TWENTY-TWO I&R PROGRAMS ARE RECOGNIZED WITH AN AWARD OF AIRS ACCREDITATION AT THE 2015 CONFERENCE

CONGRATULATIONS ON THIS OUTSTANDING ACHIEVEMENT!
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.

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Note: 20 agencies submitted their yearbook contributions and are featured on the following pages. We apologize for any errors or omissions that may occur.
AIRS Accreditation is the primary quality assurance mechanism for affirming I&R excellence. It assesses the ability of an Information and Referral program to demonstrate full compliance with AIRS Standards. Accreditation is a multi-phase process that assesses more than 200 distinct components of an I&R services operation and culminates in a detailed onsite review.

AIRS Accreditation is endorsed by national, state and provincial entities as a benchmark for all I&R providers. For 2-1-1 services in particular, it has been designated as a requirement for funding in most states.

Agencies that have been accredited feel that it is well worth the time and cost involved as it allows for review of current I&R center operations and gives them the opportunity to make improvements that benefit both the organization and those it serves.

More than 150 organizations in the United States and Canada have successfully attained AIRS Accreditation and yours can too. It is suitable for organizations of all sizes - some accredited agencies have less than 5 full-time staff.

Whether an I&R program is national or local in scope, comprehensive or specialized in nature, or offered in a nonprofit or government setting, AIRS Accreditation is the best way to demonstrate the overall quality and effectiveness of an I&R service.

AIRS Accreditation benefits the organization, the public, and the human services sector.

For the agency:

- Builds staff confidence because their skills have been validated by an external body.
- Enhances quality assurance and consistency of service levels within your own I&R.
- Helps stakeholders understand and appreciate the professionalism required for I&R.
- Serves as an important criterion in securing and maintaining funding.
- Enables people to reflect on and understand their I&R role and skills during the study process.
- Encourages alignment of staff training resources with the AIRS Standards and Certification process to provide continual service enhancement.

For the public & human services sector:

- Enhances agency quality assurance and service consistency between different I&Rs.
- Improves customer service with increases to staff knowledge and skills.

For more information visit [www.airs.org/accreditation](http://www.airs.org/accreditation) or email charlenehipes@airs.org.
Need more reasons why your agency should be AIRS Accredited?

**AIRS Accreditation provides:**

- Objective evidence of achievement in the areas of service quality and effectiveness, community involvement and organizational stability.
- Demonstrated commitment on the part of your leadership to meeting the highest standards in the field.
- Enhanced credibility in the eyes of the public and your other stakeholders.
- A stronger position in what is emerging as a competitive field. Some funders are requiring national accreditation.
- Expanded access to new markets, government funding and foundation grants.
- Improved protection against legal challenges.
- International recognition by your peers in the I&R sector.
- The AIRS Accreditation Program is operated in alignment with the standards developed by the Institute of Credentialing Excellence.

**AIRS Accreditation involves a three-phase process:**

- A Remote Database Review to ensure that the resource database meets minimum requirements.
- A Consultation Phase during which the I&R service completes and submits required documentation in consultation with a liaison assigned by AIRS.
- An On-Site Review during which a review team assesses the agency in operation and verify that its practices are consistent with the accreditation criteria. At a minimum, the site visit includes a tour of the facility, a meeting with the agency’s volunteer leadership, secret shopper phone calls, and interviews with key I&R staff.
- Following the site visit, a report with a recommendation from the review team is completed and submitted to the chair of the AIRS Accreditation Program for approval and a letter is sent to notify the agency of the results.

Go to [www.airs.org/accreditation](http://www.airs.org/accreditation) to get started.

It is important that you first review your operation against the AIRS Standards and make sure that you have a majority of components already in place because an organization has 10 months from the date of their application to submit their initial documentation. The cost of accreditation is a non-refundable fee of $6,000 USD for AIRS members or $9,000 USD for non-members. These fees include all of the costs of a site visit and may be paid in 2 installments.

But don’t just take our word for it!

**Here’s what others are saying:**

Being an accredited I&R has been a tremendous selling point in many presentations and outreach efforts, including those for fundraising purposes. It has put us in the spotlight positively from local board level on up to state level. I highly encourage accreditation. - Jan Wawrzyniak, United Way 2-1-1 Director, Monroe, LA

Just DO IT! The benefits far outweigh the time invested. Having all required elements in place offers ease in training new staff. In addition it is a great opportunity to engage I&R staff, board/advisory and the community in what we do and how others view us. - Vicki Mize, United Way of Tarrant County, Arlington, TX

This process required staff to make quality assurance a priority, which is essential to our growth as a 2-1-1 center and as professionals as well. We are a higher quality service because of our participation in the accreditation process. - Burlie Williams, Asst. Director, United Way 2-1-1 & Volunteer Center, United Way of Dane County, Madison, WI

AIRS Accreditation gave our staff and board of directors a feeling of pride and accomplishment and the process resulted in better services for the community we serve. - Karen Zangerle, Exec. Director, PATH Inc., Bloomington, IL

The process allows I&R organizations a systematic way of analyzing and evaluating their operations in ways that they have not previously thought of. - Faed Hendry, Manager of Training & Outreach, Findhelp Information Services, Toronto, ON
Headquartered in Bakersfield, California, Community Action Partnership of Kern (CAPK) is Kern County’s federally designated poverty fighting Community Action Agency formed under the Economic Opportunity Act of 1964 to fight the “War on Poverty.” CAPK is one of over 1,000 Community Action Agencies nationwide and has grown into one of the largest nonprofit organizations in the county. CAPK is a private 501(c)(3) designated nonprofit organization with the mission to provide and advocate for resources to empower Kern County residents to become self-sufficient. CAPK is governed by an all-volunteer, 15-member tripartite board of directors who represent the public, private, and low-income sectors of Kern County.

CAPK’s staff of 700 employees annually provides direct services to more than 150,000 low-moderate income county residents of all ages, races, and ethnic backgrounds through the following 11 programs:

- 2-1-1 Kern County
- Head Start
- CAPK Women, Infants and Children (WIC) supplemental nutrition
- Energy (residential weatherization and utility bill assistance)
- CAPK Food Bank
- Volunteer Income Tax Assistance (VITA)
- Migrant Child Care
- East Kern Family Resource Center
- HIV Prevention & Testing
- Friendship House Community Center
- Shafter Youth Center

In January 2007, the California Public Utilities Commission designated CAPK as the 2-1-1 provider for Kern County, and in January 2015 the program received AIRS accreditation.

2-1-1 Kern is the only comprehensive I&R services in the county and operates 24 hours a day, 7 days a week, 365 days a year. The 2-1-1 Kern staff consists of 11 Information & Referral Specialists, most of whom are bilingual in English and Spanish, and is supervised by a program manager.
United Way 211 is a confidential non-emergency helpline for access to health and social services within Lee, Hendry and Glades Counties. United Way 211 helps people connect to community resources that meet the client’s needs. We are available 24/7, 365 days a year. We began operations in August 2003 in Lee County and expanded to Hendry and Glades Counties in November 2004. We received National Accreditation in 2008. Last year we handled over 54,000 calls with an additional 64,000 hits to our website.

Our 211 program is actively engaged in our community through a variety of coalitions, task forces, partnerships and special events. We participate in community activities regarding hoarding, homelessness, hunger, healthcare, income tax preparation and elder abuse and exploitation. We also contract with our local Emergency Operations Center to become the Storm Information Hotline during times of disaster. Most recently we have become an affiliate of the National Help Me Grow program and continue to expand our services based on the needs of the communities we serve.
The mission of ElderSource is to empower individuals to age with independence and dignity by providing leadership, direction, advocacy and support for a comprehensive, coordinated continuum of care. ElderSource is a separate, nonprofit organization, but part of a nationwide network of Area Agencies on Aging and Disability Resource Centers (ADRC). The programs and activities of ElderSource are funded by federal, state and local grants as well as private donations and endowments.

The organization’s responsibilities are to identify the needs of elders and caregivers in our service area; develop plans to meet these growing needs of our aging population; contract with local agencies to deliver services to clients who need help; and provide oversight of the contracts, ensuring good stewardship of funds and quality services.

The ADRC reaches out to more than 12,000 people each year in our service area. The ultimate goal: to help seniors, persons with disabilities and their caregivers find the assistance they need to make the best decisions possible so they can live with dignity and independence.

Some of ElderSource’s programs include:

- **ADRC HelpLine** – often seen as a lifeline for seniors. ElderSource staff receives more than 4,000 calls a month from individuals seeking assistance.
- **Mobile Resource Center** (staff pictured with the MRC) – a field office where staff can be out and about in our community assisting seniors and persons with disabilities to secure benefits in which they are entitled and connect to the programs they need.
- **SHINE** – Serving the Health Insurance Needs of Elders is a federally funded program, coordinated locally by ElderSource. It provides free insurance counseling and information about Medicare, Medicaid, other health insurance, long-term care planning and prescription assistance. SHINE uses a network of trained volunteer counselors.
- **SNAP** – Supplemental Nutrition Assistance Program, commonly known as the food stamp program, helps clients apply, determine eligibility and how to receive food assistance.
- **LGBT** – Care for Lesbian, Gay, Bisexual, Transgender Seniors is an important aspect of ElderSource’s mission. ElderSource connects caregivers and seniors to the resources they need as they age, without discrimination.
- **Care Transitions Coach** - ElderSource currently has a partnership with University of Florida Health offering patients and families a Care Transitions Coach. The purpose is to empower patients and hopefully not have them return to the hospital unnecessarily.
Heart of Florida United Way
2-1-1 Crisis & Referral Line

Heart of Florida United Way’s 2-1-1 Crisis & Referral Line is available 24 hours a day, 7 days a week. Staffed by multilingual trained specialists, 2-1-1 is the largest information and referral center in the state of Florida based on the number of answered contacts.

Contracted with 15 counties, 2-1-1 addresses immediate needs and longer-term assistance necessary for stabilization for individuals and families. The most common requests are for housing and utility assistance, a major need in communities throughout Central Florida. Just last year, 2-1-1 responded to over 200,000 residents.

With the most comprehensive health and social service database in the community, 2-1-1 provides referrals to agencies that provide elder services, financial assistance, health care assistance, child care referrals, and more. 2-1-1 also directs callers to United Way’s in-house Emergency and Homelessness Services (EHS) Division, where over 58,000 tri-county residents facing impending homelessness, hunger and other emergencies received help in 2014.

In case of distress or emotional responses, 2-1-1 specialists are trained in crisis de-escalation, active listening, and empathy techniques in order to assist the caller. All 2-1-1 specialists are trained to provide suicide intervention and counseling to intervene when the situation becomes life threatening.

Since its inception, 2-1-1 has been committed to 100% accessibility, allowing users to connect with help not just by calling, but also by email, text, and chat. 2-1-1 also operates a Twitter and Facebook page which is regularly monitored for client reaching out through social media. By utilizing technology advancements in communication, 2-1-1 can serve more people in the community.
2-1-1 Big Bend operates Helpline 2-1-1, the Florida HIV/AIDS Hotline and the Family Health Line. In addition, the agency answers calls for the National Suicide Prevention Lifeline and other organizations that contract with 2-1-1 Big Bend for hotline services. Help Me Grow (HMG) services were added in November 2014. Helpline 2-1-1 is a blended crisis, information and referral program that serves the eight county Big Bend region of Florida. Lifeline and after-hours programs serve the broader North Florida Panhandle region plus two programs are statewide hotlines. 50,000 contacts on all hotlines are handled each year.

The agency began as a 24/7 crisis “Telephone Counseling Service” in 1970 at Florida State University. In 1976 it was incorporated as a nonprofit agency serving the local region and by 1985 it also began providing services to the entire state through specialized hotline programs.

2-1-1 Big Bend staff members have been leaders at the statewide and national levels serving on FLAIRS and AIRS boards and committees. Locally, the agency is extensively involved in collaborations serving children and people who are homeless as well as a wide range of other networks. We are especially proud of our recent collaborative work with the regional Continuum of Care for homelessness and our partnership with The Kearney Center – a state-of-the-art facility and array of programs that will serve homeless individuals and families.

Agency staff includes 25 paid professionals plus a large number of well-trained hotline volunteers. Last year, 160 volunteers (including interns) worked at the agency providing more than 16,000 hours of donated time. Our volunteer training program is so popular that we usually have twice as many applicants than the 28 slots we have available in each class. Volunteers complete an average of 75-hours of training including supervised hotline counseling before they begin their regular service as hotline counselors. They are expected to provide at least 200 additional hours of service to the agency after they complete training and most do! Most of our paid hotline staff started out as volunteers. More than 3,500 volunteer counselors have been trained by our agency since 1970!
PATH, Inc. began in 1971 on the campus of Illinois State University in Normal, IL. As community needs grew, PATH also grew. We became a crisis line and information and referral line for a 3 county area and had our own office in Bloomington, IL. In 2011, PATH was awarded one of the three pilot 211 programs for the State of Illinois. Over the first year, we were successful in implementing 211, and were awarded the Governor’s Award for Unique Achievement. Since then we have grown to cover 35 counties from the northern tip of Illinois to the southern tip.

PATH’s Crisis/211 Department is run by 8 staff members and nearly 100 volunteers. In addition to our crisis and 211 lines, PATH answers after-hours calls for 4 community mental health agencies, our local sexual assault center, an agency that works with runaway and locked out youth, the State of Illinois APS reporting line; as well as 24 hours a day for the National Suicide Prevention Lifeline. PATH also has programs for individuals and families who are homeless, Adult Protective Services, and services for those 60 and older.

This was PATH’s second re-accreditation by AIRS, and PATH is also accredited by the American Association of Suicidology.

PATH is seen as a central hub for community services in our area. We serve on many committees and groups in the community, and are always brought to the table when improving services or starting new services. We are fortunate to be able to Provide Access to Help 24/7 throughout Illinois.
Northwest Indiana Community Action has been providing Information and Referral to those in need for 50 years. Northwest Indiana Community Action’s 2-1-1 program is part of a larger agency which encompasses the Area Agency on Aging, the Community Action Program and the local Women, Infants and Children (WIC) program.

The 2-1-1 staff believe in our Agency’s mission of “helping people to be independent and advocating for those who can’t”. We are certified SHIP counselors helping those in need of Medicare assistance, disaster preparedness trainers helping people understand disaster preparedness and so much more.
LifeStream Services is a non-profit dedicated to providing services, programs and help to older adults and people with disabilities and their families and caregivers in East Central Indiana. Founded in 1975 under provisions of the Older Americans Act, LifeStream has continually worked to better the lives of people facing challenges to independent living. LifeStream provides a wide array of services that benefit not only seniors and people with disabilities but also those of all ages who find themselves needing direction or assistance to maintain a life of dignity and independence.

LifeStream is the Aging & Disability Resource Center that covers Blackford, Delaware, Grant, Henry, Jay, Madison and Randolph counties in Indiana. The information and assistance department is staffed with two full time I&A Options Counselors. The I&A service is a point of contact for people who need information on health and human service needs.
Central Michigan 2-1-1 has been providing comprehensive Information and Referral via 2-1-1 for 10 years. Central Michigan 2-1-1 is a community partnership of LifeWays Community Mental Health and United Way of Jackson County and several local partners, such as Capital Area United Way, Lenawee United Way, Livingston County United Way, Shiawassee United Way and United Way of Genesee County to provide regional 2-1-1 service to Clinton, Eaton, Genesee, Hillsdale, Ingham, Jackson, Lenawee, Livingston and Shiawassee Counties.

Our first year, we served one county and provided I&R to 15,411 callers; in 2014 we grew to serving nine counties and 98,318 contacts (including various channels of calls, chats and web searches). Our Resource Specialists strive to maintain an up-to-date human service database to ensure our community is connected with quality I&R. During each quarter in 2014, at least 45% of agencies in the database experienced at least an interim update (updates such as hours, funding change, new service, phone numbers, etc).

Within our service area, Central Michigan 2-1-1 works in conjunction with several agencies to provide specialized service including scheduling appointments, additional screening and advanced referral/intake processes in the following focus areas: basic needs, financial stability, income tax preparation, public assistance, mental health, early childhood, housing and specific health and disability conditions.
This year NJ 2-1-1 Partnership is celebrating both their 10 year anniversary and their first AIRS Accreditation! They have come a long way. From a staff of 14 to a present staff of 80+, this organization has worked closely with its United Way Chapters and various state organizations to provide its residents with information, compassion and hope!

In addition to providing information and referral for health and human services, NJ 2-1-1 is the state Addictions Hotline where certified and licensed drug and alcohol counselors screen callers and offer appropriate referrals. This is a result of a partnership with the NJ Division of Mental Health and Addictions. Another state partnership at NJ 2-1-1 is with the NJ Department of Community Affairs. NJ 2-1-1 is the call center for two state utility assistance programs. This involves screening callers for eligibility, assisting with the application process, forwarding complaints and appeals and providing referrals for other utility assistance programs. They also play an important role in screening callers for other programs such as SSVF (Supportive Services for Veteran Families), Kinship and several Homeless Hotlines.

Their involvement in disaster preparation and response was clearly evident in Hurricane Sandy. While the majority of the state was without power, NJ 2-1-1 remained up and running 24/7 throughout the days and weeks that followed the hurricane. Over 85,000 calls were handled within an 8 week period. Currently, NJ 2-1-1 has dedicated call specialist who check status and answer questions about the ReNew Jersey funding programs. They also have VISTA members in the field, assisting Long Term Recovery Groups in several counties impacted by the hurricane. Even three years after the hurricane, they are still playing a critical role in helping their residents navigate a complicated system.

A more recent project that NJ 2-1-1 was invited to participate in is the CDC Flu on Call Hotline. In the event of pandemic, this hotline will be activated. NJ 2-1-1 is one or the original eleven 2-1-1 organizations selected to pilot this system. Call specialists were trained to handle calls by either forwarding calls to triage centers or providing information based on CDC protocol and guidelines. They look forward to their next simulation occurring this September.

The success at NJ 2-1-1 has been largely due to the collaborative relationships that have been developed. Being open and responsive to various state departments such as the Office of Homeland Security, Office of Emergency Management, Department of Children and Families and VOAD has earned NJ 2-1-1 a well-respected reputation. They are committed to maintaining this reputation and will do so by continuing to implement the AIRS standards through their entire organization. Keep up the great work NJ 2-1-1!
FirstLink has been providing telephone support to the community since the 70’s. In October 1970, FirstLink’s HotLine number 235-SEEK began in order to support community members. Now over 40 years later, the HotLine has transformed into the FirstLink 2-1-1 Helpline. Although the helpline had been staffed by volunteers over the decades, currently the helpline is staffed by 20 qualified employees. FirstLink runs an internship program and has 3 to 4 college interns each semester. In 2007 FirstLink joined the 2-1-1 movement as a subcontract for one county in North Dakota and one county in Minnesota. In 2009 FirstLink was accredited by AIRS. In 2010 FirstLink was designated the 2-1-1 provider for the entire state of North Dakota and continued the contract to answer 2-1-1 in Clay County, Minnesota.

FirstLink provides 24 hour services as a member of the National Suicide Prevention Lifeline (NSPL). When someone in North Dakota or Clay County, Wilkin County, and the city of East Grand Forks, Minnesota dials 1-800-273-TALK or 1-800-SUICIDE they will reach FirstLink.

FirstLink also contracts with regional and state organizations to answer their calls after business hours or to complete forms and registrations. Some after-hours contracts include: Abuse and Crisis Centers, Mental Health Mobile Crisis Team dispatch, University Counseling Centers, and Family Service Centers for the National Guard. Some collaborative contracts include: State Insurance Department to complete Medicare Part D Comparison forms and State Department of Emergency Services to complete Special Needs Registry for disasters.
HandsOn Central Ohio inspires, equips and mobilizes people to create meaningful change in their lives and in their community. The agency is the region’s premiere information, resource referral, and volunteer mobilization organization, serving Greater Columbus for nearly 30 years. HandsOn Central Ohio serves more than 500,000 people across 29 Ohio counties each year, by providing community insights, access to critical needs, and volunteer support to provide access to safe and warm housing; nutritious meals; improved academic, social and emotional outcomes for young people; better public health; and to strengthen Central Ohio’s neighborhoods.

Our comprehensive information and referral line provides information on thousands of social service, government and community resources to help find a solution to any need. Free and confidential, 2-1-1 is available throughout Franklin County 24 hours a day, seven days a week and can also be accessed on the Internet via our online database 2-1-1 Online.

Callers can also tap into Foodline, where referral specialists assess callers’ needs- including distance from a food pantry, time of day and pantry preference- and schedule appointments at approximately 70 local food pantries. As the vast majority of Franklin County food pantries require clients to schedule an appointment through HandsOn Central Ohio, our agency acts as the critical entry point to those accessing emergency food. Additionally, HandsOn Central Ohio coordinates taxi transportation for Franklin County Children Services; acts as the central intake for the county’s emergency shelter system; and schedules appointments for free tax preparation assistance during tax season.

Last year, HandsOn Central Ohio linked over 112,000 unique Franklin County residents with emergency food; placed adults into shelter over 5,000 times; scheduled free tax preparation appointments for over 5,000 households; and linked families to critical community resources, such as rent and utility payment assistance, substance abuse counseling, and holiday help over 146,000 times. Additionally, last year for all agency programs, the organization mobilized 6,838 volunteers for a total of 184,404 hours, contributing a value of $3,946,245 to our local community.
The Franklin County Office on Aging (FCOA) is a local government agency under the purview of the Franklin County Board of Commissioners. The FCOA is a mission-driven organization, providing centralized information and access to diverse programs and individualized services for older adults and their families. Through information, referral and service provision, the intent is to help persons age 60 and older maintain their sense of independence, retain good quality of life and avoid or delay the need for institutional care.

The Franklin County Senior Options (FCSO) program has been implemented in this community since January 1993. The services available to older adults include:

- Information, Referral and Advocacy
- Homemaker, Personal Care and Respite
- Home Delivered Meals
- Adult Day Services
- Transportation
- Emergency Response Systems

The concept of "one-stop shopping" is central to the design of FCSO. In all publicity and outreach to the community, including social media, a single telephone number, (614) 525-6200, is provided. Older adults, their families, friends, and professionals wishing to access the system use this number as the “front door.” Services available are the same for everyone, regardless of the location of the participant’s residence in the county. The FCSO phone line is open from 9:00 a.m. to 4:30 p.m. Monday through Friday, with extended hours on Thursday until 7:00 p.m. Senior Options case managers, many of whom are certified Information and Referral (I&R) Specialists in Aging/Disability, answer the line throughout the day. All case managers have at least bachelor’s degrees and many are Licensed Social Workers or Licensed Independent Social Workers.

In addition to the telephone line, referrals from professionals throughout the county are encouraged and accepted. An online account system for referrals from professionals is available, currently with 1,500 active accounts. Hospital discharge planners, mental health case managers, and community organizations take advantage of this effective and convenient method of requesting care for their constituents.
Established in 1969, Community Connection is a standalone, non-profit, charitable organization located in Collingwood, Ontario Canada – a four season resort town along the shores of beautiful Georgian Bay. Community Connection’s mission is to be the most effective gateway to our community’s health, social and disaster services. We believe in the strength of community and creating alliances with people and organizations to affect positive change.

As part of the 211 Ontario Network, Community Connection serves eleven counties with approximately 1.2 million residents in the Central East region of the province. We are proud to serve alongside our Ontario colleagues, who together for the fourth time in the past five years, has received SQM’s World Class Call Centre Award (Highest Customer Service - Government Category). Yahoo!

Community Connection’s data resources team oversees the management of a consolidated human services database with eight data partners located throughout the Central East region, who keep their eyes and ears open for those continually changing resources. Our resource database supplies many customized online directories for agencies and networks.

Disaster and emergency response continues to remain a focus for us, with another major tornado in our region this past year. We maintain a high level of community engagement activities resulting in more concrete relationships with municipalities and good opportunities to participate in their exercises.

In addition to 211, Community Connection is involved in social enterprise activities. These include the operation of a common roof, sharing office space and back office services with six other NGOs; custom data collection and online directories; a specialized health information and referral line; a specialized mental health & addictions information and referral service; intake and prescreening for utilities assistance, Christmas food hampers and back-pack programs.
Almost every minute of the day — up to 1,400 times every day of the year — someone with a personal or social need is being connected to a service that can address that need through one of Findhelp’s four Inquiry Services lines:

Findhelp operates 211, a free three-digit community phone line services in Toronto, York, Durham and across Ontario and offers data services, specialized tools and training to social service professionals and agencies. It was the first 211 in Canada, launching in June 2002.

We also answer Ontario Ministry of the Attorney General’s Victim Support Line, a service connecting victims of crime to a range of services as well as a line for Support Services for Male Survivors of Sexual Abuse. We also operate the Toronto Central Access Withdrawal Management intake service for five Toronto hospitals.

We are able to offer service in 24 different languages that are spoken by our Information and Referral Specialists. We also maintain a robust database, 211Toronto.ca, a website of over 20,000 community, health, social and related government services - a reliable resource for anyone looking for human services in Toronto.

Findhelp is committed to collaborating with other organizations with the same goal of an integrated and efficient I&R network. We have been actively involved in AIRS and InformCanada and this our 3rd time being accredited.
Central Texas 211 Area Information Center

The Central Texas 211 Area Information Center (CT211) has been serving the seven-county Central Texas region since Fall 2002 as one of the 25 Area Information Centers in the Texas network operated by Texas Health and Human Services. The Central Texas region has a population of approximately 450,000 residents.

CT211 is comprised of three partner entities, all governmental in nature: Area Agency on Aging of Central Texas, Bell County HELP Centers, and Central Texas Workforce Board. Although separate, each partner is committed to the central function of operating a 211 service in the region and functioning as part of the Texas state-wide network. Each partner maintains its own identity (policies and procedures) and provides a total of six staff with specific assignments designed to operate the 211 service:

- Area Agency on Aging: provides 2 staff for project, call center, and resource database management; provides physical site for call center.
- Bell County HELP Centers: provides 3 staff for the call center as call specialists.
- Workforce Board: provides 1 staff for administrative oversight and contract management.

CT211 is actively involved in community and cooperative relationships that benefit the region including service planning, funding applications, disaster planning, and other ad hoc projects and studies. Each partner cooperates and collaborates within its sphere of expertise in the community:

- Area Agency on Aging: issues on aging/elder care, disabilities, health care, veterans care
- Bell County HELP Centers: issues on poverty, homelessness, emergency assistance
- Workforce Board: issues on employment, training, adult basic education, youth services, child care, veterans services, economic development.

This unusual partnership model has served Central Texas well because of long-standing organizational relationships. CT211 was first accredited in Fall 2006, and reaccredited in Fall 2014. CT211 is currently in a transition that will shift administrative responsibilities and contract management to United Way of Central Texas (planned partner). The addition of United Way of Central Texas as a partner will further expand the outreach and expertise of CT211.
ALLIANCE OF INFORMATION & REFERRAL SYSTEMS

Middle Rio Grande Development Council
2-1-1 Texas Program

Left to right: Eliseo Martinez, CIRS, Call Specialist, Gloria Perez, CIRS, Call Specialist, Lydia Saenz, CRS, CIRS-A, Database Supervisor, Conrado Longoria, Director of AAA/Disaster Coordinator Back left to right: John Ruiz, Jr., Director of Planning & Operations/2-1-1, Nick Gallegos, MRGDC Executive Director.

MRGDC’s 2-1-1 Texas Program has become a vital part of the Middle Rio Grande’s One Stop Center approach to serving its constituency by directing callers to the right program or agency and underscores the seamless collaboration of the COG’s many departments coming together with other regional agencies to serve the public interest.

The mission of the Middle Rio Grande Development Council has always been to encourage, support and allow local units of government to join and cooperate with one another and with representatives of major economic interest, citizens groups, and groups experiencing economic distress to improve the health, safety, and general welfare of our citizens; assure the integrity of the region’s environment; promote the development of its economy, and to plan for the future development of the region. This year the Middle Rio Grande Development Council will be celebrating its 45th anniversary of existence and will continue to support its mission in order to promote regionalism throughout the nine county region and beyond.

2-1-1 Texas Rio Grande Region Area Information Center
City of El Paso Department of Public Health

2-1-1 Texas Rio Grande Region AIC is located in El Paso, Texas and serves the six counties in far West Texas (Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio). As part of the Texas Information and Referral Network, our call specialists have helped people in need from every corner in Texas. In 2014, we handled over 109,000 calls.

The 2-1-1 Call Center has been housed at the City’s Department of Public Health since 2006. We have eight Information and Referral Specialists (6 full time, and 2 part time), a Resource Manager/Call Center Coordinator, and a part time 2-1-1 Director. All full time I&R Specialists have additional roles besides answering phones. Two serve on a Cancer Prevention Project that connects adults to cancer screening services; one serves as the Outreach Specialist, one serves as the Training Specialist, one serves as the Disaster Specialist, and one serves as a Resource Specialist. Our part time staff is scheduled during peak hours to ensure we meet service levels.

2-1-1 TX RG AIC participates in many special projects. Examples include the Extreme Weather Task Force that assists callers to receive fans in the summer and blankets in the winter and the Go Before You Show campaign that encourages pregnant women to obtain early prenatal care. In addition, staff participates in numerous coalitions throughout the community. Connecting to our community on a professional level and through information and referral for individuals is what drives us to be successful every day.
Permian Basin Workforce Development Board (PBWDB) is one of 28 workforce boards in Texas that was created by state legislation in 1995. PBWDB is responsible for the comprehensive strategic and operational planning, oversight, and evaluation of Federal and State workforce programs in the 17 counties of the Permian Basin. PBWDB has managed, provided oversight, and operated the 2-1-1 Texas Permian Basin program since 2007.

PBWDB Board of Directors is the governing body for all the programs operated by PBWDB, including 2-1-1 Texas Permian Basin. PBWDB currently employs 15 staff, six of which deliver 2-1-1 I&R services in the Permian Basin and has an operational budget of approximately $12.5 million. 2-1-1 Texas Permian Basin has a voluntary advisory council, which provides insight on the needs of the communities served by this program, recommendations for marketing the 2-1-1 services, information regarding the status of their respective programs, and ideas of how their programs can collaborate with 2-1-1.
Who ya gonna call? 2-1-1! United Way of Salt Lake started in 1975 as part of Community Services Council. Over the last 40 years there have been many changes and many faces. From the time “Information and Referral” started we have been a non-profit organization, serving the immediate community and then later covering the entire state of Utah.

Over the years we have worked continuously to build 2-1-1/Information and Referral from a grass roots program to a recognized organization throughout the state of Utah and nationally. Our mission is to “connect Utahns looking to give or receive help to valuable information about health and human services in a simple, confidential, and comprehensive way”. Our Director has a clear vision for 2-1-1 both present and future and is leading us in a positive direction.

Our Operations Team takes approximately 80,000 to 104,000 calls annually. We currently have 7 full-time and 3 part-time staff manning the phones from 8am – 8pm Monday through Friday. However, we are open 24/7 with the assistance of a partnering 2-1-1. These team members work diligently daily to improve the quality of life of Utah residents and empower them to search for answers and solutions to address the life situations they face daily.

Our Projects Team manages various special projects year round. We have various projects we are involved with to provide better and more streamlined services. Some of these projects include the Navigator Program, Special Needs Registry, and Volunteer Income Tax Assistance. There are also many partnerships and collaborations with community organizations and our local and state governments.

We have an outstanding Database Team that gathers and maintains all of our information stored within our database system. Updating and maintaining of the database requires lots of hours, dedication, and creativity. We are always seeking ways to make our data more readily available to the community and organizations.

Lastly our Outreach Team is constantly in the community making connections and building relationships with organizations and individuals. We want to educate everyone about 2-1-1 and the work we do. The staff at United Way of Salt Lake 2-1-1 is a very passionate group of individuals. We have an desire to see people not just survive but thrive. So if you are in Utah and you find yourself in a tough situation… Who ya gonna call? 2-1-1!