Free AIRS Webinars for Professional Development

AIRS offers free webinar training for our members throughout the year. These educational sessions cover a range of I&R topics and are an easy and convenient way to learn valuable skills and information from qualified and knowledgeable facilitators. Below is the list of upcoming winter/spring webinars. Register now!

Managing, Surviving and Thriving on Change within the I&R Sector
Feb 24, 2015 at 2:00 PM EST.
Register at: https://attendee.gotowebinar.com/register/3306877242329955586
One of the few constants in the field and practice of I&R is change such as new programs and services, new technologies, new reporting requirements and partnerships. However, we as individuals find change difficult, comfortable in the familiarity of the processes and functions we have learned over the years. Join former AIRS President Faed Hendry of Findhelp Information Services in Toronto, Ontario, to learn why we resist change and how to manage change.

Calibration Corner: Best Practices in Ensuring Consistent Call Quality Measures
Mar 05, 2015 at 2:00 PM EST.
Register at: https://attendee.gotowebinar.com/register/6410115770820780546
Do you have a quality program? Do you have concerns about how your staff understands the quality program? This AIRS webinar, presented by Pablo Garcia of 211 LA County in California, will review the techniques of calibration and demonstrate the benefits of the calibration process.

Suicide Risk Assessment
Mar 26, 2015 at 2:00 PM EDT.
Register at: https://attendee.gotowebinar.com/register/5532918797111334914
This webinar on Suicide Risk Assessment Training will provide a tool for assessing suicide risk, while briefly touching on the scope of suicide, and recognizing potential warning signs of suicide. Demian Laudisio of Switchboard of Miami will review various suicide assessment forms and provide orientation on what needs to be asked, and why, when conducting a suicide risk assessment. The session will also cover the importance of safety planning and documentation. This one hour session is appropriate as professional development towards AIRS Re-Certification.

I&R 101 for Military Affairs
Apr 16, 2015 at 2:00 PM EDT.
Register at: https://attendee.gotowebinar.com/register/686885069363049986
Gain insights from the United Way of Greater Houston on how to build a strong I&R program geared to serving your local military community. One major component of their current work is the use of “Community Conversations” with veterans, service providers and community stakeholders to develop a path for moving forward. Join Curtis McMinn and Cornelius Blackshear of the United Way of Greater Houston, Texas to learn from their experience in developing a sustaining veterans’ initiative. This one hour session is appropriate as professional development towards AIRS Re-Certification.

Continued on page 2

Got a question? Not sure who at AIRS to contact? Email info@airs.org!
Free AIRS Webinars continued from page 1

Exploring I&R’s Role During Disasters
May 07, 2015 at 2:00 PM EDT.
Register at: https://attendee.gotowebinar.com/register/1637198466808010498
FEMA defines a disaster as “an occurrence that results in property damage, deaths, and/or injuries to a community”. Whatever the disaster, I&R (and in some cases, particularly 2-1-1), has a role to play. Join Marla Browne of the 2-1-1 Center in Asheville, North Carolina and Jo Ann Johnson of HandsOn River Region in Montgomery, Alabama, for this webinar which will help managers that are somewhat familiar with disaster terms to understand the different interpretations of “disaster”; realize that preparing for a disaster is best done when not in a disaster; to think of disaster preparation as an organized process; and that relationship building is a key part of any disaster plan. This one hour session is appropriate as professional development towards AIRS Re-Certification.

Note: All webinars are only available via the Internet. There is not a phone connection. If you can hear a video playing on YouTube, you should be able to access this webinar. After registering for a webinar, you will receive a confirmation email containing information about how to join the session. If you have questions or would like to offer a suggestion for future webinars, please email Clive Jones at clivejones@airs.org.

PRESIDENT’S MESSAGE

New! AIRS Member Discount for Two-Way Text Service

Over the past few years AIRS has been encouraging members to provide I&R through additional channels (such as chat, email, and text) to meet changing communication preferences and new demographics. Below you will find an example of one member that has launched a new service to reach youth.

AIRS is now able to offer a discount to members who want to start offering a two-way text service through Educational Message Services (EMS) at www.preventionpaystext.com. EMS is a commercial provider of enterprise short code text messaging services based in Ventura, California. The company has several existing clients from within the 211 sector, as well as the crisis and health sectors.

Short codes are special telephone numbers, shorter than full telephone numbers that can be used to address text messages from mobile phones and an application (A2P). For example, EMS offers the 6-digit code TXT211 (i.e. 898211) for 2-1-1 providers. EMS is offering three service options for interested AIRS members - the basic annual cost for AIRS members to provide a text service would be $4,995 US, which includes setup costs, unlimited logins and messages. A lower cost option is available with reduced functionality.

Please be aware that there are other companies engaged in this business from whom you can secure competitive quotes and that I&R services should always engage in due diligence when making any purchasing decisions. (A Google search of ‘short code text providers’ should uncover other options, plus your I&R software provider may also be aware of solutions implemented by their users).

Interested AIRS members can learn more about the EMS short code text options and discounts by directly contacting Jonathan Holly of EMS at jonathan@emsmail.org.

Yours truly,

Joan Phelps
President, AIRS
Conference Registration Begins

By Sharon Galler
Conference Director

The registration brochure is available at www.airs.org/conference and registration is NOW OPEN! Click here for online registration.

Please be sure to make plans to join us for our annual conference in Dallas, Texas, May 27-30, at the Sheraton Dallas hotel, located right in the center of downtown.

We have negotiated a special discounted hotel rate just for you of $129; early reservations are encouraged to ensure rooms at this price. Reservations must be made by May 1, 2015 to receive this special pricing, but they may sell out earlier than that. For reservations, call 800.627.8191 and be sure to mention you are with AIRS to receive the discounted rates.

Register by April 3 and SAVE!

AIRS Members:
Basic Level $455
Standard Level $432
Premium Level $364
Aging Network Member $455
TAIRS Member $364
Non-Member $600
Single Day Basic Member $240
Single Day Standard Member $228
TAIRS & Premium Member Single Day $192
Aging Network Member Single Day $240
Non-Member Single Day $340

Register between April 4 - May 22

AIRS Members:
Basic Level $525
Standard Level $498
Premium Level $420
Aging Network Member $525
TAIRS Member: $420
Non-Member $675
Single Day Basic Member $280
Single Day Standard Member $268
TAIRS & Premium Member Single Day $224
Aging Network Member Single Day $280
Non-Member Single Day $380

Register between May 23 - onsite:

AIRS Members:
Basic Level $595
Standard Level $565
Premium Level $476
Aging Network Member $595
TAIRS Member $476
Non-Member $745
Single Day Basic Member $320
Single Day Standard Member $304
TAIRS & Premium Member Single Day $256
Aging Network Member Single Day $320
Non-Member Single Day $420

Pre-Conference Intensive Training:

This year, AIRS is offering four conference training opportunities to explore important topics in greater detail. These popular, all-day sessions, known as “The Intensives,” will be held Wednesday May 27th. The sessions run concurrently from 9:00am to 4:15pm. The fee for each Intensive is $150*. This year’s Intensives are:

• **The ABC’s of I&R** with instructor Shye Louis, Manager 211/LIFE LINE
• **AIRS Accreditation Boot Camp: The Ultimate Workout for Success** with instructors Mary Cooksey, Community Resource Center Program Director, United Way of Abilene and Erin Shilcutt, 211 Texas A Call for Help Data and Web Services Manager
• **Adult Mental Health First Aid** with instructors Victoria L. Hummer, MSW, LCSW, Director of Training & Outreach at the Crisis Center of Tampa Bay and Jennie Pollak, MSW, CIRS, CRS, Program Manager for Central Michigan 211
• **Management of Spontaneous Volunteers in Disasters** with instructor Anna Tangredi, Voluntary Agency Liaison. *In order to meet FEMA certification requirements, the Intensive entitled “Management of Spontaneous Volunteers in Disasters” will be provided for free.

To keep the Intensive fees affordable, we will not be providing refreshments. Due to the nature of these sessions, space is limited and preregistration on the conference registration form is required.

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**FINAL CALL FOR MEMBERSHIP RENEWALS!**

Thank you to all who have already renewed their memberships! If you haven’t yet done so then what are you waiting for? We value your involvement and would hate to see you lose access to all the great benefits that AIRS offers.

**If you have not yet renewed then please do so immediately!**

If you have questions or require a new invoice contact moayad@airs.org. Thank you!
Connecting Community & Military through AIRS 2015

By Lucinda Lorei
Information and Referral Program Manager, USMC

Returning from war, homeless veterans, Department of Defense cutbacks ... service members and their families face many challenges and uncertainties as they make plans to transition into civilian life. To help you meet their information and referral needs, we have planned workshops at the AIRS conference in Dallas TX that are specifically designed to help community I&R providers who receive calls for assistance from service members, veterans and their families. The “Serving the Military Track” workshops will cover a wide range of topics including:

1. Bridging the Gap from Military Service to Civilian Life - The resources you need to know in order to help service members make a successful transition.
2. Understanding the military culture that spouses and children need to thrive in, in spite of the fast-paced mobile military lifestyle. Connecting families to national and federal programs that give them the resources they need to succeed.
3. Wounded Warrior Project Resource Center - Connecting Warriors with Wounded Warrior Project Programs and Services
4. Army OneSource: Best Practices for Integrating Military and Civilian Communities
5. Military and Community Partnerships, presented by the Army
6. Military OneSource - Community Outreach and connecting military members to virtual resources to support them through every aspect of military life
7. Connecting veterans with Employment opportunities

I hope you are planning to attend the AIRS Conference, May 27-30 in Dallas, Texas. We look forward to seeing you there!

Useful links:
http://www.benefits.va.gov/PERSONA/veteran-homeless.asp - resources for Homeless Veterans
www.militaryonesource.mil for Department of Defense sponsored resources.

If you are looking for specific information and have trouble locating it, feel free to contact me by email: Lucinda.lorei@usmc.mil.

ABCs of I&R 2015 Edition Now Available

This year, Premium AIRS members will receive two hardcopy publications as we have broken the I&R Specialist and the Resource Specialist sections into two separate volumes, and it will be accompanied by a slide-deck that covers the first five sections of the ABCs.

Non-Premium members can buy the ABCs package for $450 (or if you buy them separately, $350 for the I&R Specialist edition and $150 for the Resource Specialist edition). However, the easiest and most economical way to obtain a copy is to be an AIRS member at the Premium ($575) Level because this will ensure that you automatically and at no extra charge receive a single hardcopy and an electronic copy. Contact moayad@airs.org if you are interested in purchasing a copy or moving your membership to Premium from either Basic or Standard.

The Health Insurance Marketplace and Taxes

If a client enrolled in a health plan through the Marketplace in 2014, they will receive Form 1095-A in the mail from the Marketplace in early February. It includes basic information that they’ll need to know about their household’s enrollment, premium payments, and premium tax credit amounts. Clients will need this form for filing taxes in order to fill out new Forms 8962 (Premium Tax Credit Form) and 8965 (Exemptions).

If a client didn’t have health coverage for all or part of 2014, their income taxes could be affected. They may have to qualify for a health coverage exemption or pay a fee with their federal income tax return. Learn more about exemptions by visiting: https://www.healthcare.gov/fees-exemptions/exemptions-from-the-fee/. 2014 Fees are $95 a person ($47.50 per child) or 1% of yearly household income. For more information about fees visit: https://www.healthcare.gov/fees-exemptions/fee-for-not-being-covered/.

Support for Tampa Bay Area Veterans is a Call Away

By Debra Harris
Director II, 2-1-1 & Suicide Prevention Services, Crisis Center of Tampa Bay

In 2014 Governor Scott and the Florida Legislature, with support from the Statewide Veterans Advisory Council, Department of Children and Families Substance Abuse & Mental Health Program, Florida Alcohol & Drug Abuse Association, Florida Department of Veterans’ Affairs and Florida Alliance of Information & Referral Services, approved funding to pilot the Florida Veterans Support Line; allowing us to expand our service reach through our 2-1-1 Contact Center. 844-MY-FLVET is a live number staffed with Peer Specialists who are military veterans who have faced the difficulties of transition and are now stepping up to serve once more in the capacity of a willing ear and a professional guide to their peers. Currently, the Florida Veterans Support Line serves Hillsborough, Pasco, Pinellas, Polk and Manatee counties.

What You Can Expect
The Tampa Bay area has one of the largest veteran populations in the nation. There are over 300,000 veterans residing in the five counties served through this project. We recognize the unique challenges faced by returning military personnel and their families. During a call to the Florida Veterans Support Line, one can expect to receive specialized assessment of immediate needs, including safety planning when needed. Callers can also expect comprehensive information and referral to VA-funded services and hundreds of community-based services.

Most importantly and unique to the Crisis Center, a veteran can receive support provided by a peer who, like the caller, has experienced the difficulties of transition from the military back to civilian life. Assisted by the peer, veterans who need more assistance than a phone call will be connected to ongoing Care Coordination and follow-up support by a Care Coordinator. We believe that Care Coordination is essential to engaging veterans in the myriad services available to them. Care Coordination is the vital link of service navigation and advocacy that breaks down barriers and that is what makes our program unique.

Thank You for Calling MYFLVET
844-MYFLVET went live on October 28, 2014. Currently, hours of operation are from 7:00 AM to 7:00 PM, Monday through Friday. To date we’ve served over 100 veterans that have availed themselves of the service.

Care Coordination
Short-term system navigation, advocacy and ongoing support has been provided to 58% of the veterans who’ve contacted MYFLVET. Four (4) of those individuals enrolled in care coordination are veterans recently placed in their own homes after being rapidly rehoused on Veterans Day 2014 through efforts of the Tampa Hillsborough Homeless Initiative & partner agencies including Crisis Center of Tampa Bay’s Veterans Outreach Team at Operation Reveille.

In addition to identifying unmet needs such as housing, financial assistance and substance abuse treatment; many of the callers to MYFLVET are sharing their stories about struggles with current bouts of depression, isolation and even thoughts of suicide. For veterans who have shared concerns for their safety and wellbeing; they are also linked to our care coordination services. Not only are these veterans linked to longer-term treatment programs through the VA and/or community based treatment facilities, but our care coordinator also ensures regular contact, engagement and support during the process by making reassurance and follow up calls to clients.

For more information contact Brandee Baker, Peer Support Program Coordinator at 813-964-1964 x 3424 or bbaker@crisiscenter.com. Visit us online at www.crisiscenter.com.
Congratulations New AIRS Certified Specialists

CERTIFIED INFORMATION & REFERRAL SPECIALISTS

Alvarado, Angela - United Way of Greater Toledo - Toledo, OH
Antonio, Nathan - Crisis Clinic- Seattle, WA
Bryant, Nadine - United Way of Greater Toledo- Toledo, OH
Burton, Kayla - United Way of Salt Lake- Salt Lake City, UT
Cottrell, Jessica - United Way for Southeastern Michigan- Detroit, MI
Fugett-Dobens, Nikki - United Way of Greater Toledo- Toledo, OH
Garcia, Patricia - United Way of Salt Lake- Salt Lake City, UT
Guerra, Bianca - United Way of Greater Toledo- Toledo, OH
Kules, Anastasia - United Way of Greater Toledo- Toledo, OH
Marshall, Kerri - United Way of Greater Toledo- Toledo, OH
McCarty, Anna - United Way of Salt Lake- Salt Lake City, UT
Stipe, Misty - Heart of Texas Council of Governments- Waco, TX
Sullivan, Tiffany - United Way of Greater Toledo- Toledo, OH

Thomas, Neffertiti - Crisis Clinic- Seattle, WA
Wells, Maria - Fairfax County Department of Neighborhood and Community Services- Alexandria, VA

CERTIFIED INFORMATION & REFERRAL SPECIALISTS - Aging

Budine, Patricia - Loudoun County AAA - Ashburn, VA
Kopperud, Greta - Links Mat-Su Parent Resource Center- Wasilla, AK
Pennington, Frederick - Links Mat-Su Parent Resource Center- Wasilla, AK

CERTIFIED INFORMATION & REFERRAL SPECIALISTS - Canadian

Didtrek, Andrea - Hamilton Niagara Haldimand Brant CCAC- ON

New Certification Test Dates

Each year many AIRS certification testing opportunities are offered across North America. The following are just a list of the most recently scheduled. Please visit http://www.airs.org/certification for all the details, and apply early as seating may be limited. Note: Canadian applicants must apply to InformCanada.

APRIL 10, 2015 - Birmingham, AL - 8:30 am
Hyatt Regency-The Wynfrey Hotel, 1000 Riverchase Galleria
Debbie Gregory  205-333-2990  debbie.gregory@westal.org
Examinees will need to bring laptops in order to take the exam.

APRIL 23, 2015 - Camarillo, CA - 1:00 pm
Ventura County Community Foundation, 4001 Mission Oaks Blvd, Ste A
Amber Segovia  805-485-6114 x204  asegovia@icfs.org

APRIL 24, 2015 - Des Moines, IA - 10:00 am
Des Moines Community College Urban Campus, 1100 7th St, Bldg. 1, Rm 215
Paula Kreuger  515-255-4004  pkrueger@i4a.org

APRIL 24, 2015 - Tulsa, OK - 9:00 am & 2:00 pm
Community Service Council, 16 East 16th St
Samantha Marie Humphreys  918-465-2367  shumphreys@keddo.org

APRIL 24, 2015 - Toronto, ON Canada - 10:00 am & 1:00 pm
Findhelp Information Services, 543 Richmond St West, Ste 125
Jacky Roddy  905-682-1900 x230

APRIL 24, 2015 - Traverse City, MI - 1:30 pm
Child & Family Svcs of NW MI/Third Level, 1022 E. Front St.
Michele Jannazzo  231-922-4802  mjannazzo@thirdlevel.org

APRIL 27, 2015 - London, ON Canada - 11:00 am & 2:00 pm
The Healthline Info. Network Office, 630 Colborne St, Ste 201
Jennifer Jones  519-660-5914  jennifer.jones@thehealthline.ca

APRIL 30, 2015 - Austin, TX - 1:30 pm
Health & Human Services/211 Texas Information & Referral Network, 909 W 45 St, Bldg. 5 MC 2077
Debi Leigh Smith  512-483-5118  debi.smith@hhsc.state.tx.us

MAY 5, 2015 - Greensboro, NC - 10:00 am
Senior Resources of Guilford, 301, East Washington St
April Walsh  336-373-4816  nc211data@senior-resources-guilford.org
Some examinees will need to bring laptops to take the exam.

MAY 6, 2015 - Boulder, CO - 10:00 am
Boulder County Area Agency on Aging, 3482 N Broadway
Desiree Firle  303-441-1554  dfirle@bouldercounty.org

MAY 11, 2015 - DeFuniak Springs, FL - 9:00 am
NWF State College, 908 US Hwy 90 W
Cheryl Hall  850-200-4113  halle10@nwfsc.edu

MAY 15, 2015 - Monroe, LA - 2:00 pm
United Way of Northeast Louisiana, 1201 Hudson Ln
Jan Wawrzyniak 318-998-9208  jwawrzyniak@unitedwaynela.org

Did You Know?

‘Topolino’ is the name for Mickey Mouse in Italy.
Lobster blood is colorless but when exposed to oxygen it turns blue.

Quotable Quotes

The less people speak of their greatness, the more we think of it.  - Lord Bacon

Energy and persistence conquer all things.  
- Benjamin Franklin
Accredited Agencies

Twenty-nine I&R programs received their award of AIRS accreditation or reaccreditation in 2014, bringing the total of AIRS accredited organizations to 149. These programs worked very hard for this recognition and AIRS is proud of their achievement and commitment to providing quality I&R services.

Those who are recognized for reaccreditation are listed in green and those in blue are being accredited for the third time. Agencies are listed below in order of accreditation date:

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<thead>
<tr>
<th>State</th>
<th>City</th>
<th>Name and Location</th>
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<tr>
<td>Florida</td>
<td>Jacksonville</td>
<td>United Way 2-1-1/United Way of Northeast Florida</td>
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<tr>
<td>Georgia</td>
<td>Atlanta</td>
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<td>Rochester</td>
<td>211 LIFE LINE</td>
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<td>Texas</td>
<td>Victoria</td>
<td>Golden Crescent AIC &amp; Golden Crescent Area Agency on Aging/Golden Crescent Regional Planning Commission</td>
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<td>Minneapolis</td>
<td>United Way 2-1-1/Greater Twin Cities United Way</td>
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<td>Tampa</td>
<td>2-1-1 Tampa Bay/Crisis Center of Tampa Bay, Inc.</td>
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<td>Beaumont</td>
<td>2-1-1 AIC of Southeast Texas/Southeast Texas Regional Commission</td>
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<td>Battle Creek</td>
<td>2-1-1 Service/HandsOn Battle Creek</td>
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<td>Connect2Help</td>
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<td>Indiana</td>
<td>Yorktown</td>
<td>LifeStream 211/LifeStream Services, Inc.</td>
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<td>Texas</td>
<td>Belton</td>
<td>Central Texas Information and Referral/Central Texas Workforce Board</td>
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<td>Ohio</td>
<td>Columbus</td>
<td>Senior Options/Franklin County Office on Aging</td>
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<td>Montana</td>
<td>Missoula</td>
<td>211/First Call For Help</td>
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<td>Findhelp Information Services</td>
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