



Bringing People and Services Together

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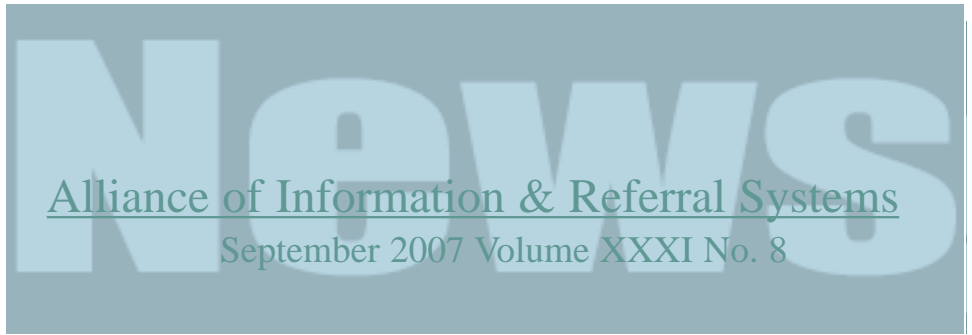
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Contact Us
info@airs.org



National I&R Services Day in development

By Charlene Hipes,
AIRS Chief Operating Officer

The AIRS Public Policy committee finalized a resolution Sept. 27 that will be introduced in the House and Senate to designate a day to promote awareness of National Information and Referral Services.

support for this through the membership and affiliates and schedule activities in conjunction with the designated day. The following text for the resolution has been approved, but the specific date and sponsors are yet to be determined.

Read the resolution on page 3.

The plan will be to build political



Between 300 and 400 Potawatomi Council Boy Scouts converged at Menomonee Park in Menomonee Falls on Saturday to form the number 211. The event was a joint effort with United Way in Waukesha County to promote the 2-1-1/First Call for Help service. The number is used nationwide for nonemergency assistance calls, according to Michelle DuBord, director of community engagement at United Way in Waukesha County. "It's used for supportive services and basic information," DuBord said. Such services include child mentoring, financial assistance, crisis intervention, mental help and direction, disaster relief, and other supportive services. Photo courtesy of The Waukesha Freeman, Photographer Bryon Houlgrave and Pilot Gus Moulas and United Way in Waukesha County and Potawatomi Council Boy Scouts.

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:

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

Participate in a Webinar on emerging 2-1-1/3-1-1 models

With close to 60 3-1-1 centers now operational or ready to launch in the United States, 2-1-1s across the country are thinking about how best to work with a new or existing 3-1-1.

This session will give participants the opportunity both to learn more about 3-1-1s, including where they are and what software they're using; hear from 2-1-1s who are currently working in a variety of ways with their local 3-1-1s; and ask questions about such issues as joint marketing efforts, memoranda of understandings and strategies for providing the best possible service to citizens in communities where 3-1-1s and 2-1-1s co-exist.

This webinar will be hosted by Patricia Jordan of the national 2-1-1 team. It will be Oct. 11 from 2:00 - 3:30PM EST.

Register here: <https://admin.acrobat.com/e41428180/event/registration.html>

Welcome New Members

Individual Members

Laura Bradford - Raleigh, NC
Katiemarie Burns - Albany, NY
Kelly C. Hooker - Alliance, NC
Eika V Knight - Raleigh, NC
Peg M. Miller - Boling Brook, IL
Julie Moebius - Bowling Green, OH
Lane Richardson - Shreveport, LA
Darlene Rosario - Fayetteville, NC

Agency Members

Access Living of Metro Chicago - Chicago, IL
Alabama Tombigbee Regional Commission - Camden, AL
ASCOG AAA - Association of

South Central Oklahoma Governments and Area Agency on Aging - Duncan, OK
CHOICES - Hartford, CT
Dodge County Human Services and Health Department - ADRC - Juneau, WI
LDA Life and Learning Services - Rochester, NY
Maryland Access Point
Worcester County - Snow Hill, MD
NACOLG - Department of Aging Services - Muscle Shoals, AL
Senior Connections, the Capital Area Agency on Aging - Richmond, VA
United Way of New Hampshire - Concord, NH

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Whereas information and referral (I&R) services provide the active process of linking the consumer who has a need or problem with the most appropriate service that can address that need or solve that problem;

Whereas quality information and referral services are the keystone point of entry to the entire human services structure delivery system;

Whereas information and referral services have been recognized in federal legislation for 35 years since the 1973 reauthorization of the Older Americans Act and subsequently included the establishment of the National Eldercare locator and development of Aging and Disability Resource Centers;

Whereas the United States is currently served by information and referral through 2-1-1 programs, Aging I&R services, Aging and Disability Resource Centers, Child Care Resource and Referral services, military family centers and other specialty I&R services; and informed individuals are better equipped to make decisions, when they understand the variety of services available;

Whereas In 1997, the National 2-1-1 Initiative was established with the United Way of Metropolitan Atlanta creating the first 24 hour telephone information and referral service using the easy to remember 2-1-1 dialing code for access;

Whereas in 2000, the Federal Communications Commission reserved the 2-1-1 dialing code for community information and referral services, intended as an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies including during times of disaster;

Whereas the Alliance of Information and Referral Systems has been providing professional standards and credentialing programs for those operating I&R services;

Whereas expanding access to information about and referrals to services provides individuals with lower-cost and safer options for managing needs, and is likely to reduce confusion, frustration and inaccessibility to services;

Now, therefore, be it

Resolved, That the House of Representatives-

- (1) Designate (date to be determined), National Information and Referral Services Day, to raise public awareness about the existence and importance of information and referral services for all Americans and to more effectively target these services to reach those most in need;**
- (2) Conduct activities in communities across the nation involving schools, nonprofit organizations, businesses and other entities to ensure that information and referral services are part of everyday life including emergency preparedness;**
- (3) Reaffirm the importance of clear and consistent professional standards to govern every aspect of quality information and referral services.**

Lafayette Louisiana 211 director dies



Jewell Lowe

A tragic loss to the community. That's what friends are calling the death of community activist and philanthropist Jewell Lowe, who died (Sept. 3) at her home in Lafayette.

Lowe was the co-founder of 232-HELP, a health and human resources agency that served southwest

Louisiana for more than 40 years. She served as its only director.

Programs in 232-HELP include the Milk Fund, which provides emergency milk to families with children and the elderly in time of crisis. Project Rx provides prescription medication to those in financial distress. HelpLine offered financial assistance to people stricken with serious illnesses or catastrophic personal circumstances.

Other programs in 232-HELP include the Beavers

Club Wheel Chair program, Eye Care for the Elderly and Handicapped, Vial of Life and the Epilepsy Task Force.

"It's a huge loss to the community," said longtime friend Virginia Yongue of Breaux Bridge. "She's been a leader for so many years.

"She gave everything into 232-HELP. She was just a wonderful leader for the community and she's going to be greatly, greatly missed."

Through Lowe's guidance, 232-HELP was expanded into 2-1-1, a toll-free phone system that callers in 10-parish could dial for assistance from social service agencies and programs.

Lowe received the Civic Cup Award in 1970.

"She was a champion and leader in our community," said Jean Kreamer. "And such a gracious, gracious person."

Reprinted by permission from the Lafayette (Louisiana) Daily Advertiser

211s in the news across North America

Alabama

"WashCo UW kickoff tonight in Chatom." Fund-raising effort will help sustain community initiatives such as..." United Way 2-1-1, a three-digit, free phone number that connects people in need with health and human services."

<http://www.southalabamian.com/news/2007/0913/News/065.html>

California

"Crews get upper hand on wildfire as blaze moves away from mountain town." Residents can dial 211 for non-emergency calls or www.sdcountyemergency.com for updated information.

http://www.nctimes.com/articles/2007/09/17/news/inland/back-country/19_00_199_16_07.txt

"Fremont may ring 211 info service." "Alameda County is on the verge of implementing a new telephone service: 211."

http://www.fremontbulletin.com/local/ci_6884880

Georgia

"How healthy is Hall? Local agencies aim to find out via phone surveys." 1998 survey data was the "basis of the United Way's 2-1-1 service hotline."

<http://www.gainesvilletimes.com/news/stories/20070905/local-news/194658.shtml>

Iowa

"United Way shifts efforts to ground-up solutions: Central Iowa agency aims at problems' roots to

help people." "The 2-1-1 program handles an average of more than 160 calls a day from individuals and families and steers them to agencies that can help, whether it's someone without heat in the winter or a family member trying to find information during a natural disaster..."

<http://desmoinesregister.com/apps/pbcs.dll/article?AID=/20070911/BUSINESS/709110378/1029/BUSINESS02>

Louisiana

"Area mourns death of Jewell Lowe." "Perhaps the most important of her accomplishments in recent years was the establishment of 2-1-1 as a toll free call system for 10 area parishes. Her 232-

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HELP was first in the state and fourth in America to activate 2-1-1, an achievement that was the direct result of her tenacious leadership.”

<http://www.theadvertiser.com/apps/pbcs.dll/article?AID=/20070907/OPINION01/709070304/1014/OPINION>

Minnesota

“United Way starts flood-recovery campaign.” Money will also support the United Way’s volunteer center and 211 information and referral number...” both of which reached new levels of prominence for their roles in coordinating volunteers after the recent flood.”

http://www.postbulletin.com/news-manager/templates/localnews_story.asp?a=307641&z=2

Missouri

“Kansas City Confirms Heat a Factor in Two Summer Deaths.” “For heat information and community resources, call the Health Department’s community partner United Way 211 line, at 2-1-1.” <http://www.infozine.com/news/stories/op/storiesView/sid/24800>

Montana

“Montana ‘211’ service launched.” The Help Center will handle 211 services for nine counties. Official kickoff will be Oct. 1. It is hoped that the 211 telephone service will be active statewide by late 2008. <http://www.bozemandailychronicle.com/articles/2007/09/21/news/4Ophone.txt>

North Carolina

“United Way grant could help bring 211 service to county.” The United Way of North Carolina received a \$50,000 grant from Bank of America in late August designed to be used to help the organization further implement 211 systems statewide, with immediate focus on Wayne, Onslow and Craven counties.

http://www.newsargus.com/news/archives/2007/09/06/united_way_grant_could_help_bring_211_service_to_county/index.shtml

Pennsylvania

“United Way seeks support for 211 hotline.” The United Way of Bucks County hosted a summit to drum up support for 211 in Pennsylvania, one of only three states without the human services information and referral hotline.

<http://www.phillyburbs.com/pbdyn/news/111-09222007-1411884.html>

South Carolina

“Upstate County Gets 211 Service.” “Pickens County is the first in the Upstate and fourth in the state to launch the service.” <http://www.wyff4.com/news/14101540/detail.html>

Texas

“Information from Entergy on power outages and safety.” Hurricane Humberto caused a peak of 118,019 Entergy customer outages. The State of Texas activated the 211 telephone number for customers having an emergency due

to a medical condition, such as a need for oxygen. <http://www.theexaminer.com/npps/story.cfm?ID=1908>

Vermont

“Eating local produce on a food-stamp budget.” Residents can call “211” for food shelf referral information. <http://www.timesargus.com/apps/pbcs.dll/article?AID=/20070917/OPINION04/709170353/1024/OPINION04>

“VT VOAD and VT Emergency Management Agency are coordinating a working group to assist those in need. Vermont 2-1-1 is ready to take calls from individuals who may be overburdened by the effects of July’s storm. If you are overwhelmed by the physical, emotional or financial burden that this storm created, please dial 2-1-1, to report your needs.” <http://www.burlingtonfreepress.com/apps/pbcs.dll/article?AID=/20070904/NEWS/70904008/-1/NEWS05>

Wisconsin

“United Way promoting First Call for Help - 211: Waukesha County’s Days of Caring start next week.” During the Days of Caring week, United Way staff members, volunteers and community partners will “engage in a variety of activities to more actively spread the word about 211. Fliers will go out with Meals on Wheels and be distributed at the Waukesha Farmers Market. Businesses such as

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Exploring New Frontiers of I&R

Sharon Galler

AIRS Conference Coordinator

Please be sure to 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. Stay tuned for reservation info!

The committees are already hard at work planning and developing our 30th anniversary conference. This year we will have over 80 workshops on informative educational tracks including Aging, Basic I&R, Disaster Response and Planning, Management, Department of Defense, Resource Taxonomy, 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 Web site

MARK YOUR CALENDARS!

For the 2008 AIRS Training & Education Conference "EXPLORING NEW FRONTIERS OF I&R" May 18-21, 2008 Houston, Texas Westin Galleria & Westin Oaks Hotel

www.airs.org by March.

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. Did you know that

- ◆ The Houston Airport System serves 181 cities in 29 countries?
- ◆ The Texas Medical Center is the largest medical center in the world?
- ◆ Bush Intercontinental Airport ranks 3rd in the US for nonstop destinations?

American regions?

- ◆ There are 165 public and private golf courses in Houston?
 - ◆ Houston has more than 5,000 restaurants representing 35 countries and American regions?
 - ◆ Houston is the 4th largest city in the nation?
 - ◆ Houston is home to NASA's Mission Control?
 - ◆ Downtown Houston has 18 world renowned museums in walking distance?
 - ◆ Houston has one of the largest urban wildlife and wilderness preserves in the US?
- Checkout VisitHoustonTexas.com for more info.
See y'all in Texas!

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American TV will be handing out wallet-sized 211 cards to customers..."

<http://www.jsonline.com/story/index.aspx?id=662103>

"Dial 2-1-1 for help." Great Rivers 211 will begin setting up a Chippewa County database in preparation for taking calls.

<http://www.chippewa.com/articles/2007/09/12/news/835w.txt>

"2-1-1: Referral System Coming to Eau Claire County." "Starting January 1, 2008, people living in Eau Claire County can get information on everything from community events to alcohol and drug abuse services simply by dialing 2-1-1 on their phone."

<http://www.weau.com/news/headlines/9452976.html>

Canada

"Seminar shows support services available for disabled." Residents seeking information about services for people with disabilities will be able to call the city's soon-to-be-launched 2-1-1 service.

<http://www.canada.com/windsorstar/story.html?id=428c8f9d-e6d2-4965-9095-5d733de1d68b&k=56551>

"211 may expand in Simcoe County." Outlines plans to expand 211 to all of Simcoe County.

<http://www.radioowensound.com/news.php?id=6327>

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

Clarke, Sheelah - Behavioral Health Resources, Olympia WA
Gunkel, Darrin - Crisis Clinic, Seattle WA
Pena, Abraham - Crisis Clinic, Seattle WA
Stiver, Nicole - Crisis Clinic, Seattle WA

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Anderson, Felicia - Central Midlands Council of Governments, Columbia SC
Bower, Kathleen - Senior Services of Snohomish County, Mukilteo WA
Bridges, Cynthia - Vantage Point, AAA, Hartsville SC
Cheung, Ephrem - Chinese Information and Service Center, Seattle WA
Davis, Anne - Single Point of Entry - Detroit Area Agency on Aging, Detroit MI
Dickson, Helen - Community Council of Greater Dallas, Dallas TX

Dockter, Deborah - Area Agency on Aging Serving Napa & Solano, Vallejo CA
Gaytan, Elba - Sea Mar Community H.C., Seattle WA
Lam, Stephen - Chinese Information Service Center, Seattle WA
Lorio, Michelle - Lower Savannah Council of Govts/AAA, Aiken SC
Luu, Long - Neighborhood House, Seattle WA
McKindsey, Leonard - Area Agency on Aging Serving Napa & Solano, Vacuville CA
Smith, Elizabeth - Area Agency on Aging Serving Napa & Solano, Vallejo CA
Tebben, Kate - Trident Area Agency on Aging, Charleston SC
Thomas, Shirley - Central Midlands Council of Governments, Columbia SC
Vineyard, Mary - Area Agency on Aging, Vallejo CA
Vorona, Irina - Jewish Family Service Multi-Ethnic Center, Bellevue WA
Wideman, Mauques - Appalachia Council of Govts, Greenville SC

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Canadian

Arif, Asiya - Peel Newcomer Information Centres, Centre for Education & Training, Mississauga ON
Dawson, Fiona - Hamilton Niagara Haldimand Brant Community Care Access Centre, Hamilton ON
Gunaratnam, Nehru - Peel Newcomer Information Centres, Centre for Education & Training, Brampton ON
Srivastava, Sylvia - Peel Newcomer Information Centres, Centre for Education & Training, Mississauga ON

CERTIFIED RESOURCE SPECIALISTS

Marshall, Sarah - Crisis Clinic, Seattle WA
Schwab, Kelly - Peninsulas' 211, Bremerton WA
Straus-Bowers, Erika - Crisis Clinic-Seattle, Seattle WA
Tassone, Holly - Nevada County Human Services Agency, Nevada City CA

September FEMA Declarations

Disaster Declarations

09/07 North Dakota Severe Storms and a Tornado
09/07 North Dakota Severe Storms and Tornadoes
09/14 Iowa Severe Storms and Flooding
09/21 Missouri Severe Storms and Flooding
09/25 Illinois Severe Storms and Flooding

Fire Management Assistance Declarations

09/03 Oregon GW Fire
09/15 California Angel Fire
09/15 California Butler 2 Fire
09/16 Montana Country Club Fire
09/21 Washington Broughton Fire

Two I&R leaders retire

Seattle's Senior Services Vice President Margaret Strachan

Margaret Strachan, a 1976 graduate of Seattle University's Community Services Program, has retired from Senior Services after 30 years of service.

Margaret managed the growth of Senior Services' Information and Assistance and In-Home Support services since 1979. The programs that have benefited from her strong leadership include Senior Information & Assistance, Senior Rights Assistance, Senior Outreach, Caregiver Outreach and Support, Transportation, Minor Home Repair, Meals on Wheels and Homesharing.

"I have truly enjoyed working with the many outstanding people who have developed, implemented and made the Senior Services' programs work so well for the people who need them. All of the programs I had oversight of now provide critical links to the senior population in King County." Margaret said.



Margaret Strachan

"The thought of leaving is tempered by knowing that many of our relationships will continue for years to come."

At the time of her retirement, Margaret was Vice President of In-Home Support Services and Information and Assistance Services. She also served as Senior Services' Deputy Director from 2002 to 2004, providing support and assistance to the Executive Director in implementing agency policies and procedures in all programs and centers. She had been actively involved with Alliance of Information & Referral Systems (AIRS) International since 1995, serving as its Board Treasurer from 1999 to 2003, and chairing its Accreditation Committee from 1999 to 2006 and is currently chairing the AIRS Standard Committee.

She has been a member of the AIRS Board since

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211 San Diego's Chief Executive Officer Sara Matta

Sara Matta, the Chief Executive Officer of 2-1-1 San Diego, will be retiring in October after 25 years of service. 2-1-1 San Diego began as a small division of United Way of San Diego called Guideline, and became INFO LINE of San Diego County, an independent nonprofit 501(c)(3) organization in 2003.

Sara has managed this evolving agency since 1986, when it was answering 16,000 calls a year to its current annual volume of more than 125,000 callers and 200,000 Web site visitors. Now known as 2-1-1 San Diego, it offers free and easy access to people seeking information and guidance in finding community, health and disaster services 24/7.

Sara's dedication to the United Way dates back to 1972. In Los Angeles she helped to build the system



Sara Matta

of childcare resource and referral services throughout California and was a pioneer in starting the information and referral program at United Way of Los Angeles.

In 2002, Sara gathered a dedicated group of health and human service professionals from more than 60 organizations to form a volunteer collaborative coalition that gained community support and developed the strategic plan for 2-1-1 in San Diego. This collaborative, the 2-1-1 San Diego Coalition is nationally recognized as a model for community development of 2-1-1 services.

Sara's collaborative and innovative approach to planning for 2-1-1 best demonstrates the qualities of her leadership. Her vision is a 2-1-1 system built on the strengths of communities, by the community service

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Strachan: Continued from page 9

1997 and will continue to be a member through 2008.

According to many staff, what distinguished Margaret most in her long career with Senior Services was her passion for its clients, her dedication to the growth of its pro-

grams and her support of them.

“My greatest reward was working with a staff that are really committed to what they are doing, to service delivery,” Margaret said. “It’s the spirit in which the service is delivered. To our staff, it’s not just

the contract or the grant requirements. It’s going the extra mile to really know and understand a person’s or a family’s needs and then connecting them with the right information, the right program, the right service to meet those needs.”

Matta: Continued from page 9

providers themselves. Sara is taking the 2-1-1 vision to the state level by establishing the California 2-1-1 umbrella organization that includes many of the United Ways in California. There are strong indications that many state agencies are interested in using 2-1-1 once the service becomes accessible statewide. Sara is working with the California Office of Emergency Services, the

California Office of Homeland Security, and the Governor’s Volunteer California organization to plan and implement the mutual support and redundancy plans that will be used in disaster response statewide.

Recently, 2-1-1 San Diego became only the second 2-1-1 service in California to become accredited by the Alliance of Information and

Referral Systems. San Diego passed the accreditation review with highest honors. In written comments that supported the AIRS award, a reviewer noted: “San Diego 2-1-1 is the best prepared site I have visited.” In particular, 2-1-1 was recognized for a record number of “best practices,” now posted on the AIRS Web site to help other 2-1-1 sites around the country.



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.

NOV. 1 - RHINELANDER, WI

10 am - noon

2000 E Winnebago

Janell Keeter (715)365-2528

janell@northernaaa.org

A training course will be offered on Oct. 11 from 9 am - Noon, at the above address.

NOV. 6 - JOLIET, IL

10 am - Noon

251 N.Canter

Marge Zajicek (815)723-9713

mzajicek@agingspecialist.org

There will be an administrative fee of \$25 payable to Illinois AIRS due before or at the time of test.

NOV. 13 - RENTON, WA

10 am - Noon

200 Mill Avenue S, Suite 505

Eva McGinnis (425)264-0302

eva@win211.org

NOV. 15 - LINCROFT, NJ

3-5 pm

Brookdale Community College

765 Newman Springs Road

Jacqui Moskowitz (732)528-8080

jacqui.moskowitz@fscnj.org

There is a fee of \$20 payable at the door for those not attending the AIRS-NJ conference. Checks can be made out to NAIR-NJ.

NOV. 15 - REDLANDS, CA

1-3 pm

Redlands Community Center

111 W Lugonia Avenue

Tara Sullivan-Hames

(530)879-2455

tsullivanhames@ncen.org

There is a hosting fee of \$25 per applicant payable to CAIRS at the time of the test.

NOV. 16 - COLUMBIA, MD

8-10 am

The Meeting House, Oakland

Mills Interfaith Center

5885 Robert Oliver Place

Sandra Berkeley (410) 222-4464

agsabe81@aacounty.org

A \$10 administration fee is payable at the door.

AIRS Certification Test Skills

Training will be provided on Oct. 10, from 8:30 am - 12:30 pm at

the Anne Arundel County Dept. of Aging and Disabilities, 2666 Riva Road, Suite 400, Annapolis, MD. There is a fee of \$25 for the training.

NOV. 16 - NEW BERN, NC

1:15 - 3:15 pm

Sheraton New Bern Hotel and Marina

100 Middle Street

Louis Cook (919)807-3007

louis_cook@unc.edu

A \$25 administration fee is due payable at the door. In addition there is a fee of \$25 for training materials for the ABCs of I&R training that will be offered on November 14, 2007 at 9:00 am at the above address.

NOV. 17 - White Plains, NY

9-11 am and 1-3 pm

United Way of Westchester and Putnam

336 Central Park Avenue

Pat Anderson (914)993-3713

panderson@uwwp.org

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NOV. 19 - BLOOMINGTON, IL 10 am - Noon
PATH, Inc.

201 E Grove Street
Jordan Mucci (309)828-1022
jmucci@pathcrisis.org

There is a hosting fee of \$25 per applicant payable to Illinois AIRS at the time of the test.

NOV. 20 - WATERBURY, VT

10 am - Noon
Vermont Center for Crime Victim Services
58 South Main Street, Suite 1
Sharon Tierra
(802)861-7484
sharon@unitedwaycc.org

NOV. 22 - LETHBRIDGE, ALBERTA, CANADA

12:30 - 2:30 pm
426 6 Street South
Cristina Umana
(416)392-4558
info@informcanada.ca
There is an administration fee of \$25 per examinee. There will be a workshop on Nov. 22 from 10 am - noon at the above address.

NOV. 30 - FORT COLLINS, COLORADO

10:30 am - 12:30 pm
United Way of Larimer County
424 Pine Street
Pat Gash (719)583-6611
211@srda.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@unitedwayec.org

DEC. 7 - LIMA, OH

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

AIRS gear still available

Purchase AIRS and I&R Merchandise for fun and awareness! Mix and match six designs and four products (some with extra color options). Reward and recognize your staff for certification, accreditation and for I&R in general! Click here to browse and buy.

AIRS Sweatshirt
\$25.99

Warm up in our stylin' Hanes Heavyweight 90/10 cotton/polyester sweatshirt. Thick (but not bulky), for maximum comfort and durability.



AIRS Accreditation Baseball Jersey
\$21.99

100% cotton Baseball Jersey is a sporty hit with both men and women whether you're in the game or just looking the part in great run-around casual-wear.



AIRS Certified Resource Specialist (CRS) Mug
\$15.99

Super-size your favorite beverage or just size-up to avoid spills with our hefty, 15 oz. ceramic Large Mug. Large easy-grip handle.

