



NW-AIRS News

www.nwairs.org

Chair's Report

In this issue of the newsletter we highlight upcoming conference information as well as news from the aging network and 2-1-1 call centers in the Northwest.

The NWAIRS Board recently welcomed two new members, Bill Brackin of North Sound 2-1-1 and Nina Dillon of Idaho 2-1-1 Careline. They are also profiled in this issue and we appreciate the addition of their talents and support.

Plans continue for the 2008 NWAIRS Conference "Collaborative I&R Relationships: Creating and Sustaining Links to Community Partnerships" which will take place October 1-3 in Spokane. Currently, applications are being accepted for scholarships to the conference. For information, please visit www.nwairs.org. Instructions for how to apply are located on the Conference page.

We are putting final touches on the conference program and a first look at the agenda is included in this issue. UCN, provider of WIN211's telephone system, has recently agreed to be a conference co-sponsor along with Washington State DSHS Aging and Disability Services Administration. Thanks to Tom Milligan and Aaron Glauser of UCN for their support. A full conference brochure with registration and hotel information will be mailed to members and posted to the website in mid-summer.

I am holding the vision for a dry and sunny autumn. Please bring your walking shoes and plan to join us in Spokane in October.

Julie

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IN THIS ISSUE

Spotlight on NW-AIRS Board Members: Nina Dillon & Bill Brackin.....	2-3
Think Vet!.....	4
Upcoming Events	4
2-1-1 Updates	5
NW-AIRS Conference Agenda.....	6-7
Washington State Aging & Disability I&R/A	7
Oregon State Aging & Disability Update.....	7
NW/AIRS Membership	8

Spotlight on two NW-AIRS Board Members: *Nina Dillon & Bill Brackin*



Nina Dillon has worked as the Program Supervisor of the 2-1-1 Idaho CareLine since October 2007. 2-1-1 Idaho CareLine is a program fully sponsored by the Idaho Department of Health and Welfare, serving the entire state from one centralized call center location. Before working at 2-1-1 Idaho CareLine, Nina worked as the Executive Director of the Women's Business Center (SBA), Regional Program Director for Americorps, and as a Grants/Contracts Officer with the Idaho Department of Health and Welfare. This extensive resume has prepared her for a variety of roles: human service administration, grants management, community partner development, public speaking, process improvement, compliance, personnel (recruitment, management, retention, development, etc.), servant leadership, project management, and more.

Basically, to wear and juggle multiple hats simultaneously! We interviewed Nina about her experience and perspective on her role with 2-1-1.

What are you most passionate about in your role at 2-1-1?

The component of the 2-1-1 Idaho CareLine program that creates the most passion for me is the knowledge that by dialing three easily remembered numbers, our callers have found the portal for access to the community services they are seeking. Prior to becoming involved in the Information and Referral industry, my role personally as an involved community member has been of a matching needs with resources. For years, I joked about my dream of opening an "Answer Store." As supervisor of the 2-1-1 Idaho CareLine program, I feel right at home!

What are some aspects of the Idaho 2-1-1 that are unique?

In 2003, with the great assistance from United Way of Treasure Valley and other private partners, Idaho became the 4th state in the nation to provide 2-1-1 services statewide. From all land lines and major cell phones throughout the state, 2-1-1 rings to the Idaho CareLine, a service launched by Idaho Department of Health and Welfare (IDHW) in 1991. 2-1-1 management and staff work hand in hand with all IDHW programs and community partners, being the initial access point for both State and community sponsored health and human service campaigns.

Tell me a story about a time when you saw 2-1-1 really touch someone's life in a positive way?

Since my experience is so limited, I sought a story from the archives of a long-time 2-1-1 Idaho CareLine I&R agent. This resembles a "Pay it Forward" activity: A senior citizen called when Medicare denied paying for his new glasses. He was upset because his eyesight had changed enough that his old glasses had become ineffective. We referred him to a resource that was able to provide him new glasses at no cost.

Several weeks later, the same gentlemen called us back wanting to donate the money to our program that he would have had to pay for new glasses because we helped him secure them for free. In lieu of accepting his donation, we talked to him about contributing instead through local volunteer opportunities at the senior center or VA hospital in his area.

According to this experienced agent, this is the only time she remembers a caller contacting us with the desire to give something back for the help they received. A very full circle story...

What are your favorite activities when you're not working?

GOOD WEATHER - Camping with my husband, gardening, walking, boating, and biking. INCELEMENT WEATHER - Knitting, crocheting, sewing, digital photo organization (a never ending job) ANYTIME - Spending time with my grown sons and their families.



Bill Brackin is the Program Director at North Sound 2-1-1 in Snohomish County, Washington serving Island, San Juan, Skagit, Snohomish and Whatcom counties.

What are you most passionate about in your role at 2-1-1?

The service we provide to the community and the impact we have on the lives of individual citizens and their families.

What are some aspects of North Sound 2-1-1 that are unique?

Each community is unique. Snohomish County is about 55% urban by population and 45% rural by population. Snohomish County represents over 65% of our population base and over 90% of our call volume at the present time. We have been providing I&R services to Snohomish County for 19.5 years.

As a part of our 2-1-1 service we provide two unique programs in Snohomish County. One is the Special Needs Transportation Hotline. We take about 190 transportation related calls per month. We provide detailed information on the services available, transfer points, schedules, accessibility information, eligibility requirements and more. We often help the caller find the best connections and schedules for their unique needs.

The other special service we provide in Snohomish County is
————— **continued next page**

Community Case Management (CCM). CCM is a program where we interview persons seeking emergency shelter and transitional housing and place them on a web-based countywide waiting list that feeds into 9 shelter-providing agencies. Interviews typically take 10-20 minutes, but a large family with a foreign language may take up to one hour. Another part of CCM is a pot of Rent and Mortgage Assistance money for which we interview prospects and pre-qualify them for assistance.

Skagit County is primarily rural with smaller communities. We have been serving Skagit County with I&R services for over 11.5 years.

There are three distinct communities. Along the Highway 20 corridor east of Burlington is called "Upriver" by locals. It is very rural and very low income. Many of the communities in this area are prone to flooding.

Anacortes, La Conner and the Swinomish Reservation are in a disconnected area from the rest of the County and see themselves more akin to the San Juan Islands than to Skagit County. Within that area is a large food bank and a large sheltering program, yet the city councils think that there is no homelessness in their area.

The bulk of Skagit County is locally called the "Valley." It is a combination of urban (Mount Vernon and Burlington), and very rural. Flooding is often a problem in this area as well.

We just began serving Island, San Juan and Whatcom counties in January of 2006. Each, like Skagit and Snohomish counties, has its own unique communities with their own personalities and issues. We are working with a partnering agency, Opportunity Council, and the United Way in each county to build up a local presence and a local staff person in each county. Thanks to our wonderful web-based database and our off-premise call routing system, we can route calls to them in Bellingham and Oak Harbor, and they can contribute to data maintenance and outreach in the communities that they serve. We also partner with the Bellingham Public Library for data maintenance in Whatcom County.

What was your previous position before working for 2-1-1? What did you learn in that role that prepared you for working with 2-1-1?

I&R is my fifth and final career (I hope!). I graduated from the University of Illinois in 1970 with a major in Geology. I learned a lot about logistics while working for the Geology Department coordinating field trips, and learned a lot about math and logic in my classes. I also became an excellent writer, which has been one of the most important skills that I use constantly.

My first career was working with problem teens in an "Outward Bound" type setting. I learned a lot about communication, problem solving, politics, and people working there. I also did a couple of years more of that later in my life with another agency.

I then became a Recreation Therapist for a mental health facility working with 80 emotionally disturbed and/or autistic children. I used the things I had learned in school and at the previous job, but to those skills I added recreation planning, teaching by doing, and teaching by setting up the environment for discovery. I also gained a huge respect for each individual to discover their own solutions with proper facilitation.

While working there, I started a retail mountaineering store in my home. It grew rapidly, and within a year I resigned from the mental health facility, hired 12 staff, rented a 4,000 square foot store, and was turning over about \$250,000 in inventory a year. This gave me the excellent opportunity to learn a lot about business, organization, hiring, supervising, more logistics, working

with finances, reading financial statements and using that info to manage a business, and much more. I eventually sold my business, but continued to work in that industry for 11 years with a minor 2-year deviation back into recreation and recreation therapy. I also got about 2/3rds of the way through a Masters in Recreation Administration at San Francisco State University. Retail sporting goods eventually brought me to the Northwest in 1981.

By 1983 I was growing bored with retail sporting goods, and after an extensive job search with a personal coach, I decided to get in to the retail personal computer industry. I was there when MSDOS came out and the PC craze began. I actually knew Paul Allen and Bill Gates before they became rich, and used to play multi-user Monopoly with them on primitive networks early in the development of Microsoft. I sold multi-user computers, networks, software, and services for the next 7 years, but I decided that I wanted to get back into social services.

I worked my way into a job with Volunteers of America in Everett in 1988 as their first IT Director, and within a year they had made me the Program Director of the Community Information Line. While working in that role I realized that the job was perfect for a Jack-of-all-Trades like me. I am currently the Program Director of three programs (North Sound 2-1-1, Community Case Management, and SNOTRAC), and I am the Telephone Systems Manager for our agency, Volunteers of America Western Washington. I like to stay busy.

Tell me a story about a time when you saw 2-1-1 really touch someone's life in a positive way?

About a year and a half ago we had severe cold weather and heavy snowfall. An 84 year old woman called us and told us that she lives in a rural area, has had no electricity for over 5 days, and is surviving by burying herself and her cat and dog under a pile of blankets. We found an animal shelter that would temporarily care for her animals, a cold-weather shelter for her, and a volunteer driver who would pick her up. Ultimately she did not want to part with her animals, so she refused the ride and the shelters. We called her every 4-6 hours to check on her, and that seemed to perk her up and give her hope. Finally on the sixth day, her son brought her a generator and got the heat and lights back on in her home. She thanked us profusely for caring and for giving her hope. I often think "hope" is the greatest gift that we give our callers. Just ask the 2-1-1 staff that worked in Monroe, Louisiana during and after Katrina. They will tell you the same thing.

What are your favorite activities when you're not working?

I love travel, photography, creative photography projects, sea kayaking, dancing, music festivals and concerts, cooking, and almost any outdoor activity. My partner in life, Linda, and I share the love of music and travel, and we both love watching good movies. I also love visiting with and playing with my two granddaughters, Kellie and Isabella, and my son, Chris, and his wife, Tina. I also love to get together with friends and family for any reason or no reason whatsoever. I have been coaching and encouraging Linda to go back to college, and she is graduating from Everett Community College this week with an A.A. in Fine Arts. She has been admitted to Seattle University for the next two years on her way to a B.A. in Liberal Arts. I have thoroughly enjoyed watching her blossom as she has progressed. I feel that in a small way I have helped her make that progress, and I get a lot of satisfaction from that.

Think Vet!

ALFIE ALVARADO, DEPUTY DIRECTOR

Washington Department Veterans Affairs

The 2000 census reports more than 670,200 veterans in Washington state. This means that one in nine residents is a veteran. There are also in excess of 60,000 active duty troops and 28,000 National Guard and Reserve members living in our military bases and communities.

The injuries and conditions that veterans sustain as a result of their military service can be visible, but often are deep and invisible. Many veterans who served during the Vietnam War are fighting with several forms of diabetes, cancer, Hepatitis C, and Post Traumatic Stress Disorder (PTSD). Their children may have congenital conditions that have a direct connection to Agent Orange, a chemical used to thin out forests in Vietnam.

Other veterans, particularly those serving in Iraq and Afghanistan, return with conditions or injuries caused by combat or by environmental conditions unique to current deployments. These veterans and some of their family members may be eligible for federal and state medical and financial benefits. Our recent veterans are experiencing both physical and mental health issues such as Traumatic Brain Injury that, when unaddressed, can have profound impact on their families and communities. There are free readjustment, health care, financial, federal claims advocacy and employment assistance services that will make a service member's reintegration to the community and his/her family easier.

When veterans apply for and receive the benefits for which they are eligible, the cost burden shifts from local and state governments to the federal system. This allows for precious resources to be diverted to citizens with more need.

The Washington Department Veterans Affairs is conducting a campaign to identify, educate, and serve veterans, families and community providers on veterans' benefits. Other states have similar agencies that are poised to serve those who are referred or ask for services. We look forward to working with you to engage our citizens to serve as ambassadors who will take this message deep into our communities.

For those who provide client services, it is important to ask their clients if they served in the military or if a member in their household is or was in the military. This simple question can begin the process to connect to a veteran, widow, or other eligible family member with the most extensive network of services in the nation. This, we hope, will ultimately improve their quality of life.

Veterans served and continue serving our country with honor. The conditions and diseases resulting from their service will be treated by the federal government and other state and local programs when our community providers, neighbors and friends refer them to WDVA for services.

For more information or to refer a veteran in or veteran family in need contact the following state agencies:

Alaska Office of Veterans' Affairs:

(907) 428-6016 or <http://www.ak-prepared.com/vetaffairs>

Idaho State Veterans Services:

(208) 334-3513 or www.veterans.idaho.gov

Oregon Department of Veterans' Affairs:

(800) 828-8801 or <http://www.oregon.gov/ODVA/index.shtml>

Montana Veterans Affairs Services Offices:

Local Office Phone numbers on website <http://dma.mt.gov/mvad>

Washington Department of Veterans' Affairs:

(800) 562-2308 or <http://www.dva.wa.gov/>

UPCOMING EVENTS

FRIDAY, JULY 18, 2008

AIRS CERTIFICATION EXAMINATION

10:00am – 12:00pm

211info

621 SW Alder, Suite 810

Portland, OR 97205

EXAMINATION: The examination for AIRS Certification will be offered on Friday, July 18 from 10:00 am – 12:00 noon at the offices of 211info. At this session you will be able to attend any one of the following exams upon official acceptance from AIRS:

CIRS – Certified Information & Referral Specialist

CIRS-A – Certified Information & Referral Specialist – Aging

CRS – Certified Resource Specialist

For an application form and more information visit the AIRS website at http://www.airs.org/aboutairs/about_certification.asp. Please remember—your completed application and all supporting documentation must be received at the AIRS national office no later than thirty (30) days prior to the test date (Wednesday, June 18).

PREP SESSION: 211info and our partner, Clackamas County Social Services Information & Referral, will hold a test prep session on Friday, May 30 from 10:00 am – 12:00 noon at the 211info offices. No registration or advance notice is required.

SPECIAL WARNING: Please note that this session is NOT intended to fully prepare you for the examination. It is not possible to learn or thoroughly review all aspects of being a certified specialist in information & referral during a two-hour session. This session is intended to give you an opportunity to clarify principles or concepts that may still be unclear for you, and to dialogue with others planning to take the test to learn from each other. You should definitely expect to study on your own, in advance and after the prep session.

OCTOBER 1-3, 2008

NW-AIRS CONFERENCE

Collaborative I&R Connections

Red Lion Hotel at the Park

303 W North River Drive

Spokane, WA 99201

The NW-AIRS conference provides an excellent opportunity to refresh existing skills and acquire new knowledge as well as time to network with professional colleagues and old friends. A complete program brochure with registration and hotel information will be sent to members mid-summer. Information will also be available on the NWAIRS website: www.nwairs.org.

2-1-1 Updates

IDAHO:

With appreciation for continued sponsorship from the Idaho Department of Health and Welfare and \$21,270 in funds from the United Way of Treasure Valley Idaho State Employees "We Care" Campaign, the 2-1-1 Idaho CareLine continues to expand partnerships with both public and private human and health service resources. As the main contact for time sensitive campaigns as well as on-going programs and community resources, 2-1-1 Idaho CareLine receives an average of 13,000 calls per month. A few of the most recent team projects include: Free Tax Preparation Sites, Earned Income Tax Credit

promotion, Fit and Fall Senior Exercise program, Residential Radon Testing, Summer Food programs, Fetal Alcohol Warning Program, Recreational Water Illness Prevention, and Skin Cancer Awareness. This ongoing program success would not be possible without the professional, caring expertise of all twelve dedicated 2-1-1 Idaho CareLine I&R agents. Hats are off to the entire staff who weathered major supervisory changes during the last quarter of 2007! Preparation continues for several major internal projects including: resource directory update, web site redesign, physical plant move, personnel cross training, and increased project teaming with the Department of Corrections.

OREGON:

OR 211 has begun a legislative campaign to request state funding for 2-1-1 support in the Oregon 2009 Session. A number of conversations and meetings have been held with directors of state departments, and on May 30 a Pre-2009 Legislative Strategies Breakfast was held in Wilsonville. United Way, government, nonprofit and community leaders from around the state met to consider options and opportunities. Additional grant funding was awarded from the National Network of Libraries of Medicine to help OR 211 coordinate with 9-1-1 and other law enforcement services in the state.

The United Way of Deschutes County and the Partnership

to End Poverty in Central Oregon are coordinating efforts to bring 2-1-1 service to that region. Coordinators are looking at a model that would include local database management, networking and outreach, and a partnership with 211info in Portland to handle the calls. It is possible that service could be up and running early next year.

211Lane.org launched several months ago as the web-based 2-1-1 tool currently serving Lane County. Southern Oregon has begun holding meetings with law enforcement, funders, and other community leaders to advance its plans for a call center based in Roseburg that would serve a multi-county area across the lower region of the state.

WASHINGTON

WIN211 received a state allocation of \$1 million for FY 07-08 and FY 08-09 to operate the 2-1-1 system. This was a significant reduction from the \$2.5 million received for FY 06-07. In order to operate within the funding available, WIN211 is undergoing a re-organization. While all eight centers will remain in the system, two of them, Western Counties 2-1-1 (serving Thurston, Mason, Lewis, Grays Harbor and Pacific counties) and Eastern WA 2-1-1 (serving Spokane, Pend Oreille, Stevens and Ferry counties) will have only a data manager to maintain local resources in the database and to be engaged in outreach. Eastern WA calls will be handled by Greater Columbia 2-1-1 in Yakima and Western's calls will be handled by Pierce County 2-1-1 (Thurston and Lewis) and Peninsula's 2-1-1 (Mason, Grays Harbor and Pacific). With reduced state funding going directly to the call centers to support operations, it would have been difficult for these two call centers to continue without significant state resources. Western Counties' board had already made a decision to withdraw from the system, but they will now be able to continue on this limited basis.

The WIN211 central office is being downsized and staffing is being reconfigured. There will be two staff positions, an Executive Director and a Business/Contracts Manager. Many of the quality assurance functions done by the current Training and Quality Assurance Coordinator will be absorbed by the Execu-

tive Director or handled by the call centers through the Network of Call Center Director's group or Database Manager's group. The training position was funded through a Bill and Melinda Gates grant so the foundation will be approached about this re-allocation of their funds. Additionally, WIN211 will be vacating their office in Renton and staff will be working remotely from their homes and/or from workstations in local call centers. The reduction in central office costs is needed to offset the significant increase in the UCN telephone costs that link all the call centers together. Because of increasing call volume, those costs are projected to increase by \$100,000 in FY 08-09.

At the time of this reorganization the current Executive Director, Dave Riddle, gave notice that he will be resigning June 30th to attend to family matters. Thus, the board is interviewing for an interim Executive Director and hopes to have the position filled very soon.

The call centers have worked cooperatively during this time to recommend this plan, which the board has adopted, to make sure the entire state continues to have coverage, to recognize the importance of the local call centers to their communities, and to live within its means. It goes without saying that this will be a very challenging year for WIN211. One of the greatest challenges will be to secure on-going state funding so the unified system can continue. The board is committed to maintaining a viable 2-1-1 for Washington state.

NW-AIRS 2008 CONFERENCE AGENDA

Collaborative I&R Connections: Creating and Sustaining Community Partnerships
2008 Red Lion Hotel at the Park - Spokane, WA • October 1st – 3rd

WEDNESDAY OCTOBER 1ST

3:30 - 6:00 Registration
5:30 No Host Bar
6:00 Annual Meeting and Dinner

REGISTRATION FEES

(Registration information will be available August 1st on nwairs.org)

Before September 1st	After September 1st
\$180 members	\$200 members late
\$225 non-members	\$250 non-members late

TENTATIVE SCHEDULE

THURSDAY OCTOBER 2ND

7:30 - 8:30 Registration & Continental Breakfast

WORKSHOPS:

8:30 - 10:00

Call Center Best Practices: Panel Presentation and Discussion
 Wanda Smith, Facilitator

Family Caregiving: Families Sharing the Care
 Gail Goeller
 "Coming of Age with Aging Parents..."

Enhancing Information & Referral Skills
 Dana Easterling
 King County Crisis Clinic

10:00 - 10:30

Break Vendors

10:30 - 12:00

Debriefing and Staffing Difficult Calls
 Marisa Kallman
 Therapy in Action

Boomer Nation:
 How Aging Demographics are Shaping Communities, the Workforce and the Marketplace
 Bob Blancato Matz,
 Blancato & Associates

State Veterans Services in Washington, Oregon and Idaho
 Panel Presentation
 Alfie Alvarado
 Wa Dept of Veterans Affairs

12:00 - 1:30

Lunch - Speaker Bob Blancato
 National Perspective on I&R Programs and Policy (**Aging, 211 and ADRC's**)

1:30 - 3:00

Independent Living Philosophy & Assistive Technology
 Patti MacDonald DSHS/ADSA/HCS

Conversations with Challenging Callers
 Pam Sloan
 SMHC/Elder Services

Working with Families and Children
 Marisa Kallman
 Therapy into Action

3:00 - 3:30

Break

3:30 - 5:00

Taxonomy - Demystified
 Kathleen McHarg
 Multnomah County ADS

ADRC's - Lesson's learned from the pilot projects
 Bev Carder
 Pierce Co. Aging & LTC

PTSD and Adjustment Issues affecting Soldiers Returning from Active Duty
 Laurine Marcinkowski
 Fairchild AFB

5:30 - 6:00

No Host Bar Dinner - Entertainment Icebreakers and Networking Time

NW-AIRS 2008 CONFERENCE AGENDA

FRIDAY OCTOBER 3 RD			
7:30 - 8:15	Breakfast		
8:30 - 10:00	Building Resilience and Renewal into Your Work Alison Lord 211info	Beyond Economics: A Conversation about Poverty Dan Jordan Spokane Neighborhood Action Program	AIRS Certification Test Preparation and Review
10:00 - 10:30	Break		
10:30 - 12:00	AIRS Call Center Accreditation Panel Charlene Hipes AIRS	Case Study: UCN & WIN211 Developing Washington's Telephone Network Susan Gemmel - King County Crisis Clinic & Tom Milligan - UCN	Network of Care - Oregon's Aging Database Kathleen McHarg Multnomah Co ADS
12:00	AIRS Certification Examination		

Washington State Aging and Disability I&R/A

Aging & Disability Resource Center Update:

Although Washington state is facing a significant budget deficit, aging and disability advocates continue to be hopeful that the next legislative session will result in funding to expand the Aging & Disability Resource Center (ADRC) program to other areas of the state. Although there would be initial costs to accomplish expansion, ADRC expansion is looked to as a way to reduce future public expenditures in the long-term care arena. Initial costs for ADRC expansion include enhancement of the Senior I&A program to provide services to persons under 60 years of age. This would include community planning and strong coordination with state and local partners; expanded staff training and professional development, and establishment of a statewide online resource directory and client management tool. Cost savings are expected to result from helping individuals pre-plan for and navigate long-term care options; streamlining access to the right help at the right time by leveraging resources with community partners; and reducing duplication of services. Over the next year, the Pierce County pilot site will continue its development. ADSA plans to apply for potential sustainability funds from AoA and CMS.

ADSA's web site has more information related to the current AoA/CMS ADRC grant is at www.aasa.dshs.wa.gov/professional/ADRC; the pilot site web site can be found at www.co.pierce.wa.us/pc/abtus/ourorg/humsvcs/ADRC.htm.

Senior Information & Assistance in Washington State:

Many Washington State Senior Information & Assistance programs have prioritized AIRS certification over the last few years. A recent poll of them indicated that approximately 40% of all Senior I&A Specialists in the state are AIRS certified and three programs require certification for continued employment. Eleven out of 24 organizations that sponsor Senior I&A programs in the state are AIRS/NW-AIRS members. One program is accredited. The State Unit on Aging encourages I&A specialist certification

and AIRS membership to support continual professional development and program quality improvement.

Senior I&A programs around the state utilize a wide range of strategies to build trust, recognition, and understanding of when to contact them. In this and upcoming newsletters, some of these different strategies will be highlighted.

Olympic Area Agency on Aging sponsors the Senior I&A program in Clallam, Grays Harbor, Jefferson and Pacific counties. Mark Harvey, Regional Case Management/Information & Assistant Director, hosts a weekly hour-long radio show in Jefferson County where he highlights topics of interest for older adults and persons with disabilities. He invites other community partners to provide very specific community education about their services, reasons for accessing them, and how the services can improve the lives of people. To listen to some recently aired programs, go to <http://www.konp.com/podcasts> and look for "Mark Harvey's Helpline."

Oregon State Aging & Disability Update

Kathleen McHarg, Resource Specialist at Multnomah County Aging & Disability Services, participated in a workshop at the AIRS conference in Houston in May. The workshop topic is "What Makes a Good Public Website"; five different vendor software products were demonstrated by the panel participants. Oregon's Aging & Disability network uses Network of Care, a comprehensive website targeting seniors and people with disabilities. The website includes local service directories from each of the Area Agencies on Aging in the state. Every agency's service directory uses the same categories and taxonomy terms, which means that it will be possible to create a statewide database of resources in the future.

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Area IV Office on Aging, *Twin Falls*
Asian Counseling & Referral Services, *Seattle*
Behavioral Health Resources, *Olympia*
Child Care Resources, *Seattle*
Chinese Information Service Center, *Seattle*
City of Portland/Multnomah County Information and Referral, *Portland*
Clackamas County Social Services, *Oregon City*
Community Action Organization, *Hillsboro*
Community Action Partnership Association of Idaho, *Boise*
Community Cupboard, *Leavenworth*
Community Voice Mail, *Seattle*
Crisis Clinic, *Seattle*
Department of Health and Human Services (Montana), *Helena*
District XI Human Resource Council, *Missoula*
Fort Lewis Army Community Service, *Fort Lewis*
Help Center, Inc., *Bozeman*
Human Services Council - SW Washington Agency on Aging, *Vancouver*
Idaho Dept of Health & Welfare, *Boise*
Jewish Family Service, *Seattle*
Klickitat Co Senior Services, *Goldendale*
Missoula Aging Service, *Missoula*
Multnomah Co Aging & Disability Services, *Portland*
Neighborhood House, *Seattle*
Northwest Senior & Disability Services, *Salem*
NWRC - NW Regional Council - AAA, *Bellingham*
Office of Aging & Long Term Care, *Kennewick*
Office of the Deaf and Hard of Hearing, *Olympia*
Olympic Area Agency on Aging, *Port Angeles*
Opportunity Council, *Barrow*
Opportunity Council, *Bellingham*
Peninsulas' 211, *Bremerton*
People For People, *Yakima*
Pierce Co Aging & Long Term Care, *Tacoma*
SE ID Council of Governments, *Pocatello*
Sea Mar Community Centers, *Seattle*
Seattle King County Aging & Disability Services, *Seattle*
Senior Services of Seattle/King Co., *Seattle*
Senior Services of Snohomish County, *Mukilteo*
Spokane Mental Health, *Spokane*
United Way of Pierce County, *Tacoma*
Voices of Hope, *Great Falls*
Volunteers of America Western Washington, *Everett*
Washington County Disability, Aging & Veteran Services, *Hillsboro*
Washington Information Network 2-1-1, *Renton*
Washington State DSHS/HCS-State Unit on Aging, *Olympia*
Western MT Area VI Agency on Aging, *Polson*
White Bird Clinic, *Eugene*
WithinReach, *Seattle*