1 “is just one of many changes that came about because of the catastrophes last year.” <http://www.thevictoriaadvocate.com/428/story/4612.html>

“Officials urge seniors to look at prescription options.” Seniors who want help in choosing a drug plan should call 2-1-1. <http://www.wacotrib.com/news/content/news/stories/2006/09/26/09262006wacmedi-care.html>

“Landlord Notification Starts For Hurricane Evacuees.” “Those unable to continue in FEMA’s rental assistance program may contact community organizations and other government agencies for assistance with specific needs. The

state’s information and referral number, 2-1-1, may assist in providing access to those services. Hurricane survivors should identify themselves as evacuees to the operators.” http://communitydispatch.com/artman/publish/article_6497.shtml

Vermont

“Vermont Governor Highlights New Laws to Combat Methamphetamines.” The Vermont Department of Health has partnered with several agencies including Vermont 2-1-1 to develop and distribute information to retailers and the public about methamphetamine. <http://www.allamericanpatriots.com/m-news+article+storyid-16537.html>

Washington

“Investing in our Families and Communities: Recommendations for Stabilizing the King County Regional Human Services System: Healthy Families and Communities Task Force releases final report, addressing human services need.” 2-1-1 included in plan. <http://www.metrokc.gov/exec/news/2006/0901healthyfamilies.aspx>

West Virginia

“Collaboration helps community needs.” Implementation of 2-1-1 seen as positive step towards collaboration. <http://www.journal-news.net/News/articles.asp?articleID=3922>

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

Bowers, Angela - Newberry County Memorial Hospital, Prosperity SC
Burgess, Joanne - Advocacy Center for Persons with Disabilities, Tallahassee FL
Bush, Bonnie - 211 Tampa Bay/Crisis Center of Tampa Bay, Tampa FL
Comperini-Stoffel, Mary - Outagamie County D.H.H.S. Crisis/Mental Health, Appleton WI
Elfers, Emily - United Way of Greater Cincinnati, Cincinnati OH
Foust, Michelle - Helpline of Delaware and Morrow Counties, Delaware OH
Frank, Ninna - Racine County Human Services, C.A.R.E. Center of Racine, Racine WI
Golde, Kathy - Pathways of Licking County, Newark OH
Henderson, Kriston - Crisis Center of Tampa Bay, Tampa FL
Hoffman, Janice - Aiken County HELP LINE, Inc., Aiken SC
Hopson, Erica - United Way of Greater Stark County, Canton OH
Johnson, Debra - Community Counseling Crisis Center Butler County 211, Oxford OH
Joyce, Marilyn - , Racine WI
Lafond, Michelle - Outagamie County Human Services-Mental Health, Appleton WI
Mickelsen, Debra - Racine Co. Human Services Dept. C.A.R.E.

Center of Racine Co., Racine WI
Moran, Casie - ADA Working Group, Tallahassee FL
Parker, Lynn - Great Rivers 211, Onalaska WI
Robinson, Margaret - Advocacy Center for Persons with Disabilities, Tallahassee FL
Rollwagen, Valerie - Firstlink, Columbus OH
Scarlato, Becky - United Way of Pasco County, New Port Richey FL
Schiller, Lisa - United Way of Greater Cincinnati 211, Cincinnati OH
Tower, Anika - United Way of Escambia County, Pensacola FL
Ward, Sherry - Community Counseling and Crisis Center Butler Co. 211, Oxford OH
Weyenberg, Wendy - United Way of Fox Cities 2-1-1, Menasha WI
Weyers, Bonnie - Shawano County Aging & Disability Resource Center, Shawano WI
Wilder, Elizabeth - 211 Brevard, Cocoa FL
Wilder, James - 211 Brevard, Cocoa FL
Williams, Burlie - United Way of Dane County, Madison WI

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Blackstock, Brenda - Waccamaw Regional Council of Governments, Georgetown GA
Cole, Lonnie - Aging Resource

Center of Wood Co., Wisconsin Rapids WI
Granberg, Peggy - Senior Services, Whithau WI
Kiber, Gena - , Sumter SC
Latimer, Janice - Capital Area Agency on Aging, Baton Rouge LA
Piazza, Susan - Oneida Co. Dept. on Aging, Rhinelander WI
Picard, Jacki - , Rock Hill SC
Rose, Marsha - , Toledo OH
Rud, Marlene - Department on Aging and Resource Center, Eau Claire WI
Steinke, Judith - Aging Resource Center of Wood County, Wisconsin Rapids WI
Swinford, Angela - Southeast GA Area Agency on Aging, Waycross GA
Tritz, Denise - Aging and Resource Center of Wood County, Wisconsin Rapids WI

CERTIFIED RESOURCE SPECIALISTS

Favor, Melina - Carolina AIRS, Columbia SC
Peterangelo, Joseph - United Way of Dane County, Madison WI
Sanchez, Janet - West Central Florida Area Agency on Aging, Lithia FL
Scaramella, Cathy - Trident United Way 2-1-1 Hotline, N Charleston SC

User Friendly: Web 2.0

Dick Manikowski

Detroit Public Library-

TIP Database & Subscriptions

It's hard to believe that the Web has been around for more than 15 years. (Admittedly, for the first few years, content was pretty limited, and there wasn't much practical reason for the non-scientist to spend a lot of time exploring it.)

Several factors have contributed to making the Web a vital part of the daily life of billions of people around the world.

- ◆ The dramatic drop in the cost of both bandwidth and storage has made the Internet much more affordable to information providers and information consumers alike.
- ◆ The widespread availability of broadband connections to the Internet has made usage less tedious.
- ◆ The movement by commercial business and government to make information more accessible has changed traditional usage patterns. People have grown accustomed to filing their taxes, doing much of their shopping (or at least preliminary price comparisons), and submitting applications for federal student aid from their homes rather than having to travel to a service point. In the business world especially, any organization that doesn't have a Web presence is placing itself at a serious disadvantage.
- ◆ Incredible improvements in search engine technology finally made it possible for even unsophisticated users to have a good chance of finding relevant content.

While the Web has been evolving all along, one frequently sees references to Web 2.0. I finally decided to try to get straight in my own mind what that term means.

Web 1.0

Nobody bothered to assign a version number to the Web when it was initially deployed, but let's call it Web 1.0 to distinguish it from Web 2.0.

Web 1.0:

- ◆ Relied on the HTTP protocol for communicating information.
- ◆ Used URLs (Uniform -- not Universal -- Resource Locators) to specify Web servers and specific pages. (It's a lot easier to remember a textual name like *www.airs.org* than it is the 216.154.203.205 IP address that your browser ultimately uses to connect to the AIRS Web site.)
- ◆ Primarily used static HTML pages to present information for the user to view and/or print.

As time passed, technological advances permitted greater functionality.

- ◆ The Java language developed by Sun Microsystems permitted small programs to be written which could be downloaded with data from Web servers and run on the local PC.
- ◆ The JavaScript (no direct relation to Java) scripting language permitted small programs to be embedded in the HTML code and then run on the local PC while the Web page displayed.

Both Java and JavaScript allowed users to interact with Web pages rather than simply viewing information. Whenever you fill out a form on a Web site, you're probably interacting with Java or JavaScript. One huge advantage of both languages, though, was that they were platform-independent. Web masters didn't have to be concerned about whether the visitor was accessing a site from a PC running Windows or a Mac OS operating system or even Unix--the Java or JavaScript program or script would still run so long as the browser being used supported Java or JavaScript.

Web 2.0

Flash forward to the mid-Oughts. (Okay, you come up a better name for the decade that followed the Nineties.)

Web 2.0:

- ◆ Still relies on the HTTP protocol
- ◆ Still uses URLs
- ◆ Still uses some elements of HTML, Java, and

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JavaScript-but those are augmented by all sorts of newer technologies which making the browsing experience more dynamic.

According to Wikipedia, O'Reilly Media coined the term Web 2.0 in 2004 to refer to "a supposed second-generation of Internet-based services-such as social networking sites, wikis, communication tools, and folksonomies-that let people collaborate and share information online in previously unavailable ways."

Web 1.0 was analogous to traditional media. Just as one could read paper newspapers or magazines or listen to music on CDs, one could essentially perform the same tasks via the Internet. A limited amount of interactivity was provided by hotlinks that could be inserted into Web documents.

In contrast, Web 2.0 is all about interactivity. Some of the phenomena that are available via Web 2.0 are:

- ◆ Web-based applications -- Find yourself with a Microsoft Word document that needs editing from a PC which doesn't have Word installed on it? If you've got an Internet connection, Google's free Writely Web service (www.writelly.com) permits you to upload/download/store and edit/compose documents in various common formats. Writely sup-

ports all of the most commonly used Word functions, and it's ideal for collaborative documents. And there's no software to download and install-the code on the Writely site does all the heavy lifting.

- ◆ Wikis -- Named for the Hawaiian wiki wiki (meaning rapidly), wikis are Web sites which permit visitors to edit their content.



Some wikis are by invitation only, but many permit anyone to edit a document.

I've been pleasantly surprised at the general quality of the information I've found at Wikipedia (en.wikipedia.org). Obviously, erroneous information is sometimes entered into some of its nearly 1.4 million English language entries (there are smaller numbers of entries in Dutch, French, German, Italian, Japanese, Polish, Portuguese, and Swedish), but the system is largely self-correcting. A Discussion tab appended to each entry allows visitors to comment on it, and any visitor can go in and

correct entries that they perceive to be incorrect. There's even a mechanism for locking out obvious cranks who repeatedly post incorrect information. As the disclaimer on the site warns, If you don't want your writing to be edited mercilessly or redistributed by others, do not submit it.

- ◆ Social Networking Sites-

Looking for a nice photo of Detroit Tiger home Comerica Park to set as your Windows wallpaper? Browse through more than 2,600 photos of the stadium at Flickr (www.flickr.com), a free site that allows anyone to upload non-copyrighted photos. The uploader can then assign as many tags (keywords) as desired to any photo, and it's the keywords that visitors search on. While Flickr is

limited to photos, Friendster (www.friendster.com) and My Space (www.myspace.com) allow registered users to dabble in music and video, to create blogs, and to participate in forums.

All of these are tools for building communities. Web 2.0 blends the concepts of information and community.

Underlying Technology: AJAX

I don't begin to understand half of technologies that make Web 2.0 possible (luckily, I don't need to), but one particularly impressive one is called AJAX (Asynchronous

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JavaScript and XML. AJAX is revolutionary in that it allows Web pages to be updated on the display by only refreshing new or changed elements without having to refresh the entire page.

Go to Google Maps

(*maps.google.com*) and enter "2100 Woodward Detroit, MI."

You'll get a map showing the location of Comerica Park. Even though the stadium's street address is on Woodward, the facility itself is set back on Witherell Street. To enlarge the magnification, double-click on the text Comerica Park on the map. Notice how, while your view has zoomed in, the standard elements at the top of the page

haven't been refreshed . . . because they didn't need to be.

Now, click on the tab labeled Satellite. (Cool, huh?) Now, try the Hybrid tab. And it's all being facilitated by AJAX. Because only data is being transmitted which is needed, results are produced more quickly. When you're talking about the quantities of data that involved in satellite images, that makes a big difference.

Zoom in further on my seat location (section 121, row 30, seat 12) by double-clicking on its approximate location (it's 30 rows back of the outfield side of the Visitor's Dugout on the third base side of

the infield). Keep double-clicking until you're at maximum magnification.

You don't see me there because:

a) I'm at home writing this column to send to Hannah for the newsletter issue; and b) it's not a real-time photo. But trust me, I'll be there when postseason play begins in October.

(Yeah, that's a carousel behind our section -- hold the left mouse button down and drag the page to the right if you need to. You gotta problem with that, pal?)

AIRS signs agreement with United Way

*MEMORANDUM OF UNDERSTANDING BETWEEN
THE ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS (AIRS)*

AND

*UNITED WAY OF AMERICA (UWA)
FOR PARTNERSHIP AND COLLABORATION*

TO CREATE AND SUSTAIN 2-1-1 SERVICES IN THE UNITED STATES AND CANADA.

WHEREAS, The Alliance of Information and Referral Systems (AIRS), is a non-profit organization of national and international scope, whose mission is: "To provide leadership and support to the membership to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together." And,

WHEREAS, United Way of America (UWA), is a non-profit organization of national scope, whose mission is: "To improve lives by mobilizing the caring power of communities." And,

WHEREAS, both organizations recognize that the

three digit dialing number, 2-1-1, as designated by the Federal Communications Commission, is a valuable community asset that requires the best public stewardship for developing its full potential as a social utility for the general public. And,

WHEREAS, both organizations desire freely and willingly to enter into this memorandum of understanding as a way of strengthening the relationship between us with the result of accelerating and intensifying our individual and collective work to implement 2-1-1 nationwide. And,

WHEREAS, AIRS and UWA share a deep, historical

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commitment to the fundamental importance of accessible, comprehensive information and referral services as a critical community asset to help people connect with the services they need when they need them. And,

WHEREAS, with the advent of 2-1-1, these services have the potential to grow into total community systems that:

- ◆ expand access to 24/7 nationwide and increase quality in accordance with generally acceptable standards of service;
- ◆ inform policy development, planning, and resource allocation priorities by providing current, trusted data on community needs and assets; and,
- ◆ help build community by connecting people with one another around shared concerns and with opportunities to serve. And,

WHEREAS, our shared commitment to the full nationwide implementation of 2-1-1 was reflected in our cooperation in securing the original 211 designation by the Federal Communications Commission, in our joint sponsorship of the National 2-1-1 Initiative, our collaborative development of the national business plan to guide the Initiative, and in our continuing efforts to build a strong, mutually beneficial partnership. It also is reflected in the ongoing cooperative work being undertaken throughout the country by our respective state and local

affiliates as they develop and implement plans to bring 2-1-1 to life in their areas. As their national organizations, we share a responsibility to create an environment that will encourage and support such cooperation. And,

WHEREAS, we enter into this agreement with recognition that each of us brings important and distinctive assets to the work. We pledge to work cooperatively toward the full nationwide implementation of 2-1-1. At the same time, we recognize and respect that each of us seeks to advance our own organizational priorities through that work. And,

WHEREAS, we seek to build a partnership that will be marked by mutual respect, ongoing and effective communications, a focus on jointly-agreed desired outcomes, transparency of our actions to one another, and mutual accountability. We want our partnership to be dynamic and productive, opening opportunities for new actions by each of us and by the two of us together, a framework and stimulus for action rather than a constraint on our individual and shared commitment and energies. And,

WHEREAS, this memorandum supersedes all earlier agreements between us concerning the development of 2-1-1. And,

THUS, we agree on the following specific actions:

1. We will develop a joint work plan each year, that will leverage our individual organizational work plans and ensure collaboration on areas of common interest and expertise.

2. We will involve the field in the development of products that impact 2-1-1.

3. We will have a consistent message to the field about the UWA/AIRS partnership and what it is accomplishing.

4. We will hold ourselves accountable for implementation of the joint work plan and ongoing and consistent communication via an agreed upon process and infrastructure, as outlined in Attachment A.

5. We reaffirm that the preferred approach to developing local 2-1-1 systems is through state level support and coordination. Because each of us is expected to provide technical assistance and consultation support to our respective state and local stakeholders, this will be an area of shared responsibility. We commit to regular information-sharing about the status of development in specific states and localities and to joint planning and problem-solving.

6. Recognizing the value of our respective core competencies, we agree to share leadership for the functions described in the joint work plan. In the respective areas of our core competence, each of us

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will assume "primary responsibility," defined as leadership for developing and implementing strategies for fulfilling that function. Core competencies will be identified and roles and responsibilities assigned per the process described in Attachment A.

7. National brand management will be the primary responsibility of UWA. 211 will be positioned as "an easy-to-remember telephone number that impacts communities by connecting people with community information and referral services, volunteer opportunities and other important services" and, at the national level, as "powered by UWA and AIRS." We share a commitment to pro-actively work together to develop and implement appropriate brand management strategies: developing common messages, setting common expectations, supporting the branding needs of local 2-1-1 providers and establishing ways to resolve issues that may arise between us. Also, recognizing the value of our respective brands, we agree that each of us will seek the other's permission prior to using the other's brand mark.

8. Quality Assurance will be the primary responsibility of AIRS. UWA will endorse and actively market the AIRS-developed standards to the field.

9. Capacity Building will be an area of joint responsibility within the framework of shared planning. AIRS will have primary leadership responsibility in areas directly related to core I&R services and the preparation of leaders of I&Rs to effectively lead and participate in 2-1-1 systems. UWA will have primary leadership in areas directly related to the participation of state and local UWAs in 2-1-1 systems. Together, we will identify areas for potential joint development, particularly using online distance learning resources.

10. Federal legislative and regulatory policy matters will be an area of joint responsibility, with UWA taking the lead on activities related to developing grassroots, media, and political support for any legislative or regulatory initiative.

11. Technology will be an area of joint responsibility. We commit to

working together to create a "national technology agenda" that will identify developmental priorities and define specific roles for our individual and collective work and for vendors and/or other partners.

12. Each of us will seek to raise the funds required to support our work and, whenever possible, to jointly solicit support.

This agreement will remain in force through December 31, 2007 unless amended, extended, or terminated prior to that date. Recognizing the reality of constant change in our environment, we know that it will be likely and desirable to amend and update this agreement prior to that date. In the event of termination, we are committed to provide the other with at least 60 days written notice of our intent to terminate.

*Signed in August of 2006 by:
Caty Jirik, President, Alliance of Information and Referral Systems
Marlo Nash, Vice President of National Initiatives, United Way of America*

Welcome new members

Debbie Barker - Leonardtown, MD
Access to Independence - Madison, WI
Neighborhood House - Seattle, WA
United Way of Adams County - Springfield, IL
Kathleen Leard - Prairie Du Chn, WI
Norman Maas - Norfolk, VA
Gabrielle Mirabella New Jersey Mental Health Cares
- Verona, NJ

Utah Parent Center - Salt Lake City, UT
Brain Injury Association of Florida, Inc. - Apopla, FL
Capital District Child Care Coordinating Council - Menarels, NY
Area 2 Agency on Aging/Real Services - South Bend, IN

The Standard of Confidentiality

Introducing the “Standards Corner,” a new feature which will discuss different aspects of the Standards for Professional Information and Referral.

Wherever you are in the AIRS accreditation process, you may have a need for more in depth discussion of an aspect of the Standards. This column will take a section of the Standards and expand on either the whole standard or a part of a Standard. Information from accredited agencies will be used if needed. We welcome your input - if you have a burning question about an interpretation of a standard, or if you see a need for clarification, please send your “Standards Corner” request to editor@airs.org

Criterion 10: The I&R service shall have a written policy which ensures that the confidentiality of inquirers is preserved and shall have agreement forms that staff and others with access to confidential information sign to document their intent to comply. The identity of inquirers, their requests and the information given to them shall not be communicated to others unless:

¢ Release of information is required by law (e.g., child abuse reporting);

¢ Careful consideration indicates the presence or risk of serious harm to the inquirer or another person, and then communication may be only to those who must be informed in order to reduce harm or risk; or

¢ The inquirer has given explicit permission for the information to be disclosed to another person or agency. The inquirer should specify what information may be given and to whom.

**Charlene Hipes,
Credentialing Director**

An agreement to keep all information confidential is an essential form for all I&R staff to sign before they start working. Also, a training module explaining the meaning of confidentiality within I&R should be among the first offered.

However, of equal importance in protecting the privacy of your inquirers is a visitor confidentiality form. It is a good practice to have any outsider who comes through your offices sign a visitor confidentiality form, even if they overhear one sided conversations. Visitors who may need to sign a form include people visiting for a tour, people with appointments for job

interviews, and people in for a meeting, even if the meeting is on the other side of the wall where calls are being answered. Not to be overlooked is anyone coming into the call center area to do repairs (service person changing a lightbulb, fixing carpet, etc). They too should be asked to sign a form. Outside contract for cleaning? Make sure the contract includes a confidentiality form for all workers moving through the call center.

Having a visitor sign a confidentiality agreement is also an excellent opportunity for demonstrating one of the essential components of an information and referral operation. If desired, the forms could contain a little background on why visitor confidentiality is so important. You also might use it as an opportunity to explain what can be disclosed. For example: “You are not allowed to repeat any specifics of any the calls that you may overhear; however, you can discuss the general nature of the calls you overhear, such as calls included requests for homeless shelters.”

Having the forms available for signing when the visitor or worker enters the office makes them convenient and accessible. Some organizations make it a practice to have two copies available for each visitor - one to be signed and filed in the office, and one for the visitor to take with them. Forms with visitor signatures should be filed for the period of time defined in your records retention plan. In the unlikely event of a breach, the forms should be easily accessible.

Check the AIRS I&R toolkit: www.airstoolkit.org for sample visitor/staff confidentiality forms.

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. 2 - BARRE, VT

10 a.m. - noon

Central Vermont Council on Aging
30 Washington Street
Janna Clar (802) 476-2665
jcarpenter@cvcoa.org

NOV. 3 - COLUMBIA, MD

8:30-10:30 a.m.

The Meeting House - Oakland Mills Interfaith Center
5885 Robert Oliver Place
Kathy Edler (410) 822-5400
kedler@chesapeake.edu

There is a \$10 admin fee payable to Maryland AIRS due on or before the exam.

Certification Test Skills Training, Oct. 12, George Howard Building, Ellicott Room, 3430 Court House Drive, Ellicott, MD. There is a cost of \$25 for this training.

NOV. 3 - KANSAS CITY, MO

1-3 p.m.

Heart of America United Way
1080 Washington
Patt Harvey (816) 559-4670
pattharvey@hauw.org

NOV. 8 - COLLEGE STATION, TX

1-3 p.m.

College Station Hilton - In conjunction with TAIRS conference
801 University Drive East
Kay Parker (979) 696-4483 x103
kparker@uwbv.org

For those registered for the conference there is no additional fee. For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS.

NOV. 9 - ATLANTA, GA

10 a.m. - noon

100 Edgewood Avenue
Dessalyn Orengo (404) 614-1025
dorengo@unitedwayatlanta.org

NOV. 10 - GREENSBORO, NC

1:30 - 3:30 p.m.

NC AIRS Conference
Greensboro Marriott Downtown
304 N Greene Street
Jo Paul (919) 855-4408
jo.paul@ncmail.net

There will be a fee of \$25 due at the time of the test and payable to NC AIRS. The ABCs of I&R will be provided on Oct. 27 from 8:30 a.m. - 4 p.m. at the Royster Building, Dorothy Dix Campus in Raleigh, NC.

NOV. 10 - COLLEGE STATION, TX

1-3 p.m.

College Station Hilton - In conjunction with TAIRS conference
801 University Drive East
Kay Parker (979) 696-4483 x103
kparker@uwbv.org

For those registered for the conference there is no additional fee. For those attending to test only, there will be a fee of \$20 due on or before the test and payable to TAIRS. The ABCs of I&R will be provided on Nov. 8 from 1-4 p.m. for conference attendees.

NOV. 15 - GREEN LAKE, WI

1:30 - 3:30 p.m.

643 Illinois Avenue
Steven Peterson (414) 289-5797
speterson@milwaukeecounty.com

NOV. 16 - SEATTLE, WA

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

United Way of King County
720 2nd Avenue, Gates Room
Eva McGinnis (206) 461-5054
eva@win211.org

There will be Certification Prep classes offered Oct. 10. Attendees can select a 3-hour class from 9 a.m. to noon or a 1.5-hour class

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from 1:30 - 3 p.m. The class is free for I&R employees in Oregon and Washington. There is a class limit of 25. For a registration form contact Eva at the above number.

NOV. 29 - SAN GABRIEL, CA
10 a.m. - noon
211 LA County
526 W Las Tunas Drive
Gary Madden (909) 980-2857x202
gmadden@ievw.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
oconnork@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
oconnork@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

AIRS recognizes newly accredited organizations

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 67. 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. --Charlene Hipes, Credentialing Director

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 (Canada)	Calgary	Distress Centre/211

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 AV request at time of submission. Workshop Presenter acceptance will be announced no later than March 16, 2007.

You may photo copy 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

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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!