



Bringing People and Services Together

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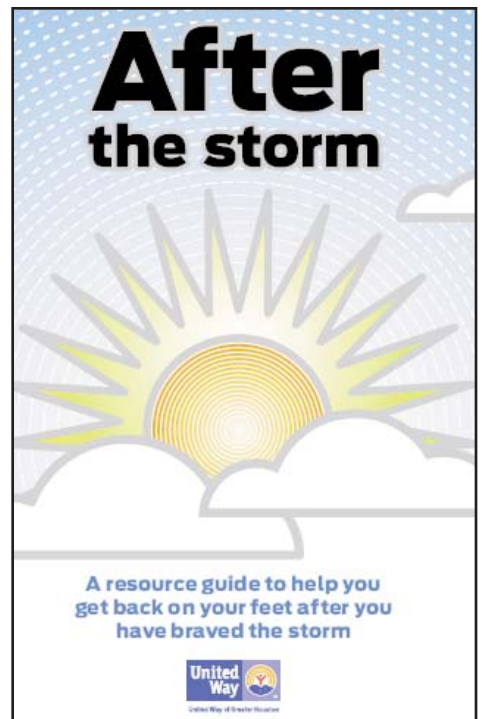
Contact Us
info@airs.org

2-1-1 Texas responds to Hurricane Ike

Beth Wick
Program Manager,
2-1-1 Texas I&R Network

The purpose of this communication is to provide an update of 2-1-1 Texas activities supporting the Governor’s Division of Emergency Management response to Hurricane Ike. On Sept. 23 the 2-1-1 system handled 11,922 calls. We had 156 call specialists logged on with a total of 932 logged-in hours. The system maintained an overall service level of 60%.

From Sept. 9 through Sept. 23, the 2-1-1 Texas system handled 224,638 calls with a service level of 37% and a total 14,928 hours logged on. AICs across the state are still contributing 50% of total staff and volunteers to respond to information and referral calls related to Hurricane Ike. The Disaster Kit remains operational until 11:00 p.m. and reopens each morning at 7:00 a.m. The Disaster Kit is a portable call center that looks something like a giant piece of luggage; it can add up to 32 more lines just about anywhere. It is staffed by volunteers from across state agencies, contract staff, com-



Online resource guide put out by the United Way of Greater Houston and available on its Web site. munity volunteers and AIRS volunteers from across the United States.

High call volume across the 2-1-1 platform continues to impact accessibility. Callers dialing 2-1-1 may receive a fast busy signal, dropped calls or total inability to access the system. Texas Department of Information Resources is aware of the issues and continues to identify ways to increase capacity and

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Officers of the Corporation

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

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

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

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

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

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

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assist callers with automated messages to decrease wait times.

The top 10 caller needs identified for Hurricane Ike are as follows:

- ◆ Disaster Food Stamps
- ◆ Electric Bill Payment Assistance
- ◆ FEMA Disaster Assistance Tele-Registration
- ◆ Post Disaster Food Services
- ◆ Disaster Unemployment Assistance
- ◆ Evacuee Location
- ◆ General Disaster Information
- ◆ Post Disaster Clothing
- ◆ Re-entry Information
- ◆ Gas Money
- ◆ Post Disaster Shelters

Texas Information & Referral Network (TRIN) staff has shifted to regular business hours with administrative staff available 24/7 on call. The system is shifting to recovery mode by placing the Disaster Response Option 5 to the end of the Integrated Voice Response (IVR), only to be heard by callers along the Gulf Coast region.

Welcome New Members

Individual Members

Gail Pratt - Spokane, WA
Rita A. Harris - Lee's Summit, MO

Agency Members

Boone County Council on Aging - Belvidere, IL
Coalition of Wisconsin Aging Groups - Madison, WI
Catalyst 360 - Horsham, PA
Connecticut Women's Education and Legal Fund (CWEALF) - Hartford, CT
Pac Trax Consulting Group - Napparee, IN
Lifescape Community Services - Rockford, IL
Howard County Office of Children's Services - Ellicott City, MD
Aging and Disability Resource Center of the North - Washburn, WI
Parent Trust for Washington Children - Seattle, WA
United Ways of Tennessee - Nashville, TN
Wayne County Services on Aging - Goldsboro, NC
Alameda County Transgender Steering Committee (ACTSC) - Oakland, CA
ADRC of Chippewa County - Chippewa Falls, WI
Linking Employment, Abilities, and Potential (LEAP) - Cleveland, OH

2-1-1s and influenza pandemics

Trish Ferrell

United Way of Greater Richmond

The Center for Disease Control (CDC) and the Oak Ridge Institute for Science & Education (ORISE) brought together key stakeholders from across the country to engage in facilitated discussions and to ultimately produce a workbook that will guide community planners through the methods, processes, opportunities and challenges of employing call centers during a pandemic. Earlier in this process it was realized that many stakeholders were not involved and that existing call centers could play a vital role meeting the increased demand for services during pandemic.

During the day and a half meeting we heard four presentations, they were the following:

1. Washington Poison Center about the Puget Sound Call Center Coordination Project,
2. Montgomery County, MD Public Health Services on their Public Health Information Line (PHIL),
3. Madera County, CA Public Health Department on A New Paradigm for a Small, Rural County,
4. Rocky Mountain Poison & Drug Center on their Health Emergency Assistance Line and Triage Hub.

Each presenter discussed what their community was doing to prepare for response to pandemic. The remainder of our time was spent discussing and brainstorming who should be involved in the planning phase, identifying trigger points at which plan gets implemented, what will be the needs of the people

utilized in the plans i.e. just in time training, psychological support, pre-developed scripts, legal protection and strategies for addressing these needs.

Out of the approximate 40 participants about half knew about 2-1-1 and Information & Referral centers in their community. There were several that praised their local 2-1-1 and used them often with their own clients.

Work will continue on this project and CDC/ORISE will keep in touch by way of listservs established at the meeting. The plan is to send draft copies of the workbook out for the groups to give further input that will lead to the production of a community planner workbook.

This group really felt that the Public Health departments in each community really needed to be the driving force behind pandemic planning and the need for them to connect with organizations where existing relationships have been established would be a starting point. This is an opportunity for 2-1-1s and Information & Referral Centers to reach out to their Public Health Departments to initiate conversations about their role not only for pandemic but year round. Another connection made was with J.R. Ransom from the National Association of County & City Health Officials (NACCHO). In speaking with J.R., we agreed that there is opportunity for AIRS to do a webinar presentation about 2-1-1 and Information & Referral to their members and for them to do the same for our members or present at the next conference.

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

AIRS 2009 conference coming to Nevada

Sharon Galler

AIRS Conference Coordinator

Please be sure to SAVE THE DATE for our 31st Conference in the “biggest little city,” Reno, Nevada, May 31 – June 3, 2009, at the luxurious, Silver Legacy Resort & Casino. 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. Stay tuned for reservation info!

We will have over 80 top notch educational workshops on informative tracks including Aging, I&R Service Delivery, Disaster Response and Planning,

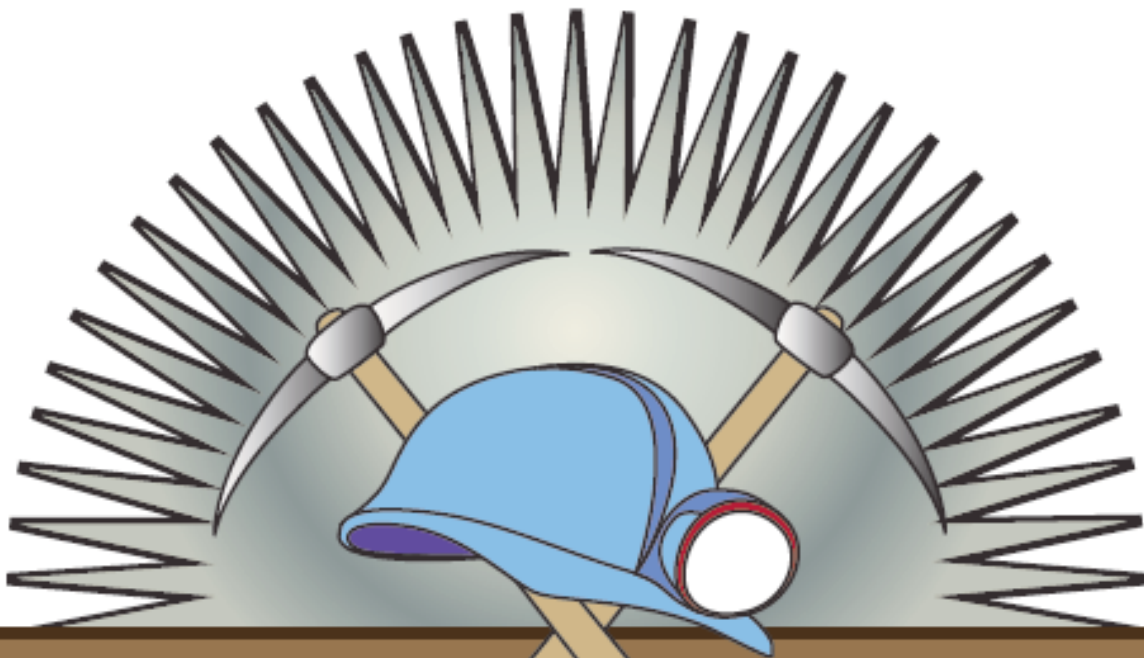
Management, Department of Defense, Resource Database, Technology and 2-1-1. For even more education, we are offering even more pre-conference intensives for the opportunity to explore several pop-

**“Mining for I&R Excellence”
May 31- June 3, 2009 in
Reno, Nevada
Silver Legacy Resort &
Casino Hotel**

ular 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 our Web site, www.airs.org by March, so please visit us for the latest breaking conference news.

See you in Reno!



Mining for I&R Excellence

AIRS 2009 ANNUAL TRAINING CONFERENCE

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.

All Over

“New Dad Facing Challenges Can Find Help All Around.” 2-1-1 featured in “Dear Abby.” “DEAR ABBY: Please tell that man to call 2-1-1. This free service offers information and referrals, and they will be able to guide him to agencies that may help him obtain furniture, etc. The 2-1-1 service is available in about 70 percent of the United States. It's free and confidential. For more information, visit www.211.org. -- CINDY IN JAMESTOWN, N.Y. “

http://news.yahoo.com/s/ucda/20080925/1f_ucda/newdadfacingchallengescanfindhelpallaround;_ylt=A5xNu4BoaebSy7Rkvi4UKevNbbUC

Canada Ontario

“Ontario 211 Service Now Available In Ottawa.” More than 50 percent of Ontarians now have access to 211 services. “With 211, we're making it easier for people in Ottawa to reach the services they need,” said Minister of Community and Social Services Madeleine Meilleur. “Whether it is access to affordable housing, re-training programs for new Canadians, or support for families in crisis, 211 will connect people to local services quickly and easily.”

<http://www.tmcnet.com/usubmit/2008/09/19/3660385.htm>

USA Alabama

“Got a problem? Dial 211.” Overview of Alabama's 2-1-1 service.

<http://www.wsfa.com/Global/story.asp?S=8981888&nav=0RdE>

Louisiana

“Fire damages United Way building: Use of fire extinguisher kept flames under control; no employees injured.” An electrical short in an overhead intercom system sparked a ceiling fire at the United Way of Northeast Louisiana 2-1-1 Call Center.

<http://www.thenewsstar.com/apps/pbcs.dll/article?AID=/20080927/NEWS01/809270316>

Maine

“Ask question in the right place for quickest answer.” “Maine211 provides information such as who to call for assistance with finding counseling, senior services, financial assistance for basic needs and a wealth of other social services. Maine211 is confidential and available online or by phone 24 hours a day, seven days a week.”

<http://morningsentinel.maintoday.com/news/local/5401032.html>

Mississippi

“Get to know 211: Resource line helps with health, services.” 2-1-1 Mississippi resource help line has received more than 80,000 inquiries since the Jackson-based call center launched in Hurricane Katrina's wake.

<http://www.sunherald.com/living/story/824016.html>

Nebraska

“Abandonment Was Never Intent Of ‘Safe Haven’ Law.”

Nebraska's new safe haven law is getting national attention after teenage children have been abandoned. “Nebraska State Senator Flood went on to say that if any resident of Nebraska is thinking of leaving a child at a hospital they can call 211 for more information on emergency services.”

<http://www.ktiv.com/Global/story.asp?S=9076515>

Ohio

“Local officials encouraged by 2-1-1 efforts: Call Center could open next spring.” “Muskingum County and surrounding areas could be up and running with the 2-1-1 system by the first quarter of 2009.” Ohio United Way received a \$500,000 grant from the Governor's Office of Faith-Based Initiatives to help create the call center but will look to secure

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financial assistance to continue the service in the future.

<http://www.zanesvilletimesrecorder.com/apps/pbcs.dll/article?AID=/20080909/UPDATE/S01/80909006>

South Carolina

“211 giving a helping hand to 911.” 211 HELP Line working with Aiken Public Safety to handle non-emergency phone calls. Janice Leonard-Hoffman, 211 HELP Line's executive director: “If it's a burning question, call 211...If it's a burning house, call 911.” Aiken Public Safety plans to begin transferring their non-emergency calls to the 211 center, beginning October 1st.

<http://www.aikenstandard.com/0926Aiken211>

http://www.wjbf.com/jbf/news/state_regional/south_carolina/article/if_its_not_an_emergency_911_calls_are_going_somewhere_else/7013/

“Edgefield County to get 211 referral service.” HELP Line of Aiken County has contracted with Edgefield County to provide 211 referral and crisis phone service, beginning Oct. 1.

<http://www.aikenstandard.com/0913-edgefield-211>

Virginia

“Virginia Easy Access connects seniors with local service providers.” As a companion to

www.EasyAccess.Virginia.gov

and to assist those who don't have Internet access, the state also offers Virginia 211, a direct telephone line that residents can access by calling 2-1-1 to request information similar to that featured on the Web site.

<http://www.dailypress.com/features/custom/healthyliving/dphl-independiv-relate3-vaeasy-access-sept08,0,2628218.story>

Wisconsin

“United Way brings 2-1-1 call center, referral service to Fond du Lac.” The Fond du Lac Area United Way has partnered with county government and the Fond du Lac Area Foundation to bring a 2-1-1 telephone and online information and referral service to Fond du Lac.

<http://www.fdlreporter.com/apps/pbcs.dll/article?AID=/20080831/FON0101/808310452/1985>

Northern Mariana Islands

“PTI launches 2-1-1 feature for NMI.” “2-1-1 line for the CNMI will primarily be used for weather updates, safety tips and real time information during and after a storm or a tsunami warning.”

<http://www.saipantribune.com/newsstory.aspx?cat=1&newsID=83338>

Nominate staff for new AIRS newsletter feature

The AIRS newsletter will be starting a new feature next month. We will begin to focus on I&R staff from across the U.S. and Canada.

Please send us your nominations of staff members who you feel go above and beyond. Include name, organization, length of service and a brief statement of why you would like to see your staff member recognized. We will then send a questionnaire to the employee.

Behind the voice on the phone....or Behind the scenes in I&R

- ◆ Name:
- ◆ Department:
- ◆ Length of Service:
- ◆ Nominated for:

Please e-mail the answers to the above four questions to 211information@gmail.com.

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

Barr, Susan - City of Portland/Multnomah County Information and Referral, Portland OR
Barriola, Aner - American Social Health Association, Durham NC
Barron, Rhonda - Catholic Charities, Chicago IL
Birmingham, Rhonda - United Way of Decatur and MidIllinois, Decatur IL
Bower, Danna - American Social Health Association, Durham NC
Conner, Linda - Senior Information and Assistance, Yucca Valley CA
DeMarsh, Ryan - Third Level Crisis Intervention Center, Traverse City MI
Dutt, John - City of Portland/Multnomah County Information and Referral, Portland OR
Folgmann, Stacy - Grand Traverse County, Traverse City MI
Fullenkamp, Audrey - United Way Clark, Champaign, and Madison Counties, Springfield OH
Gengle, Constance - Vilas County Commission on Aging, Eagle River WI
Harmon, Judith - Central Illinois Agency on Aging, Peoria IL
Harvey, Deborah - Information & Referral Services Inc, Tucson AZ
Heiderscheit, Leo - American Social Health Association, Durham NC
Heiderscheit, Phyllis - American Social Health Association, Durham NC
Hill, DeSean - American Social Health Association, Durham NC
Huske, Ruth - Dunn County Department of Human Services, Menomonie WI
Kline-Zook, Victoria - Central Illinois Agency on Aging, Peoria IL
Lafferty, Helen - American Social Health Association, Duham NC
Lansdowne, Richard - Central Illinois Agency on Aging, Peoria IL
Lee, Rachael - Third Level Crisis Intervention Center, Traverse City MI
Lyons, Paula - Third Level Crisis Intervention Center, Traverse City MI
Matlock, Christine - Central Illinois Agency on Aging, Peoria IL
McCullough, LaVerdia - TN Commission on Aging & Disability, Nashville TN
Merrill, James - Central Illinois Agency on Aging, Peoria IL
Muir, David - City of Portland/Multnomah County Information and Referral, Portland OR
Omimore, Folashade - American Social Health Association, Durham NC
Peacock, Crystal - Family Service of Champaign County, Champaign IL
Razo, Sharon - Central Illinois Agency on Aging, Peoria IL
Rodriguez-Crider, Melva - American Social Health Association, Durham NC
Serrano, Linda - Inland Empire United Way, Rancho Cucamonga CA
Shaffer, Lynne - Dunn County Department of Human Services, Menomonie WI
Shore, Therese - Dept. of Aging and Adult Services, Victorville CA
Simpkins, Jason - Third Level Crisis Intervention Center, Traverse City MI
Solano, Teresa - City of Portland/Multnomah County Information and Referral, Portland OR
Sutton-Rodriguez, Michelle - San Bernardino County Dept. on Aging and Adult Services, San Bernardino CA
Ulland, Cindy - First Link, Fargo ND
Williams, Pamela - Vilas Co. Commission on Aging, Eagle River WI
Zemek, Kristen - Metropolitan Center for Independent Living, Bemidji MN
Ziegler, Lori - Dept. of Aging and Adult Services, San Bernardino CA

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CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Aging

Allyn, Sue - Barron County Aging and Disability Resource Center, Barron WI
Bergin, Phyllis - Clackamas County Social Services, Beavercreek OR
Blanco, Tania - DuPage County Senior Services, Wheaton IL
Boling, Robin - Vermilion County Health Dept, Danville IL
Brand, Christine - Council on Aging of Southwestern Ohio, Cincinnati OH
Brusletten, Judy - Polk County Aging Unit, Balsom Lake WI
Butler, Andrea - Family Service of Champaign County, Champaign IL
Clayton, Evelyn - Central Illinois Agency on Aging, Peoria IL
Cooksey, Kathryn - CRIS Senior Services, Inc., Danville IL
Crownover, Londa - United Way of Amarillo & Canyon, Amarillo TX
Culbreath, Catherine - Upper Savannah COG/AAA, Greenwood SC
Cunningham, Molly - Clackamas County Social Services, Oregon City OR
Duckworth, Cathy - Council on Aging of Southwestern Ohio, Cincinnati OH
Dzurak, David - Central Illinois Agency on Aging, Peoria IL
Engelhart, Barbara - Burnett County Health & Human Services, Siren WI
Enyart, Pamela - Coles County Council on Aging, Mattoon IL
Espinoza-Maesele, Marissa - Riverside Co Office on Aging, Riverside CA
Fitton, Debra - Macon County Health Department, Decatur IL
Gendreau, Nancy - Wayne Co Svc on Aging, Goldsboro NC
Goehl, Charlene - McDonough Co Senior Service, Macomb IL
Goodgames, Jennifer - Council on Aging of Southwestern Ohio, Cincinnati OH
Gossett, Peggy - Volunteer Services of Iroquois Co, Watska IL

Hale, Joy - LifeTime Resources, Dillsboro IN
Hall, Julie - Middle GA RDC/AAA, Macon GA
Hjerpe, Rosalie - Mid Central Community Action, Inc., Streator IL
Iarrobino, Paul - Multnomah Co Aging & Disability Services, Portland OR
Jackson, Doris - Co of San Bernardino - Dept. of Aging & Adult Svcs, Lucerne Valley CA
Johnson, Jim - Central Illinois Agency on Aging, Peoria IL
Johnson, Marsha - Community Care Systems, Inc., Springfield IL
Leonhardt, Amy - Council on Aging of Southwestern Ohio, Cincinnati OH
Marchant, Amy - CRIS Senior Services, Inc., Danville IL
Massie, Kristi - Coles County Council on Aging, Charleston IL
Mathews, Annette - Aging Commission of the Mid-South, Memphis TN
McAllister, Lisa - Clackamas Co Social Services, Oregon City OR
Meadows, Mary "Teresa" - UCDD, Cookeville TN
Mezei, Linda - Langdale County Department on Aging, Antigo WI
Michals, Kathleen - Illinois Department on Aging, Springfield IL
Mihiylov, Riann - Lowcountry Council of Governments, Yemassee SC
O'Brien, Melanie - Area Agency on Aging of Southwestern Illinois, Belleville IL
Oldham, Angela - Community Care Systems, Inc., Shelbyville IL
Pauley, Rita - Area Agency on Aging Dist 7 Inc, Rio Grande OH
Phillips, Marcia - Coles County Council on Aging, Mattoon IL
Piasecki, Marilyn - Macon County Health Department, Decatur IL
Pieples, Charlotte - Council on Aging of Southwestern Ohio, Cincinnati OH
Roberts, Heather - Southwest Suburban Center on Aging, LaGrange IL
Robinson, Edna - Santee-Lynches Regional Council of Governments, Sumter SC

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Rork, Karry - Riverside County Office on Aging, Riverside CA
Scarborough, Deborah - Elder Care Consulting, Inc., Cleveland SC
Scollard, Andree - Multnomah Co Aging & Disability Services, Portland OR
Sears, Sara - PATH: Providing Access to Help, Bloomington IL
Stanberry, Leslie - Decatur Macon County Senior Center, Decatur IL
Swett, Pamela - Greater Nashville Senior Counsel, Nashville TN
Thomas, Heather - Macon County Health Department, Decatur IL
Thompson, Vickie - Aging Commission of the Mid-South, Memphis TN
Warndahl Neve, Laura - Burnett County Health & Human Services, Siren WI
Wells, Lori - Traverse City Senior Center, Traverse City MI
Williams, Angela - Life Line Senior Services, Sumter SC
Williams, Mary - Central Illinois Agency on Aging, Peoria IL
Wilson, Sabrina - Alexian Brothers PACE Program, Chattanooga TN

Wood, Roberta - Rock Island County Senior Center, Rock Island IL
Woodbury, Angela - First Link, Fargo ND
Zimmerman, Loretta - The Senior Alliance - Area Agency on Aging 1-C, Wayne MI

CERTIFIED INFORMATION & REFERRAL SPECIALISTS-Canadian

Fader, Candice - City of Windsor, Windsor ON
Gates, Amanda - City of Windsor, Windsor ON
Goodison, Beverley - United Way of Chatham-Kent, Tilbury ON
Mineau, Michelle - ESC CCAC, Catham ON
Shank, Lisa - ESC CCAC, Windsor ON
Tanner, Jennifer - City of Windsor, Windsor ON
Willie, Rose - City of Windsor, Windsor ON

CERTIFIED RESOURCE SPECIALISTS

Heckenbach, Joette - COPE Services, Grafton WI
Sligh-Beard, Judy - Lieutenant Governor's Office on Aging, Columbia SC
Woods, Violet - United Way of Greater Duluth 2-1-1, Duluth MN

CERTIFIED RESOURCE SPECIALISTS-Canadian

McCorkell, Sean - City of Windsor, Windsor ON

Two new online training courses available

There are two new online training courses available for AIRS members – An Overview for Suicide Prevention and Sexual Harassment Prevention Training for Supervisors.

This suicide prevention course is appropriate for crisis professionals but it is also applicable to the I&R Specialist. The content is adapted from the National Strategy for Suicide Prevention which was developed by the Substance Abuse and Mental Health Services Administration, and is both com-

prehensive AND comprehensible!

The cost of this in-depth course (which will take about 3-4 hours of training time) is only \$10.

The course on Sexual Harassment is aimed at supervisory and managerial staff at all levels. It is highly interactive and provides skill-building activities to assess the supervisors' application and understanding of the content. It is particularly strong because it contains many thought-provoking scenarios. The cost of this two-hour online

course is \$35 – which compared to the potential cost of liability issues in this difficult area is quite a bargain!

Agencies using the “organizational model” should be able to access these courses within their system. Agencies using the “pay-as-you-learn” model can go to www.cequick.com/airs and select AIRS under box 1 on the left hand side and AIRS Training on box 2 before clicking Next.

Need a Trainer? Find a Trainer

A frequent request last year by the membership to the AIRS staff was “where can my organization find an I&R professional trainer to present workshops and trainings to my organization?” The Training Committee was asked to tackle this project. The outcome of this requests is the AIRS Training Self-Referral Service.

This free listing would serve as a benefit to our members, ensuring that quality training was being presented to our field and relieving the AIRS staff from making referrals. Members who were interested in being listed as trainers were asked to submit an application to the Training Committee. The Committee required the following eligibility information from each trainer. Current position,

responsibilities, number of years in the field, employment history, professional certifications and memberships, educational achievements, years of training experiences and previous trainings provided to I&R organizations.

Trainers were also asked if they had presented trainings online and/or by webinars. Each trainer provided two samples of learning objectives used in delivery of previous training and if they had previously secured CEU requirements for their trainings. Each trainer has listed the topics the trainer feels qualified to train, the geographic areas they are willing to travel to and their fees. Last, but not least, each trainer was asked to provide references.

Individuals or organizations listed are assessed according to inclusion criteria but are not recommended. AIRS has no liability or responsibility for the quality of the training and hiring organizations should contact listed references as part of their trainer selection process. The trainers are listed on the AIRS Web site.

We encourage our membership to utilize this service if you are seeking qualified trainers. Training curriculum and fees are customized to the client’s needs. If you have any questions, please contact [Sharon Doner-Feldman at sdoner@verizon.net](mailto:Sharon.Doner-Feldman@sdoner@verizon.net).

FEMA Federal Disaster Declarations for Aug. and Sept.

Major Disaster Declarations

09/26 Alabama Severe Storms and Flooding associated with Hurricane Ike
09/26 Alaska Severe Storms, Flooding, Landslides, and Mudslides
09/23 Indiana Severe Storms and Flooding
09/22 Mississippi Hurricane Gustav
09/18 Arkansas Severe Storms and Flooding associated with Hurricane Gustav
09/13 Louisiana Hurricane Ike
09/13 Texas Hurricane Ike
09/12 Vermont Severe Storms and Flooding
09/10 Alabama Hurricane Gustav
09/09 Maine Severe Storms, Flooding, and Tornadoes
09/05 New Hampshire Severe Storms and Flooding
09/02 Louisiana Hurricane Gustav
08/24 Florida Tropical Storm Fay
08/15 Vermont Severe Storms, a Tornado, and Flooding

08/14 New Mexico Severe Storms and Flooding
08/11 New Hampshire Severe Storms, Tornado, and Flooding

Major Emergency Declarations

09/11 Louisiana Hurricane Ike
09/10 Texas Hurricane Ike
09/07 Florida Hurricane Ike
08/30 Alabama Hurricane Gustav
08/30 Mississippi Hurricane Gustav
08/29 Texas Hurricane Gustav
08/29 Louisiana Hurricane Gustav
08/21 Florida Tropical Storm Fay

Fire Management Assistance Declarations

09/17 Oregon Royce Butte Fire
09/02 California Gladding Fire
08/07 Texas Florence Fire

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. 4 - LA CROSSE, WI

1 - 3 pm

Health and Human Services
Auditorium

300 4th Street North

A Study session will be held

October 8, 2008 from 8:45 to

Noon at the Administrative Center

Auditorium B190 La Crosse

County, 400 4th Street North.

fee payable to Texas AIRS.

NOV. 11 - BUFFALO, NY

10 am - NOON

Public Safety Campus

45 Elm Street

Hope Santnocito (716) 842-2630

hope@211wny.org

NOV. 18 - DETROIT, MI

10 am - Noon

United Way of Southeast Michigan

1212 Griswold Street

Carol Smith (313) 226-9444

carol.smith@uwsem.org

NOV. 4 - CHILLICOTHE, OH

10:00 am - Noon

4449 State Route 159

Glenna Huff (740) 775-1260 x216

ghuff@spvmhc.org

NOV. 12 - BATTLE CREEK, MI

1 - 3 pm

34 West Jackson Street

Kari Marciniak (269) 966-4189

kari@volcenterbc.org

Miracle of Information and

Referral Roundtable will be

offered on August 15, 2008 from

11:30 to 1:30 at 1627 Lake

Lansing Road, Suite B, Lansing,

MI.

NOV. 21 - WRIGHTSVILLE

BEACH, NC

1:15 - 3:15 pm

Blockade-Runner Beach Resort

275 Wayncik Blvd.

Louis Cook (919) 807-3007

louis_cook@unc.edu

The test will be preceded by ABCs

of I&R training on Nov. 19 at 9

am in conjunction with the

NCAIRS Annual Conference.

There will be a \$30 training fee

and a separate \$25 testing fee

payable to NCAIRS to offset the

cost of the room rental.

NOV. 3 - EDMONTON, AB

3 - 5 pm

The Support Network

#400-10025 - 106 Street

Jacky Roddy (905) 682-1900 x230

jacky@informationniagara.com

NOV 14 - COLUMBIA, MD

8 - 10 am

The Meeting House, Oakland

Mills Interfaith Center

5885 Robert Oliver Place

Sandra Berkeley (410) 222-4257

x221 agsabe81@aacounty.org

There will be a \$10 administrative

fee payable at the door.

NOV. 21, - BRAMPTON, ONT

1:30 - 3:30 pm

263 Queen Street East, Unit 14

Aslya Arif (905) 457-4747 x3012

aarif@tcet.com

NOV. 7 - TYLER, TX

1 - 3 pm

4000 Southpark Drive

La Juan Hollis (903) 551-6378

x210 lhollis@uwtyler.org

There will be a \$25 administrative

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NOV. 21 - PITTSBURGH, PA

1 - 3 pm
Allegheny County Human Services
Building - Rachel Car Room
Lower Level
One Smithfield Street
Anne Walsh Fogoros
(412) 478-6731

afogoros@uwac.org

Parking on street or at a nearby lot will cost. In lieu of an administrative fee PAIR encourages test takers to take an online course or attend the NY AIRS conference.

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

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
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

DEC. 16 - NAPOLEON, OH

10 am - Noon
First Call for Help
600 Freedom Drive
Pheobie Hanover (419) 599-1660
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
Please contact Nicole for more information on training courses for this test site.

2007 edition of AIRS Journal to be released

The 2007 version the AIRS Journal will be out in mid-October and for the first time, The Journal will be sent electronically, so watch your email. The Journal is a practical and theoretical aspect of information and referral (including, but not limited to, such topics as information processing and management, staff training and development, the client interview and referral transaction, program development and evaluation, and inter-agency/intra-agency cooperation.) If you would like to contribute to the 2008 Journal, contact Dick Manikowski at (313) 833-1020 ext. 2295 (work/voice) or airsjournal@hotmail.com.

AIRS accredited sites

AIRS realized many years ago that the key to growth and improvement in the I&R profession was development of a process that measures adherence to the Standards for Professional Information & Referral by individual I&R services. The AIRS Standards Committee actively pursued this goal over a two-year period and in 1996, the AIRS Board approved the first set of Accreditation Standards (now called Accreditation Criteria) for I&R and the first site INFO LINE of Los Angeles (now 211 LA County), was accredited in 1997.

All of these sites have worked very hard for this recognition and AIRS is very proud of their successful completion of this process and their commitment to providing quality I&R services.

If you would like information on how you can become AIRS accredited, visit our Web site at www.airs.org or contact Charlene Hipes at charlenehipes@airs.org.

| State /Province | City | Agency Name | Date |
|------------------|-----------------|--|------------|
| California | Los Angeles | INFO LINE of Los Angeles 211 LA County | 1997, 2005 |
| Ohio | Columbus | FIRSTLINK | 2000, 2007 |
| Texas | Houston | Information & Referral Services, United Way of the Texas Gulf Coast | 2000, 2007 |
| Florida | Lantana | 2-1-1 Palm Beach/Treasure Coast, The Ctr for Info & Crisis Services | 2000, 2006 |
| Ohio | Akron | INFOLINE, Inc. | 2000, 2007 |
| North Carolina | Asheville | First Call for Help, United Way of Asheville & Buncombe Co | 2000, 2007 |
| Texas | Beaumont | 2-1-1 AIC of Southeast Texas, Area Agency on Aging of Southeast Texas | 2001, 2007 |
| Indiana | Indianapolis | Information and Referral Network | 2002 |
| British Columbia | Vancouver | Information Services Vancouver | 2002 |
| Ontario | Toronto | Community Information Toronto/211 | 2002 |
| Texas | Weslaco | Community Council of Rio Grande Valley | 2002 |
| Texas | Dallas | Community Council of Greater Dallas | 2002 |
| Texas | Fort Worth | 2-1-1 Texas United Way of Metro Tarrant County | 2003 |
| Florida | Clearwater | 2-1-1 Tampa Bay Cares, Inc | 2003 |
| Ohio | Delaware | HelpLine of Delaware & Morrow Counties, Inc. | 2003 |
| Nebraska | Omaha | First Call for Help United Way of the Midlands | 2003 |
| Florida | Tallahassee | 2-1-1 Big Bend | 2003, 2008 |
| Michigan | Taylor | The Information Center | 2003 |
| Wisconsin | Waukesha | 211/First Call for Help | 2003 |
| Florida | Cocoa | 2-1-1 Brevard, Inc. | 2003 |
| Texas | Austin | 2-1-1 Texas | 2003 |
| Texas | College Station | 2-1-1 Texas United Way of the Brazos Valley | 2003 |
| Georgia | Atlanta | United Way 2-1-1, United Way of Metropolitan Atlanta | 2003 |
| Pennsylvania | Clearfield | INFO-LINK Clearfield County AAA, Inc. | 2003 |
| Alberta | Edmonton | Information Services, The Support Network | 2003 |
| Virginia | Richmond | Information and Referral Center | 2004 |
| New York | White Plains | 2-1-1 Hudson Valley Region, United Way of Westchester & Putnam | 2004 |

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|--------------|-----------------|--|------|
| South Dakota | Sioux Falls | 211 HELP!LINE | 2004 |
| Wisconsin | Milwaukee | 211@IMPACT, IMPACT, Inc | 2005 |
| Ohio | Dayton | HelpLink 2-1-1 Information/ Referral, United Way of the Greater Dayton Area | 2005 |
| Texas | Amarillo | United Way Helpline | 2005 |
| Texas | Sherman | Texoma Area AIC | 2005 |
| Connecticut | Rocky Hill | 2-1-1 Infoline | 2005 |
| Washington | Seattle | Information and Assistance, Senior Services | 2005 |
| Michigan | Grand Rapids | United Way's 211 | 2005 |
| Texas | Waco | Heart of Texas 2-1-1 | 2005 |
| Indiana | Lafayette | Lafayette Crisis Center | 2005 |
| Iowa | Davenport | United Way InfoLINK | 2005 |
| Florida | Fort Lauderdale | 211/First Call for Help of Broward | 2005 |
| Indiana | Dillsboro | LifeTime 211 | 2005 |
| Indiana | Columbus | First Call for Help, 211 Aging and Community Services of South Central IN | 2005 |
| Maryland | Baltimore | First Call for Help, United Way of Central Maryland | 2005 |
| Indiana | Fort Wayne | First Call for Help, United Way of Allen County | 2005 |
| Virginia | Lynchburg | 2-1-1 Virginia-Central Virginia, United Way of Central Virginia | 2005 |
| Virginia | Roanoke | 2-1-1 VIRGINIA - Southwest Region | 2005 |
| Florida | Jacksonville | United Way 2-1-1, United Way of Northeast Florida | 2006 |
| Florida | Sarasota | United Way 2-1-1 of Manasota | 2006 |
| Florida | Tampa | 2-1-1 Tampa Bay | 2006 |
| Washington | Everett | North Sound 2-1-1, Volunteers of America Western Washington | 2006 |
| Oregon | Portland | 211info | 2006 |
| Virginia | Staunton | Information and Referral Services/ Family Resource and Referral Center | 2006 |
| Ohio | Cleveland | 211/First Call for Help | 2006 |
| Ohio | Napoleon | First Call for Help, Inc. | 2006 |
| Washington | Seattle | Community Information Line, Crisis Clinic | 2006 |
| Arizona | Phoenix | 24 Hour Helpline, Community Information and Referral | 2006 |
| Arizona | Tucson | Information and Referral Services | 2006 |
| New York | Buffalo | Central Referral Service | 2006 |
| Michigan | Battle Creek | 2-1-1 Service Volunteer Center of Battle Creek | 2006 |
| Michigan | Kalamazoo | HELP-Line/Gryphon Place | 2006 |
| Indiana | Evansville | United Way 2-1-1 United Way of Southwestern Indiana | 2006 |
| Indiana | Terre Haute | Vigo County Lifeline | 2006 |
| Indiana | Kokomo | Information & Referral United Way of Howard County | 2006 |
| Alberta | Calgary | Distress Centre/211 | 2006 |
| Texas | Tyler | 2-1-1 East Texas United Way of Tyler/Smith County | 2006 |

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|----------------|------------------|--|------|
| Texas | Belton | Central Texas Information and Referral, Central Texas Workforce Board | 2006 |
| Virginia | Norfolk | Information and Referral, The Planning Council | 2006 |
| Florida | Miami | 211 Helpline/Switchboard of Miami | 2006 |
| South Carolina | Columbia | 2-1-1/United Way of the Midlands | 2006 |
| New York | Rochester | 211 LIFE LINE | 2006 |
| Texas | San Antonio | 2-1-1 Texas United Way Helpline | 2006 |
| Texas | Sulphur Springs | NE Texas AIC | 2006 |
| Ontario | St. Catharines | Information Niagara | 2007 |
| Michigan | Detroit | TIP/Detroit Public Library | 2007 |
| Texas | Abilene | 2-1-1 Texas, A Call for Help/United Way of Abilene | 2007 |
| Wisconsin | Racine | 211 Racine/SAFE Haven of Racine | 2007 |
| Indiana | Elkhart | United Way 211, United Way of Elkhart County | 2007 |
| California | San Diego | 2-1-1 San Diego | 2007 |
| Ohio | Cincinnati | United Way 2-1-1, United Way of Greater Cincinnati | 2007 |
| Ohio | Chillicothe | CrisisCenter/2-1-1, Scioto Paint Valley Mental Health | 2007 |
| Ohio | Columbus | Senior Options, Franklin County Office on Aging | 2007 |
| Montana | Bozeman | The Help Center | 2007 |
| Montana | Missoula | 211/First Call For Help | 2007 |
| Indiana | Indianapolis | Information and Assistance, CICOA Aging and In-Home Solutions | 2008 |
| Indiana | Yorktown | LifeStream 211, LifeStream Services, Inc. | 2008 |
| Florida | Fort Myers | United Way 211, United Way of Lee County | 2008 |
| Ontario | Collingwood | Information and Referral Service, Community Connection | 2008 |
| Michigan | Jackson | Central Michigan 2-1-1 | 2008 |
| Michigan | Bloomfield Hills | Crisis Telephone Line Services, Common Ground | 2008 |
| Iowa | Des Moines | United Way 211, American Red Cross-Central Iowa | 2008 |
| Texas | San Angelo | 211 of the Concho Valley, Concho Valley Council of Governments | 2008 |
| Michigan | Muskegon Heights | CALL 2-1-1, Community Access Line of the Lakeshore | 2008 |
| Michigan | Escanaba | U.P. 2-1-1, UPCAP Services | 2008 |
| Illinois | Bloomington | Crisis, Information and Referral Hotline, PATH Crisis Center | 2008 |
| Texas | Victoria | Golden Crescent AIC, Golden Crescent Area Agency on Aging | 2008 |
| Indiana | South Bend | United Way of St. Joseph County 211, United Way of St. Joseph County | 2008 |
| Indiana | Crown Point | Northwest Indiana Community Action | 2008 |
| New Jersey | Milltown | Info Line of Middlesex County | 2008 |
| Florida | Orlando | 2-1-1 Community Resources, Heart of Florida United Way | 2008 |