



NW-AIRS News

Chair's Report

Dear Members,

I hope you are enjoying the beautiful spring weather and looking forward to summer as I am. I want to make you aware of some conference opportunities and activities that NW-AIRS has been engaged in on your behalf.

Affiliates' Council Update

Currently, a focus of the Affiliates is assisting AIRS with membership recruitment. Membership in AIRS provides an automatic membership in local Affiliates. Membership also provides a discount on the great conferences being held this year – so if you have not already renewed with AIRS, we encourage you to do so. An individual or agency could belong at any level, depending on the services they want from AIRS. Also, AIRS created an Affiliates Council Job Description and asked that each Affiliate approve it. The NW-AIRS Board reviewed and approved it at our March meeting.

Board Recruitment

The Board is actively looking for individuals to join the Board. The Board meets in person twice a year and reimbursement of travel expenses is available. Other board meetings are conducted through a conference calls. We are focusing on recruiting members from specialized I&R organizations. If you are interested in becoming a Board member, please contact me for more details.

2006 Training Conference Opportunities

The 2006 NW-AIRS training conference will be held in Boise, Idaho September 28-29, 2006. See page 2 for the "Save the Date" information. We are working on finalizing workshop sessions and will be posting that information to our website. Check there often the most recent information. We are excited about conference and hope you will be able to attend. The AIRS 28TH I&R Annual Training and Education Conference, "I&R is on the Mooove in Wisconsin" will be held June 4th - 7th, 2006 in Milwaukee, Wisconsin. Check for the details at www.airs.org.

Bylaw Revision

I'm pleased to announce that the revision to our bylaws was accepted by the membership. The Board worked on this in 2005 to bring them up-to-date with current practices. The new bylaws are posted on our Web site.

NW-AIRS hosting the 2009 AIRS Conference?

Charlene Hipes, the AIRS Quality Assurance Manager, brought this item to the board at our March meeting. We reviewed the responsibilities required of a local affiliate that chooses to be the local sponsor. It would be exciting to have the AIRS conference back in the NW; in 1998, the conference was in Portland. The board has until November to decide whether or not they would be interested in taking on this challenge.

Web Site Redesign

If you haven't been on our Web site lately, please take a minute to check it out: www.nwairs.org. It has a fresh new look and will be the major place where we post information about NW-AIRS. For example, our recently revised by-laws have been posted on the site, as well as the current member list and past newsletters.

Let us know if you have comments or suggestions for the Web site or if there are issues you would like the Board to address. Don't forget to breathe.

Best Regards,
Patricia Williams, Chair

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Taking I&R to New Heights



Please Save the Date

28th & 29th, September 2006 - Boise, ID

The 2006 NW-AIRS Conference will provide valuable training for line staff working directly with the public in the field of information and referral/assistance, or working with special populations with a focus on helping them access community services and resources.

Workshop topics planned:

- Cultural Competence
- Self-Care – For Front Line Workers
- Kinship Care
- Accreditation – New Standards & Renewal Process
- Certification Testing
- Dealing With Crisis Callers
- ABC’s of I&R
- Taxonomy
- I&R for All Populations: Aging, Disabled, Child Care, and Military
- And Much More

Sponsored by

NORTHWEST



Northwest Alliance of Information and Referral Systems (NW-AIRS)

Registration and conference information will be posted on the website later this summer www.nwairs.org

2-1-1 Updates

OREGON:

Things are moving forward following the legislature's approval for development of 2-1-1 for all Oregonians. In January 2006, the Oregon 2-1-1 (OR 211) board of directors was expanded to include representation from additional specialized information and referral agencies and geographic areas not previously represented. Additional board development will occur over the next six months.

Also in January, OR 211 received word that the state Department of Human Services had approved a grant for statewide 2-1-1 development. These funds will help with the costs of telephone switching and other infrastructure costs. OR 211 has also submitted its IRS 501(c)3 application and will begin aggressively pursuing additional funding once approval has been granted.

The Family Connections program at Umpqua Community Action Network, which will be the 2-1-1 call center serving southern Oregon, has acquired ServicePoint software and is nearing the completion of its data conversion. They expect to "go live" in stealth mode within the next several months, becoming the second active 2-1-1 call center in the state. The White Bird Clinic is the likely provider of 2-1-1 service in Lane County and has just completed its business plan and is moving ahead with implementation by developing local partnerships.

211info, serving the Portland metro area, has continued negotiations with Verizon on behalf of the statewide system. Other phone companies programmed 2-1-1 into their switches in May 2004. On March 22nd, 211info began using the 2-1-1 dialing code in Clark County, as a part of the first phase of the Washington State 2-1-1 launch. There are plans for 211info to serve additional Washington counties later in the year.

WASHINGTON:

Washington State could not have hoped for a more successful legislative session. The Washington Information Network 2-1-1 (WIN211) secured \$2.5 million of operating funding for 2-1-1 and had clarifying language added to last year's capital budget authorization to assure that 211info, which will serve SW Washington, can access a portion of the \$1 million in capital funds to help build their infrastructure.

The operating fund will allow WIN211 and the eight local call centers to expand 2-1-1 to every county in Washington by the end of this year. Very few 2-1-1 programs in the U.S. have succeeded in securing this level of support from their state government. It's a tribute to the collaborative approach we've taken in Washington—working together has really paid off.

Additionally, four call centers launched 2-1-1 service on February 22. They included Crisis Clinic serving King County, Volunteers of America Western Washington serving five North Sound counties, 211info serving Clark County and People for People serving five counties in Central Washington. Nearly 50% of the state's population is now served by 2-1-1. Our next challenge is working with the remaining call centers to coordinate a 2-1-1 launch that will serve the remainder of the state.

The call centers are routing calls through a centralized telephone/call management system operated by UCN. Meanwhile, the WIN211 Technology Committee is reviewing applications for a permanent telephone/call management solution. A recommendation to the Board is expected in May.

Clear Channel Communications, which operates six radio stations in Washington, created a series of 2-1-1 public service announcements, that aired more than 600 times since the launch. They will continue to develop and air announcements over the next 18 months.

IDAHO:

2-1-1 in Idaho continues to expand. The "Get Help" element of the 2-1-1 service is provided through the Idaho CareLine, a statewide comprehensive call center operated by the Idaho Department of Health and Welfare. The 2-1-1 Call Center is currently handling approximately 14,000 calls per month. The "Give Help" element is provided by United Way of Treasure Valley through its statewide online Volunteer Center website.

In February 2006 the 2-1-1 Idaho CareLine was named the "2006 Organization of the Year" by the Idaho Chapter of the American Academy of Pediatrics in recognition of its dedication and support of the children of Idaho through the 2-1-1 service.

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2006 Budget & Financial Statement

	2006 Budget	Y-t-D
Revenue		
Memberships	1500	2490
Grants	0	
Conference	9250	
Misc.	0	
From Reserves	0	
Total Revenue	10750	2490
Expenses		
AIRS Dues	150	
Incorp/govt Fees	50	54
Board Meetings	200	
Postage/Mailings	100	18
Supplies		
Telephone		
Website Hosting	160	
Website Transfer	180	
Website Redesign	900	940
Travel-Board Mtgs	1000	423
Travel-Affiliates Mtg	1000	
Certification/Trainings	200	
Bank Fees	80	
Misc.		40
Operating Subtotal	4020	1475
Conference-Hotel costs	5200	
Conference -Travel	350	
Conference- Speakers	750	
Conference-Supplies	150	
Conference-Printing/Copy	50	
Conference Other	200	
Conference Subtotal	6700	0
Total Expenses	10720	1475
Net	30	1015
Bank Balance of 4-15-06		\$20,709

NW-AIRS is a 501(c)3 non-profit organization registered in the state of Oregon. Our purpose is to promote excellence in the information and referral profession in the northwest.



Idaho continued

The 2-1-1 Idaho CareLine is working with Verizon Wireless for implementation of the 2-1-1 services and hopes to have final agreements and implementation completed within the next six months. Verizon Wireless is one of the largest cell providers in Idaho and this accomplishment will virtually make the 2-1-1 services universal in Idaho. Other key projects the 2-1-1 service is involved with include development of an Aging and Disability Resource Center in North Idaho, and an application for a grant to expand financial literacy education services through the Coalition for Economic Development. Both projects will be using the 2-1-1 service as their primary entry point for the public to access information and services.

Joint Membership in AIRS and NW-AIRS

When you join AIRS, your agency now gets the added benefit of membership in NW-AIRS. You receive the NW-AIRS newsletter and announcements about our training conferences. NW-AIRS also sponsors certification testing so you will get the latest information about testing opportunities in your area!

Membership fees range from \$50-\$750, so there is an option for agencies of all sizes. Depending on the level of membership, you are eligible for discounts at the AIRS and NW-AIRS training conferences and on accreditation and certification fees! For more information on membership go to www.airs.org

If you aren't on the current membership list, please join today!

AIRS/NW-AIRS Members as of April 2006

211info
939 ARW Family Support
Aging & Adult Care of Central Washington
Aging and Adult Services of North Idaho
Area Agency on Aging, Lewiston, Idaho
Area III Agency on Aging, Weiser, Idaho
Area IV Office on Aging
Area VI Agency on Aging/EISSA, Idaho Falls, Idaho
Behaviorial Health Resources
Child Care Resources
Chinese Information Service Center
Clackamas County Social Services
Community Action Organization
Crisis Clinic
Dallas-Lee Brower
District XI Human Resource Council, Montana
Flathead Co Agency on Aging
Health and Benefits Advisor
Healthy Mothers, Healthy Babies
Help Center, Inc.
Idaho Commission on Aging
Idaho Dept of Health & Welfare
Klickitat Co Senior Services
Labor's Community Service Agency, Inc.
Missoula Aging Service
Montana Dept. of Health and Human Services
Multnomah Co Aging & Disability Services
NAMI Greater Seattle
Northwest Senior & Disability Services
NWRC - NW Regional Council - AAA
Office of Aging & Long Term Care, Kennewick, WA
Olympic Area Agency on Aging
People For People
Pierce Co Aging & Long Term Care
SE ID Council of Governments
SE WA Office of Aging and Long Term Care
Seamar Community Centers
Senior Services of Seattle/King Co.
Stuart Emig
United Way of Kalispell
United Way of Kitsap Co
United Way of Pierce County
Voices of Hope
Volunteers of America Western Washington
White Bird Clinic

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