
Every year, the AIRS I&R Training Manual is revised to reflect changes to the nature of our work and the expectations of what is involved in providing quality I&R. This publication remains the foundation for training all new I&R Specialists and Resource Specialists. It is also a very valuable aid to prepare existing staff for AIRS Certification examinations.

Here are the key changes for the 2017 edition:
• Updating throughout to reflect the 8.0 edition of the AIRS Standards
• Extensive additions to the Serving Persons with Disabilities and Serving Older Adults sections
• Peer review of the entire resource specialist volume that includes a new sub-section on Taxonomy target indexing
• Expanded material for the Wellness and Self Care section
• Nearly all sections include minor (and sometimes, major) adjustments/edits/additions

Both volumes – Training the I&R Specialist, and Training the Resource Specialist -- are combined in a bookmarked PDF that includes URL links and audio files.

Last year, we included a trainers’ slide-deck in the Platinum package that covered the first seven sections of the I&R Specialist training manual. In response to positive feedback, we have added another new section to this document. And, we have developed a companion piece for the Resource Specialist edition. AIRS Platinum members are free to use this slide-deck as a base and customize to include your own agency-specific material.

AIRS Platinum members automatically receive the two hardcopy volumes of the AIRS I&R Training Manual as a membership benefit. The value of this publication is $450. Not a member at the Platinum level? Contact the AIRS Membership Director at moayad@airs.org to upgrade your current membership, or to purchase copies of the manual.

AIRS I&R Training Manual

Volume 1: Training the I&R Specialist
SECTION 1: THE NATURE OF INFORMATION AND REFERRAL
SECTION 2: INTRODUCTION TO HUMAN SERVICES
SECTION 3: THE I&R PROCESS
SECTION 4: EMPOWERMENT AND ADVOCACY
SECTION 5: CRISIS INTERVENTION/SUICIDE PREVENTION
SECTION 6: FOLLOW-UP
SECTION 7: CONFIDENTIALITY
SECTION 8: VALUES, SELF-AWARENESS AND SELF-DETERMINATION
SECTION 9: RESPONDING EFFECTIVELY TO CHALLENGING CLIENTS
SECTION 10: USING THE RESOURCE DATABASE FOR I&R REFERRALS
SECTION 11: DISASTER AND THE I&R SPECIALIST
SECTION 12: SERVING DIVERSE COMMUNITIES
SECTION 13: SERVING PEOPLE WITH SUBSTANCE USE DISORDERS
SECTION 14: SERVING OLDER ADULTS

SECTION 15: SERVING YOUNG PEOPLE
SECTION 16: SERVING PEOPLE WITH MENTAL ILLNESS
SECTION 17: SERVING MILITARY PERSONNEL AND THEIR FAMILIES
SECTION 18: SERVING PEOPLE WITH DISABILITIES
SECTION 19: SERVING LESBIAN, GAY, BISEXUAL AND TRANSGENDER (LGBT) CLIENTS
SECTION 20: I&R VIA CHAT AND TEXT
SECTION 21: WORKING IN AN I&R CALL CONTACT CENTER
SECTION 22: WELLNESS AND SELF CARE

Volume 2: Training the Resource Specialist
SECTION 1: THE NATURE OF INFORMATION & REFERRAL
SECTION 2: OVERVIEW
SECTION 3: INTRODUCTION TO HUMAN SERVICES
SECTION 4: INCLUSION AND EXCLUSION POLICY
SECTION 5: DATA STRUCTURE
SECTION 6: TAXONOMY INDEXING AND EFFECTIVE SEARCHING
SECTION 7: DATABASE MAINTENANCE
SECTION 8: DISASTER AND THE RESOURCE SPECIALIST
AIRS 2017: Things to do right now!

By Sharon Galler  
AIRS Conference Director

Join us for our annual conference in sunny Tampa, Florida, May 21-24 at the beautiful Tampa Marriott Waterside Hotel & Marina, located right in the heart of downtown Tampa.

Register for the conference

Use the online form at www.airs.org/conference. Both full conference and single day registrations are available.

Hurry and reserve your hotel room by April 14!

We have negotiated a special discounted hotel rate just for you of $179 including all taxes and service fees but the deadline is April 14 (or earlier if all rooms get booked!)

Please call Marriott’s Toll-Free Reservation Center at 888.789.3090 and reference AIRS to receive these special low rates, or for online booking go to https://aws.passkey.com/go/AIRS for regular attendees, and https://aws.passkey.com/go/AIRSGOV for government block (with id).

Complimentary guest room WiFi for Marriott Rewards members and $1.00/day WiFi for non-members. Not a Marriott Rewards member? Sign up for free at www.marriott.com.

Purchase your Networking Evening and Dinner at the Florida Aquarium ticket

A reminder that if you’d like to join in the fun and beauty of the Florida Aquarium while networking with your peers and making new contacts, you must purchase your ticket by May 14. The aquarium requires preregistration and we will not have tickets available for purchase at the conference. The cost is $35 and includes a casual buffet dinner, transportation, and admission to the aquarium. Register for this event by using the online conference registration form.

Plan your trip


Join the Tampa 2017 community on AIRS Networker

Every year we set up a space on Networker to share the latest info about the conference, you can network with fellow attendees, make plans, find out what to see and do in the host city, etc. The easiest way to find it is to log onto Networker, go to the Communities menu heading, then All Communities. Everyone going to the conference is encouraged to join and post relevant content, and we welcome locals (or those familiar with Tampa) to share their insider perspectives and tips.

See you in Tampa!

Other things to do

• Nominate someone for an AIRS Award (see last page of this newsletter)
• Sign Up for a Pre-Conference Intensive (details on page 3)
Pre-Conference Intensive Training

This year, AIRS is offering three conference training opportunities to explore important topics in greater detail. These popular, all-day sessions, known as “The Intensives,” will be held Sunday, May 21st. The sessions run concurrently from 9:00am to 4:15pm, cost $150 each, and preregistration is required. Please indicate on the registration form which Intensive you wish to attend and include the additional payment with your registration fee. Already registered for the conference but now wish to add an Intensive? No problem! Simply use the online registration form to register and pay for the Intensive of your choice.

“Military Cultural Competency for I&R Professionals”
Instructor: Chaplain Captain Paul Lepley, MA, LPC, CAADC

Research shows civilian providers frequently lack understanding of military culture and combat-related experiences, which can create a divide between the service provider and members of the military population. This Intensive is designed and tested specifically for I&R professionals, and helps bridge this gap by increasing your readiness and confidence to assist those who have served.

Chaplain Lepley oversees the Army Substance Abuse Program, Resilience Program, and Suicide Prevention Program for the State of Michigan. He is a Clinical Director for Zero Day Supportive Services, a Substance Abuse treatment facility and Counseling Agency tailored to meeting the needs of Veterans who struggle with homelessness in the Battle Creek area. Chaplain Lepley also serves as the Coordinator for the Star Behavioral Health Providers program in Michigan as well as the Chaplain for the 177 Military Police Brigade. Chaplain Lepley holds a Master of Arts in Biblical Counseling from Grand Rapids Theological Seminary, is a Certified Advanced Alcohol and Drug Counselor through the Michigan Certification Board of Addictions Professionals, and holds many awards and decorations, including the Bronze Star Medal from Combat Operations with a CENTCOM Joint Taskforce in Afghanistan.

“Providing Excellent Frontline I&R Service (previously The ABCs of I&R)”
Instructors: Shye Louis, Faed Hendry

This Intensive is for frontline I&R Specialists who are relatively new to the field, or for more experienced staff who will be taking the CIRS or CIRS-A/D exam. This interactive and participatory session will address the practical application of performance-based competencies, the ‘how-to’ of conducting an effective needs assessment and dealing with a range of client inquiries and types. The session covers all the fundamentals and enhancements involved in providing quality I&R service.

Shye has worked for crisis intervention and information & referral hotlines since 1989. Shye has a Master’s Degree in Counseling and Human Development from St. Lawrence University. She is also certified through Living Works as an ASIST Master Trainer (Applied Suicide Intervention Skills Training) and through AIRS.

Faed is the Manager of Training and Outreach with Findhelp Information Services in Toronto, Ontario. He has delivered hundreds of training workshops related to I&R. He is a Past-President of AIRS, has served as the Chair of the AIRS Standards Committee, and is also an AIRS Accreditation Site Reviewer. He has worked in the field since 1989.

“AIRS Accreditation Secrets to Success: Consultation, Remote Database Review, and On-Site Review”
Instructors: Mary Cooksey, Erin Shilcutt

This Intensive is designed specifically for directors/managers interested in assessing their potential readiness for entering the AIRS accreditation or reaccreditation process. Do you document, follow, and continuously improve your operational plans? Join us as we look at learning/applying project management timing, creating documentation that reflects reality, and getting your organization and your resource database ready for external review.

Mary Cooksey is responsible for leading a public/private collaboration of the United Way of Abilene, City of Abilene, and Texas Health and Human Service Commission. Mary holds a degree in Communications Arts and held a variety of operational, marketing and sales positions for public and commercial television stations in North Dakota and Texas. She now serves on several state and national boards and committees for the advancement of information and referral services.

Erin Shilcutt supervises the maintenance of the resource database, provides operational management support for alignment with AIRS Standards, and manages the program’s website and cooperative relationship portals as 211 Texas A Call for Help Data and Web Services Manager. Erin holds both a CIRS and CRS and was awarded the 2016 Information & Referral Database Specialist Award by the Texas Alliance of Information & Referral Systems. A Bachelor of Arts graduate from Abilene Christian University, Erin also earned a Certificate in Commercial Photography from the Art Institute of Charleston.

Take advantage of these professional development opportunities! Go to www.airs.org/conference to register.
NASUAD: National I&R Center Announces Technology in Practice Contest Award Winners

By Nanette Relave
Director, National I&R Support Center, National Association of States United for Aging and Disabilities

NASUAD’s National Information and Referral Support Center is pleased to announce the award winners for the Technology in Practice: Contest to Identify Promising Practices in the Use of Technology in Aging and Disability I&R/A Programs. The I&R Center launched this contest in February recognizing that technology is both transforming how individuals seek information and playing an evolving role in the delivery and administration of information and referral/assistance (I&R/A) services. The contest was designed to identify promising practices in the use of technology in I&R/A programs serving older adults, people with disabilities, and family and friend caregivers.

- **Resources for Seniors** ([http://www.resourcesforseniors.com](http://www.resourcesforseniors.com)), an Aging and Disability Resource Center serving older adults and people with disabilities in Wake County, North Carolina, was selected for the first place award. Resources for Seniors’ innovative partnership with the North Carolina State University Department of Computer Engineering enabled the organization to cost-effectively design a mobile responsive website and provide better access to resource information in its database, including through a consumer-friendly personal cart system.

- **The University of Massachusetts Medical School**, serving the state of Massachusetts, was selected for the second place award for the MassOptions program ([https://www.massoptions.org/massoptions/](https://www.massoptions.org/massoptions/)) – an online and helpline service to provide simplified access to long-term services and supports. Strong partnerships and investment in technology solutions have produced an innovative technological resource and state-of-the-art website.

- **The Eldercare Locator** ([http://www.eldercare.gov](http://www.eldercare.gov)), a national call center administered by the National Association of Area Agencies on Aging (n4a), was selected for the third place award for its commitment to information technology and analytics. The Eldercare Locator created a staff position dedicated to IT solutions, support, data analytics, and the coordination of resource information.

- **The Northern Kentucky Area Development District** ([http://www.nkadd.org/](http://www.nkadd.org/)) was selected for a special honorable mention for its longstanding commitment to maximizing the use of technology solutions to achieve streamlined, integrated and automated ADRC processes that improve customer service and community access to information and resources.

NASUAD and the I&R Center congratulate all of the award winners! We look forward to highlighting and sharing their innovative practices, partnerships and approaches with I&R/A programs nationwide.

---

**Quotable Quotes**

Life is like a game of cards. The hand that is dealt you represents determinism; the way you play it is free will. - Jawaharlal Nehru

---

**Online Course Spotlight**

**AIRS: Crisis Intervention within Information and Referral**

Information and Referral (I&R) is not a crisis service. Yet I&R practitioners have always and will always need to occasionally handle crisis situations, including suicide calls. This course addresses the skills required to do so and covers all aspects of crisis intervention within an I&R environment. Topics discussed include defining the nature of crisis, the search for coping mechanisms, and the types of crisis generally encountered within I&R. It includes a crisis intervention model and the elements of a suicide risk assessment. The material is primarily geared for front-line staff at I&R services that are responsible for the provision of services delivery to the public. It is not appropriate for crisis specialists but may be a practical primer for other professionals within health and human services. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. **1.5 HOURS - $15**

---

**AIRS has 20 online courses and 8 training packages available 24/7. Visit [airs.academy.reliaslearning.com](airs.academy.reliaslearning.com) or click on the course title for more info.**
New Certification Test Dates

Visit [http://www.airs.org/certification](http://www.airs.org/certification) for all the details, and apply early. Note: Canadian applicants apply to InformCanada.

JUNE 30, 2017 - Randallstown, MD - 10:00 am
Randallstown Community Center - 3505 Resource Drive
Christopher Moore 410-222-4075 agmoor89@aacounty.org
$10 admin. fee due on exam day for AIRS members, $20 for non-members. Test prep course on April 24 from 9 am - 1pm.

November 1, 2017 - Baraboo, WI - 1:00 pm
UW Baraboo/Sauk County A-116 - 1006 Connie Rd.
Maurine Strickland 608-266-4448
maurine.strickland@wisconsin.gov

Congratulations New AIRS Certified Specialists

CERTIFIED INFORMATION & REFERRAL SPECIALISTS
Bramlett, Jeffrey - United Way of Greater Atlanta - Atlanta, GA
Canty, Lauren - United Way of Greater Atlanta - Atlanta, GA
Hill, Carla - 211/First Call For Help- Gadsden, AL
Johnson, Erica - 2-1-1 Maryland United Way Helpline- Baltimore, MD
Jordan, Jacquelyn - United Way of Greater Kansas City- MO
Newton, Jay - 2-1-1 Maryland United Way Helpline- Baltimore, MD
Rautis, Linda - South Plains Assoc. of Governments- Lubbock, TX
Sandberg, Kristina - Greater Twin Cities United Way / LifeWorks-Bloomington, MN
Sanders, Kendra - Greater Twin Cities United Way / LifeWorks-Bloomington, MN
Thomas, Kimberly - United Way of San Antonio and Bexar County-TX
Thomas, Kim - Gr. Twin Cities United Way / LifeWorks- Princeton, NJ
Williams, Jayme - United Way of Greater Kansas City- MO

CERTIFIED I&R SPECIALISTS – Aging/Disability
Beverly, Sylvia - Atlanta Regional Commission, AAA- GA
Binyon, Valerie - CSRA Regional Commission AAA - Augusta, GA
Buchanan, Paige - Aging Resources of Central IA- Des Moines, IA
Christopher, Lisa - Atlanta Regional Commission, AAA - GA
Copeland, Buffy - Area Agency on Aging and Disability, East Tennessee- Wartburg, TN
Dockter, Deborah - AAA Serving Napa and Solano- Vallejo, CA
Dukes, Nekita - Coastal Georgia Area Agency on Aging- Darien, GA
Epperson, Brandie - SE WA Aging and Long Term Care- Yakima, WA
Gerstmeyer, Theresa - Upper Arkansas AAA - Salid, CO
Irish, Jacob - Western Illinois Area Agency on Aging- Rock Island, IL
Jun, Kyung - Sound Generations- Seattle, WA
Lujan, Polo - Illinois Department on Aging- Springfield, IL

Martin, Shannon - Southeastern MN Center for Independent Living-Rochester, MN
Slutz, Michelle - Putnam County Achievement Service- Standard, IL
Stewart, Yolanda - National Association of AAA - Washington, DC
Stillwell, Heather - Southeastern MN Center for Independent Living-Rochester, MN
Treder, Ashley - Southeastern MN Center for Independent Living-Rochester, MN
Vineyard, Mary - AAA Serving Napa and Solano- Vallejo, CA
Wagner, Judith - Southeastern MN Center for Independent Living-Rochester, MN
Williams, LaSharon - Division of Aging & Adult Services- Canton, MS

CERTIFIED I&R SPECIALISTS - Canadian
Brunet, Michelle - 211 Information & Referral Services Association-Dartmouth, NS
Vieu, Sandra - Stoney Creek, ON

CERTIFIED RESOURCE SPECIALISTS
Barretta, Cheryl - First Call 2-1-1- Mansfield, OH
Burgess, Beth - United Way of Vermont / Vermont 2-1-1- Essex Junction, VT
Conway, Christopher - - Orlando, FL
Knust, Callie - United Way of Greater Kansas City- Kansas City, MO
McGinniss, Whitney - Whitney L McGinniss- DECATUR, GA

CERTIFIED RESOURCE SPECIALISTS - Canadian
Cropper, Ben - InformAlberta- Calgary, AB
Demers, Julie - 211 Ottawa Community Information Centre Ottawa-ON

Welcome New Members

**Agency Members**
Community Legal Services of Mid-FL - Sanford, FL
United Way of Southwest Louisiana - Lake Charles, LA
Golden Manor Jewish Senior Services - San Antonio, TX
Brain Injury Association of Virginia - Richmond, VA
United Way of Central Georgia - Macon, GA

**Did You Know?**

The sentence "the quick brown fox jumps over the lazy dog" uses every letter in the English alphabet.

The Grand Canyon can hold around 900 trillion footballs.

All the blinking in one day equates to having your eyes closed for 30 minutes.
Last chance to nominate someone for a 2017 AIRS Award

Each year, the Alliance of Information and Referral Systems, Inc. recognizes individuals or organizations for their contributions to the field of Information and Referral by awarding the AIRS Distinguished Service Award and the AIRS Lifetime Achievement Award.

**AIRS Distinguished Service Award**
The AIRS Distinguished Service Award recognizes individual I&R providers, organizations, groups or corporations for contributions to the field of Information & Referral within their own communities within the past three years.

**AIRS Lifetime Achievement Award**
The AIRS Lifetime Achievement Award honors those individuals whose contributions to the field of I&R, over the course of their career, have made a significant contribution to the advancement of the field of Information and Referral at the national or international level.

Please consider these two awards and nominate the individual(s) or organization(s) that you would like to see recognized for their contributions to the field of Information and Referral.

The AIRS Awards Committee will review the nominations and select the finalists. The AIRS Executive Committee will make the final selection. The awardee(s) will be notified by the Board President or AIRS Chief Operating Officer and honored at the annual meeting during the AIRS Conference.

For details, submission guidelines, and an application form, go to [www.airs.org/conference](http://www.airs.org/conference).

Hurry! Nominations must be submitted by April 14, 2017.

Certification by Location

Ever wondered how many people are AIRS Certified in your state or province? And what the most popular certification types are?

Many thanks goes to Joel Gluck for creating this interactive resource that shows location, certification type, and statistics.

Check it out at:

[https://public.tableau.com/profile/joel.r.gluck#!/vizhome/AIRSCertifications/Dashboard1](https://public.tableau.com/profile/joel.r.gluck#!/vizhome/AIRSCertifications/Dashboard1)