



Bringing People and Services Together

Inside this Issue

AIRS promotes pharmacy status reporting tool.....1

Pharmacy Status Reporting Tool Frequently Asked Questions.....2-3

User-Friendly: Using INTERNET EXPLORER 8 more effectively, Part 2.....4-5

AIRS certifies new specialists.....6-9

Call for nominations - AIRS Board of Directors.....9

A sampling of 211s in the news.....10-12

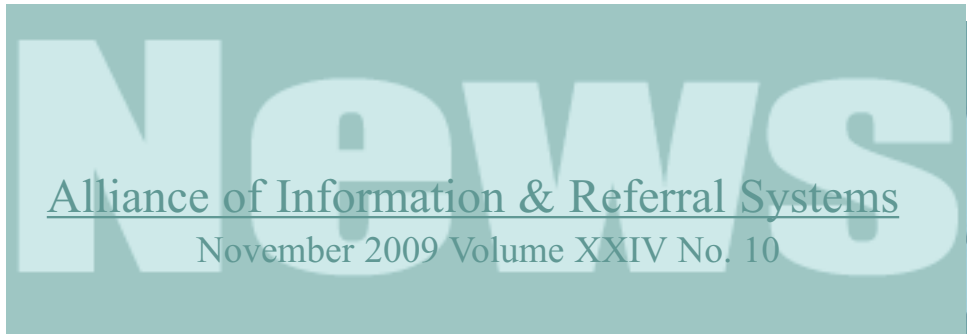
211 Ontario in Canada wins Service Quality Award.....11

Certification Test Dates.....12

AIRS Board Nomination Form.....13-15

Contact Us

info@airs.org
www.airs.org
www.twitter.com/AIRSpIace



AIRS promotes pharmacy status reporting tool

AIRS and United Way World Wide have launched a partnership with Rx Response to help promote their Pharmacy Status Reporting Tool during times of disaster. The Pharmacy Status Reporting Tool will provide information and referral specialists with first-of-its-kind access to information on the closest open pharmacies in a disaster-stricken area.



The goal of Rx Response is to support the continued provision of critical medicines to patients whose health is threatened by a severe public health emergency, including a severe natural disaster, terrorist attack, or pandemic that threatens public health and the normal biopharmaceutical supply system. Rx Response does this through its role as an information-sharing and problem-solving forum for a coal-

tion of biopharmaceutical supply system organizations, disaster relief agencies and local/state/federal government agencies.

The members of Rx Response monitor news media across the United States to identify potential or realized threats to public health and engage as soon as possible. In addition, the program continues to develop new and innovative ways to share information between partners and with the general public, including InfoCenter, an online information-sharing forum, and the Pharmacy Status Reporting Tool, which enables those in affected areas to determine the closest open pharmacy to a specific location.

For a list of Frequently Asked Questions, see pages 2-3.

Officers of the Corporation

*Tim Sylvia, President
Faed Hendry, Vice President
Jamie Moore, Past President
Roberto Armijo, Treasurer
Kathleen McHarg, 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).

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

Hannah Newton,
AIRS Newsletter Editor
PO Box 33095
Portland, OR
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Pharmacy Status Reporting Tool Frequently Asked Questions

1) What is Rx Response?

Rx Response was developed as an initiative of America's pharmaceutical supply system in 2007 to help ensure the availability of medicine to patients during a severe public health emergency. Rx Response acts as a single point of contact for the entire pharmaceutical supply system and federal and state emergency management officials to communicate pharmaceutical needs and other issues which may impact the supply system.

2) Who might find the Rx Response Pharmacy Status Reporting Tool useful?

- ◆ *Anyone who needs medicine in a disaster area*
- ◆ *Emergency rooms, acute care clinics and physicians' offices for patient referrals*
- ◆ *Pharmaceutical distributors and manufacturers*
- ◆ *Emergency management and public health officials*

3) Will my pharmacy be open normal business hours and will they have the medicine I need?

The Pharmacy Status Reporting Tool includes not only operating status information, but also contact information, including address and phone number. With this information, you can call a pharmacy to inquire about hours of operation or the supply of a specific medicine.

4) Can I narrow my search to find a pharmacy in my neighborhood?

Yes. Users can narrow their search by providing information such as a ZIP code or street address within their city, county or state. The reporting tool will automatically compile a list of the nearest open pharmacies based on the address where a person is located. The open pharmacy locations will be provided as an Excel spreadsheet to emergency managers and in map format for emergency managers and consumers on the RxResponse.org Web site.

5) What does it cost to access the Pharmacy Status Reporting Tool?

When activated for a disaster, the Pharmacy Status Reporting Tool is available on the Resources for Emergency Management page of the Rx Response Web site (www.rxresponse.org/em).

Continued on page 3

Friends of AIRS Chair says “Goodbye”

My dear friends and colleagues,

As many of you know, I left my job as Director of Jewish information and Referral Service 1 ½ years ago and loved the field so much that I decided that I wanted to continue attending and training at conferences, be on the Maryland AIRS Board, attend national AIRS Conferences and be the Friends of AIRS Chair. I also continued to deliver training and workshops through my own small information and referral training business.

It has been my pleasure to have met so many of you at those wonderful conferences and Friends of AIRS parties – so much fun over the past 20 twenty years. But the time has come in my life to pursue other happy courses, such as travel, outings with my new husband, building my jewelry business, and visiting 9 grandchildren!!

I can't tell you how many wonderful memories I have of providing service and training to our very special I&R community. I have enjoyed myself immensely putting 200% of myself into my work and receiving back 1,000%.

I am officially resigning as the Chair of Friends of AIRS and I will not be coming to the 2010 AIRS Conference. I have loved all of the conferences I have attended and have thoroughly enjoyed train-

ing and running the Friends of AIRS parties for the last decade. Together we have raised the professional standing of the field of information and referral and I am very proud of my participation in this effort from witnessing the FTC approval of 2-1-1 to developing training that has been incorporated in the field's training manual. The ABC's of I&R is in my blood and no matter what, I am sure I will always find some way to use the principles and philosophy of the field of information and referral in my everyday life.

My colleague and good friend, Francie Kranzberg has offered to take over as the Chair of the Friends of AIRS. I know that she will ensure that the Friends of AIRS continues to raise important scholarship funds through the FOA fantastic party and auction at each conference.

Thank you for your friendship, encouragement and respect. I will truly miss all of all of you and the many friends I have made throughout the country. Please keep in touch as I am only an e-mail (sdoner@verizon.net) or a phone call away (301-530-6704).

Your highly energetic and fun-loving colleague.

Sharon Doner-Feldman

Continued from page 2

7) How does the Pharmacy Status Reporting Tool work?
Rx Response made the assumption that if pharmacies are billing prescriptions to insurance companies, they are open for business. Based on that assumption, Rx Response partnered with the National Council for Prescription Drugs Program (NCPDP) to develop a process to identify pharmacies in the disaster area that are submitting prescription claims. Rx Response then makes this information available through the Pharmacy Status Reporting Tool.

8) Has the Pharmacy Status Reporting Tool ever been tested?

Yes. During the Kentucky ice storms in January 2009, this tool was activated for the first time. Kentucky emergency management officials were very pleased to have the information provided to them about open pharmacies.

9) What else should I know about my medicines in a disaster?

Many people stock up on water, bread, and canned goods in preparation for a disaster, but forget about their medication. Rx Response has developed a tool to help you prepare for your medication needs during a severe public health emergency.

Visit www.RxResponse.org for helpful preparation tips.

User-Friendly: Using INTERNET EXPLORER 8 more effectively, Part 2

By Dick Manikowski
AIRS Journal Editor

This is the second installment. The first installment was published in the September 2009 AIRS Newsletter.

Using Accelerators

IE 8 offers a new set of user configurable tools called accelerators. When I use my mouse to highlight a chunk of text on a Web page, a pastel blue accelerator icon (it looks like a boxed arrow pointing northwest) appears below it.

United Way of Volusia-Flagler Counties
3747 W International Speedway Blvd
Daytona Beach, FL 32124-1011
386 253-0563x228 Fax: 386 253-9517
tsylvia@unitedwayvfc.org

Clicking on that icon brings up a list of my currently installed and active accelerators, one of which is Google Maps. Selecting that accelerator opens a new tab populated with a map showing the location of the address I highlighted.

A wide and expanding range of available accelerators can be found at www.ieaddons.com/en/accelerators/. Check them out. They can save you time and wear and tear on your wrist.

Compatibility View

While IE 8 was heavily tested and is much more standards-compliant than earlier versions, the browser can get confused by Web pages whose developers coded them to interact with earlier IE versions. If a page doesn't seem to be displaying properly in IE 8, click on the compatibility button to the right of the

Continued on page 5



CommunityOS

HUMAN SERVICES ON DEMAND

Get Help. Give Help.

CommunityOS is here to help every day and when you need it most. Formerly known as Tapestry, CommunityOS is your community hub for call intake and referral, community resource libraries, AIRS-compliant reports, case management, and much more.

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www.visionlink.org



Continued from page 4

address bar. The button looks like a torn page.



InPrivate Browsing

Like earlier versions, by default IE 8 tracks sites you've visited, cookies, and form data and passwords (if you've enabled those features).

But if an occasion arises when you want to have that information not be captured, IE 8 has you covered.

Clicking on the new Safety menu option allows you to configure and conduct an InPrivate browsing session.



Information on the Status Bar

Most users don't appreciate the value of the status bar at the bottom of the browser window.

If you want to check on the URL for a link without clicking on the link to open the page (and possibly unleash some kind of drive-by attack), just hover the cursor over the link without clicking on it. The URL will appear on the status bar.

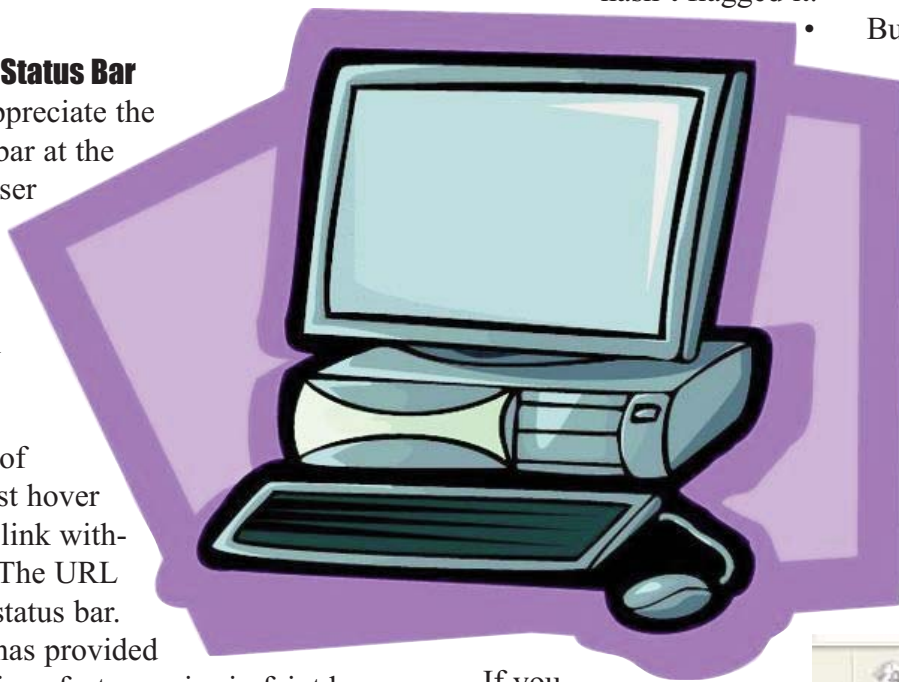
In IE 8, Microsoft has provided quick access to various features via six faint boxes on the status bar to the right of the Internet label.



- The first box would indicate if you were currently working offline.
- Clicking on the second box brings up a menu to allow toggling IE 8's popup blocker on and off and

adjusting its settings.

- Double-clicking the third box brings up the Manage Add-Ons screen.
- If there's an image in the fourth box (as there is in the screenshot above), double-clicking on it will bring up a privacy report listing cookies on the current Web page and whether they were allowed or blocked. (The privacy report icon may instead appear in the fifth box of some IE 8 installations.)
- Double-clicking on the fifth box will force the browser to look for a security certificate for the page.
- Single-clicking on the sixth box brings up a menu to allow the SmartScreen filter feature to be toggled on or off, to check the page against Microsoft's database of suspicious pages (which is done automatically if SmartScreen is on), or to report the page if you think it's suspicious but the database hasn't flagged it.



- But for my money, the most valuable element of the status bar is the magnification control on the far right end. There's a dropdown menu to allow you to select a preset magnification level or to set a custom one, but simply clicking on the current level will toggle it between 100%, 125%, and 150%.



If you change the magnification level on your homepage or any of its tabbed view components, you'll need to update the homepage (Tools | Internet Options | Use Current) in order to save the change. (Bug report—I routinely keep my home page tabbed view pages set at 125% on my laptop, but IE 8 occasionally forgets this and resents them all to 100%. So it goes. I simply reset the magnification level for each tab, then resave the current page.)

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

Aguirre, Gloria - San Antonio Independent Living Services, San Antonio TX
Aynes, Kathryn - 2-1-1 Helpline - Community Service Council of Greater Tulsa, Tulsa OK
Batts, Joye - Heartline Inc, Oklahoma City OK
Beyers, John - United Way of Alaska - Alaska 211, Anchorage AK
Bitzer, Karen - United Way of Anchorage - Alaska 211, Anchorage AK
Boehm, Karen - 2-1-1 East Texas United Way of Tyler/Smith County, Tyler TX
Bott, Margaret - The Aging Disability and Resource Center Green Lake, Marquette, & Waushara Counties, Wautoma WI
Brazil, Jacquelyn - Impact, Inc., Milwaukee WI
Brown, Anna Marie - Aging & Disability Resource Center of the North, Spooner WI
Burns, Dixie - United Ways of Vermont, S. Burlington VT
Canales, Roxanna - Golden Crescent Regional Planning Commission, Victoria TX
Cebrynski, Mary - Cenla Area Agency on Aging, Alexandria LA
Charles, Deborah - Policy Studies Inc, Harrisburg PA
Chavis, Timothy - United Way of Greater Chattanooga, Chattanooga TN
Diaz, Alicia - 2-1-1 East Texas, Tyler TX
Douet, Elgin - Baton Rouge Crisis Intervention Center, Baton Rouge LA
Edwards, Ashlea - Baton Rouge Crisis Intervention Center, Baton Rouge LA
Garcia, Maricela - Community Council of Rio Grande Valley, Weslaco TX
Ghaster, Christy - First Call for Help, Napoleon OH
Gonzalez, Belquis - Policy Studies Inc, Wormleysburg PA
Guyette, Mary - Aging and Disability Resource Serving Calumet, Outagamie and Waupaca Counties, Appleton WI

Harrington, Anna - United Way Tarrant Co, Arlington TX
Harris, Danielle - Heartline Inc, Oklahoma City OK
Jackson, Wanda - 2-1-1 East Texas/United Way of Tyler/Smith County, Tyler TX
Jalloh, Fatmata - 2-1-1 Texas South Central Region, UWCA, Austin TX
Jensen, Lisa - United Way of Vermont, Burlington VT
Johnson, Kima - Policy Studies Inc, Wormleysburg PA
Jurek, Shirley - Golden Crescent Regional Planning Commission, Victoria TX
Landry, Katie - Baton Rouge Crisis Intervention Center, Baton Rouge LA
LaPoint, Kristen - United Way of Greater Chattanooga, Chattanooga TN
Le, Derek - Pathways of Central Ohio, Newark OH
Lilly, Petra - United Way of the Midlands - 211, Columbia SC
Lopez, Emily - Heart of West MI United Way, Grand Rapids MI
Lopez, Roxana - South Plains Association of Governments, Lubbock TX
MacPherson, Ann - Baton Rouge Crisis Intervention Center, Baton Rouge LA
Marstellar, Dorothy - Heartline Inc, Oklahoma City OK
Martin, Christina - City of El Paso Department of Public Health - 211 Texas, El Paso TX
McClendon, Eileen - Racine County Human Services Dept, Racine WI
Morlock, Sandra - United Way Services, Cleveland OH
O'Hearn, Mary - Western Reserve Agea Agency on Aging, Cleveland OH
Olivares, Ana - City of El Paso Department of Public Health - 211 Texas, El Paso TX
Patton, Rebecca - SAFE Haven of Racine, Racine WI
Pope, Alana - Impact, Inc., Milwaukee WI
Rabe, Emily - Impact, Inc., West Allis WI

Continued on page 7

Continued from page 6

Robinson, Jacqueline - Heart of Florida United Way

211 Department, Orlando FL

Rose, Georgina - City of El Paso Department of
Public Health - 211 Texas, El Paso TX

Rowell, Sandra - United Way of Metropolitan Atlanta,
Atlanta GA

Ruckel, Emily - United Way of Greater Toledo,
Toledo OH

Saul, Michele - CONTACT Helpline, Harrisburg PA

Segura, Mary - United Ways of Vermont, South
Burlington VT

Siedschlag, Donna - Aging and Disability Resource
Serving Calumet, Outagamie and Waupaca Counties,
Waupaca WI

Silva, Denise - Pathways of Central Ohio, Newark

OH

Smith, Brent - North Texas Region 2-1-1 Texas,
Wichita Falls TX

Smith, Chantal - SAFE Haven of Racine, Racine WI

Stephenson, Samara - 2-1-1 Helpline - Community
Service Council of Greater Tulsa, Tulsa OK

Tuttle, Amber - Area Agency on Aging of SE Texas,
Beaumont TX

Vargas, Hector - United Way of Metropolitan Atlanta,
Atlanta GA

Volkheimer, Jorene - United Way of Anchorage -
Alaska 211, Anchorage AK

Whapham, Patricia - Western Reserve Area Agency
on Aging, Cleveland OH

Yarborough, Suzanne - First Call for Help Inc,

Continued on page 8



In Focus: I&R Excellence

Annual Training & Education Conference

Continued from page 7

Cleveland OH
Zang, Walter - Pathways of
Central Ohio, Newark OH

**CERTIFIED INFORMATION & REFERRAL
SPECIALISTS - Aging**

Auman, Claudette - Fon du Lac
Aging & Disability Resource
Center, Fond du Lac WI
Avey, Donna - United Way of
Anchorage - Alaska 211,
Anchorage AK
Bailey, Linda - Aging & Disability
Resource Center of the North,
Ashland WI
Bell, Melissa - Prairie Council on
Aging, Jacksonville IL
Bergst, Janice - Aging & Disability
Resource Center of the North,
Washburn WI
Borders, III, Purnell - Illinois
Department on Aging, Springfield
IL
Burton, Darleen - East Central
Area Agency on Aging, Newton
MS
Carlson, Patti - Aging & Disability
Resource Center of the North,
Washburn WI
Carr, Joseph - Aging & Disability
Resource Center - Jefferson COA,
Metairie LA
Castillo-Carbaugh, Margie - Cobb
County Senior Services, Marietta
GA
Cioti, Leslie Ann - Aging and
Disability Resource Center -
Jefferson Council on Aging, Inc.,
Metairie LA
Coleman, Laura - Legacy Link,
Gainesville GA
Condon, Suzan - Central Vermont
Council on Aging, Barre VT
Currin, Johnise - Trident Area
Agency on Aging, Charleston SC

Curry, Diane - Agingn &
Disability Resource Center of
Jefferson County, Jefferson WI
Curry, Jennifer - Atlanta Regional
Commission Area Agency on
Aging, Atlanta GA
D'Angelo, Edward - Information
Center Inc, The Family Resource
Place, Taylor MI
Dodds, Eryn - Lower
Chattahoochee Area on Aging,
Columbus GA
Donley, Christine - Grundy County
Health Dept, Morris IL
Dorsey, Katherine - Calcasieu
Parish Voluntary Council on the
Aging, Inc., Lake Charles LA
Fyle, Edwina - Mid-East
Commission Area Agency on
Aging, Washington NC
Gallo, Paula - Champlain Valley
Agency on Aging, Essex Junction
VT
Goldman, Gloria - Top of Alabama
Regional Council of Governments
(TARCOG), Huntsville AL
Graham-Dixon, Lavonia - Trident
Area Agency on Aging, Charleston
SC
Hankins, Laura - Mid FL Area
Agency on Aging, Gainesville FL
Harris, Cheryl - Georgia DHS -
Department of Aging Services,
Atlanta GA
Hays, Rachel - Prairie Council on
Aging, Jacksonville IL
Hester, Patina - Clayton County
Aging Program/Senior Services,
Jonesboro GA
Hinkle, Joel - Illinois Department
on Aging, Springfield IL
Horton, Makitha - New Orleans
Council on Aging, New Orleans
LA
Jimenez, Jose - Illinois Department

on Aging, Springfield IL
Kim, Hye Young - Center for Pan
Asian Community Services,
Doraville GA
Kim, Moonhee - Center for Pan
Asian Community Services,
Doraville GA
Lenz, Lecia - Aging and Disability
Resource Center of Southwest
Wisconsin, Lancaster WI
Longyhore, Lola - Aging and
Disability Resource Center of
Buffalo, Clark and Pepin County,
Alma WI
Lor, Katelyn - Fon du Lac Aging
& Disability Resource Center,
Fond du Lac WI
Matrille, Rossangie - Atlanta
Regional Commission Area
Agency on Aging, Atlanta GA
Morris, Cassandra - Central
Alabama Aging Consortium,
Montgomery AL
Nichols, Nancy - Senior Services
of Central Illinois, Springfield IL
Pippin, Catherine - Southeast
Tennessee Area Agency on Aging,
Chattanooga TN
Plumlee, Mary - Central Alabama
Aging Consortium, Montgomery
AL
Pyen, Chong - Center for Pan
Asian Community Services,
Doraville GA
Quave, Anna - Terrebonne Council
on Aging, Inc., Houma LA
Robson, Pamela - Prairie Council
on Aging, Jacksonville IL
Thompson, Cassandra - Grundy
County Health Department, Morris
IL
Thorsen, Nancy - Prairie Council
on Aging, Jacksonville IL
Toshner, Nancy - Aging &
Disability Resource Center of

Continued on page 9

Continued from page 8

Jefferson County, Jefferson WI
Truong, Huy-Ngoc - Center for Pan Asian
Community Services, Doraville GA
Walls, Nancy - The Information Center Inc., The
Family Resource Place, Taylor MI
Wells, Debra - Clayton County Aging Program/Senior
Services, Jonesboro GA
Williams, LaRhonda - Illinois Department of Aging,
Springfield IL
Witt, Cynthia - Western IL Area Agency on Aging,
Rock Island IL
Wright, Rochella - Lower Chattahoochee Area on
Aging, Columbus GA
Wyeth, Deborah - Grundy County Health
Department, Morris IL
Zaback, Lisa - Aging & Disability Resource Center -
Jefferson COA, Metairie LA

CERTIFIED INFORMATION & REFERRAL SPECIALISTS - Canadian

Bossmann, Lynne - SpruceGrove Family &
Community Support Services, Spruce Grove AB
Bourassa, Arleen - Alberta Health Services, Calgary
AB
Deering, Dawn - Distress Centre Calgary, Calgary AB
Mazur, Jeannie - Neighbourhood Centre, Toronto ON
McDonald, Gina - Neighbourhood Centre, Toronto
ON

Smith, Lesley - Distress Centre Calgary, Calgary AB

CERTIFIED RESOURCE SPECIALISTS

Amateau, Gigi - RTZ Associates, Richmond VA
Ballard, Deborah - HHSC/211 Texas I&R Network,
Austin TX
Gartman, Dawn - Centralina Area Agency on Aging,
Charlotte NC
Gluck, Joel - Champlain Valley Agency on Aging,
Essex Junction VT
Knox, Betty - Baton Rouge Crisis Intervention Center
United Way 211, Baton Rouge LA
Mitchell, John - Heart of West MI United Way, Grand
Rapids MI
Romano, Lyn - Pathways of Central Ohio, Newark
OH
Smith, David - United Way of Greater Houston, 2-1-1
Helpline, Houston TX
Stephens, Kelly - United Way of Amarillo & Canyon,
Amarillo TX
Tierney, Sara - 2-1-1 Texas South Central Region,
UWCA, Austin TX
Wightman, Haley - United Way Services, Cleveland
OH

CERTIFIED RESOURCE SPECIALISTS - Canadian

Palmer, Alanna - Volunteer Manitoba, Winnipeg MB

Call for nominations - AIRS Board of Directors

The Alliance of Information & Referral Systems (AIRS) is currently seeking nominations for the Board of Directors. The board is looking for individuals committed to the field of information and referral.

The board strives to represent all types of I&Rs and to secure geographical representation from all parts of North America. The board is also working to identify and represent the full diversity, and ethnic

and cultural composition evident in our membership and associated practitioners.

The board meets twice a year, immediately before the annual conference in May/June where new board members receive full orientation on all board procedures and policies, and then again in late October/early November. All members are responsible for covering their own travel, lodging and per diem costs.

If interested please submit an application by December 18, 2009. For questions contact Faed Hendry, AIRS Vice President at fhendry@findhelp.ca; or Charlene Hipes, Chief Operating Officer at (503) 257-3537 or charlenehipes@airs.org

A nomination form is on pages 13-15.

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 newslettereditor@airs.org.

Arkansas

“Arkansas 211 phone service closes, perhaps permanently.”

Arkansas 211's phone service is closed, but the Web site remains online. Launched in the summer of 2008, Arkansas 211 was formerly based in Pine Bluff and in Bentonville and helped connect residents to social service resources. United Way organizations, corporations and private donors had kept Arkansas 211 afloat with \$1.9 million, but when no government entities gave to the organization, the funding disappeared.

<http://www.pbcommercial.com/articles/2009/11/05/news/news1.txt>

California

“H1N1 Calls Overloading County's 211 Call Center.” San Diego County's 211 call center is experiencing a high volume of calls from people requesting H1N1 information. The center's director told 10News the number of calls has not been this high since the 2007 wildfires, and some say the extra calls are causing some problems. In the 10 days after the vaccine's release, they handled nearly 13,000 calls -- almost 50 percent more than the same period in 2008. Dozens of people remain on hold, with wait times almost 15 minutes.

<http://www.10news.com/news/21566916/detail.html>

Delaware

“Delaware residents can now dial 211 for non-emergency, health and social services.” The calls are answered by trained staff to assess callers' needs quickly and refer them to the most appropriate assistance. The 211 service is offered by Delaware Helpline with support from United Way of Delaware, the state of Delaware, and the American Recovery and Reinvestment Act.

<http://www.sussexcountian.com/newsnow/x880801859/Delaware-launches-211-phone-service-statewide>

Kansas

“United Way sees rapid increase in 211 callers.” In the last nine months, 211 has had nearly 20,000 calls from all across the state. In the same time period of 2008, 211 had just over 12,000 calls. In Shawnee County the numbers have nearly doubled, from 480 calls last year to over 900 calls this year.

<http://www.ktka.com/news/2009/nov/09/united-way-sees-rapid-increase-211-callers/>

Maryland

“Maryland's 211 Hotline Gets Federal Support.” Maryland has

received \$800,000 in federal funds for the 2-1-1 program. Calls are answered around the clock every day at four 211 sites around the state, including one in Baltimore. The centers are run by the United Way of Central Maryland. Callers can be connected to 4,200 service providers in Maryland. The centers get around 120,000 calls a year. Sen. Barbara Mikulski had requested the money to make the state's 211 hotline pilot program permanent and is cosponsoring a bill that would provide dedicated funding for such services nationwide.

<http://wjz.com/seenon/Officials.Kick.Effort.2.1328565.html>

Michigan

For the past year, Wexford and Missaukee counties have offered the 2-1-1 service, although the phone number 2-1-1 is not set up due to legal processes, so people must call (877) 211-5253; the number is available 24 hours a day, 364 days a year.

http://www.cadillacnews.com/story_news/?story_id=1212568&year=2009

Missouri

“211 phone service offers help through United Way.” Cathi Miller Harris, president of the Callaway County United Way board of

Continued on page 11

Continued from page 10

directors, said the biggest increase in calls from 211 has been more calls for basic needs. "Calls for food, utilities and shelter have increased about 16 percent since last year and calls for mortgage assistance have increased nearly 60 percent," Harris said. The fast, free and confidential help line is available 24 hours a day, seven days a week throughout Missouri and Southwest Illinois.

<http://www.fultonsun.com/articles/2009/11/23/news/104news04.txt>

New York

"Which way to turn? 211." The 211 hot line was launched in April, and call volume has inched up from 870 calls the first month to 1,050 in October. "More and more people are facing joblessness," said Jill Ordonez, director of the United Way 211 Northeast Region.

"People who have never had to access services before are suddenly finding themselves in dire economic shape."

<http://www.timesunion.com/AspStories/story.asp?storyID=870788>

North Dakota

"211 getting new operator." First Link in Fargo took over operation of 211 from Mental Health America of North Dakota in Bismarck. The Mental Health America of North Dakota has operated 211 for the past five years, but chose to give up its license at the end of October because it could no longer afford to operate the line. First Link is the interim provider until the Public Service Commission designates a new license holder for 211.

http://www.bismarcktribune.com/news/local/article_31812a84-cfcb-11de-bbe5-001cc4c002e0.html

Ohio

"New 211 center a lifeline for needy residents: Trained specialists take phone calls around the clock in Fairfield County." The county's new 211 call center started last month. It's the 21st such call center in the state. Statewide, 45 counties have 211 call centers, including Franklin. They help callers during regular business hours -- 8 a.m. to 4:30 p.m. -- on weekdays

and answering the 211 calls forwarded to their office-issued cellular phones at all hours.

<http://www.tmcnet.com/usubmit/2009/11/21/4494927.htm>

"Greater Cincinnati United Way's 211 line sets call record." United Way of Greater Cincinnati's United Way 211 line received its record 100,000th service call of the year on Nov. 5, the agency said. The line's call volume has more than doubled in the past two years, the agency said, and it already has surpassed the record set in 2008. Last year, the United Way 211 line got 94,767 calls from the region, according to the release. And that was an increase from 70,950 calls in 2007 and 66,642 calls in 2006.

<http://cincinnati.bizjournals.com/cincinnati/stories/2009/11/16/daily16.html>

Ottawa

"Ottawa's 211 service celebrates one year anniversary." "I'm pleased to say that we have had more than 20,000 calls in our first year alone," Julia English, a serv-

Continued on page 12

211 Ontario in Canada wins Service Quality Award

211 Ontario and the Region of Halton, who cooperate on 211 and 311 services, received last week a Service Quality Award of Excellence from Service Quality Measurement Group Inc. (SQM). SQM benchmarks over 400 leading international call centres annually to help them develop world-class customer service.

211 Ontario Services Corporation is proud of its information and referral team for their dedication to helping Ontario's callers. A recent survey of 211

callers discovered that callers will tell about 20 of their friends and family that 211 is the place to find help.

Follow up calls to 400 211 callers proved they were very satisfied with the quality of service they received and the people who answered their call. In addition, an 89% felt they got the information they needed and 81% felt the information specialist went the extra mile to help them find helpful answers.

Continued from page 11

ice coordinator for the Ottawa service of 211. Since the Ottawa 211 service launched on September 19, 2008, it has grown from being available from 70 to 90

hours a week in its first year, with plans to expand further into eastern Ontario in the next few years. It is anticipated that most of the 613 area code will have access to

the 211 service by 2012.

<http://www.emcottawaeast.ca/2009/11/20/news/Ottawa%27s+211+service+celebrates+one+year+anniversary>

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.

JAN. 6 - Trenton, NJ

10 am - Noon

NJ Dept of Human Svcs, 222

South Warren St

Jeanne Cassano (908) 782-4357

helplinehc@comcast.net

JAN. 7 - Walnut Creek, CA

10 am - Noon

307 Lennon Lane

Anthony Thomas (925) 939-1916

anthonyt@crisis-center.org

JAN. 15 - San Gabriel, CA

9 - 11 am

526 W Las Tunas Dr

Laura Mejia (626) 350-1841 x2156

lauram@211la.org

There will be a \$25 administrative fee payable to CAIRS at the door.

JAN. 22 - Pittsburgh, PA

10:30 am - 12:30 pm

United Way of Allegheny Co, 1250

Penn Ave

Anne Walsh Fogros (412) 478-

6731 anwf@aol.com

JAN. 26 - Indianapolis, IN

10 am - Noon

3901 N Meridian St

Lynn Engel (317) 789-8600

lengel@connect2help.org

JAN. 26 - Wayne, MI

10 am - Noon

MPC Bldg. 3850 Second St, Ste 201

Christine Kenzie (734) 727-2062

ckenzie@salink.org

FEB. 5 - Kansas City, MO

10 am - Noon

UW of Greater Kansas City, 1080 Washington

Patt Harvey (816) 559-4670

pattharvey@uwgkc.org

FEB. 11 - Lake Buena Vista, FL

1:30 - 3:30 pm

FLAIRS Conference, Regal Sun Resort, 1850 Hotel Plaza Blvd

Tim Sylvia (386) 366-9070

tsylvia@unitedwayfc.org

FEB. 24 - Iowa City, IA

10 am - Noon

Center for Disabilities and Dev.,

100 Hawkins Dr, Room 120

Jennifer Britton (319) 353-8502

jennifer-britton@uiowa.edu

You will need to bring change for the parking meters - ninety cents per hour.

MARCH 12 - Kansas City, MO

10:00 am - Noon

UW of Greater Kansas City,

1080 Washington

Patt Harvey (816) 559-4670

pattharvey@uwgkc.org

MARCH 18 - Ada OK

1 - 3 pm

Ada Public Library, 124 South

Rennie 2nd Floor

Holly Archer (580) 427-4121 x222

harcher@wilnet1.com

AIRS Board of Directors Nomination Form

We are seeking candidates who may have experience and/or expertise in range of areas. In order to ensure broad and diverse representation on the AIRS Board of Directors we kindly ask that you complete the following information: (This information will be distributed to the membership with the ballots)

Name: _____

Agency: _____

Current Position: _____

Phone: _____ Fax: _____

E-mail: _____

Address: _____

City: _____ State/Province: _____

ZIP/Postal Code: _____ AIRS Membership Number: _____

Are you an active member of your state, provincial, regional or international association?

If so, what is the name of the association? _____

Are you a current officer? _____ If so, what position? _____

When does your term expire? _____

Please identify the following areas of experience and/or expertise. Mark all that apply.

- Organizational development/strategic planning
- Financial Management
- Resource Development
- Database Management
- Legal
- Marketing
- Disaster Preparedness/Emergency Operations
- Training
- Public Policy
- Technology
- Telecommunications

How many years of I&R experience do you have?

What type of I&R does your agency represent? (Aging, Crisis, Military, 211)

What is the approximate staff size of your I&R service?

- Less than 5
- Between 5 and 10
- Between 10 and 20
- More than 20

Please list educational background pertinent to I&R:

Please list other work-related experience:

What specialized skills do you have which could be considered assets if elected to the board?

Please list two references for your nomination to the AIRS board:

Name: _____

Agency: _____

Phone: _____ Fax: _____

E-mail: _____

Address: _____

City: _____ State/Province: _____

Name: _____

Agency: _____

Phone: _____ Fax: _____

E-mail: _____

Address: _____

City: _____ State/Province: _____

NOTE: On a separate sheet, please attach a statement of 50 words or less, indicating why you wish to be an AIRS board member. Also include a recent photograph.

I/We would like the above name to be placed into nomination for the Alliance of Information & Referral Systems board of directors. If elected, he or she plans to be an active member of the board. He or she understands that the board meets twice each year, once at the annual conference and once in October/November. Further, he or she understands that board members are responsible for their own travel expenses.

Nominating party's signature: _____ Date: _____

Nominee's signature: _____ Date: _____

Return this form by December 18, 2009 to Charlene Hipes at: charlenehipes@airs.org
Fax to: (503) 251-8383
Mail to:
AIRS Nominating Committee
PO Box 33095
Portland, OR 97292