



# NW-AIRS News

www.nwairs.org

## Chair's Report

Dear Members,  
Greetings. I trust each of you solved all the challenges and projects on your "2006 To Do List" and that 2007 thus far has been a quiet, relaxing, well-deserved respite for you. Yeah, right! It is a nice scenario to think about, but not realistic given our line of work. We have seen and heard about lots of changes, new challenges (and a few of the old ones), and some very exciting accomplishments already made within our northwest region. Congratulations to the WIN 2-1-1 partners in attaining statewide 2-1-1 implementation. Other updates follow . . .

### Board Member Recruitment

We need your help to recruit new members for the NW-AIRS Board of Directors. The time commitment to Board activities has been streamlined – four meetings per year, two of which are conference calls and we have funding to assist with travel costs. We need **YOU!** Please contact one of the existing Board members for additional information. Thank you.

### Affiliates Council Update

One focus of the Affiliates continues on membership recruitment and renewal. If you have not yet renewed, please take a moment to do so. Remember there are varying levels of discounts on conference registrations and AIRS products based on which membership level you select. Review the various membership levels and select the one that is most advantageous to your organization. Another exciting opportunity is for you to become active on one of the various committees and/or special projects AIRS is working on. You do NOT have to be on the NW-AIRS Board to share your expertise with AIRS. Get involved and share your talents.

### AIRS Online Training is now Available

In January AIRS kicked off access to the online training benefits available for members. If you have not already checked them out, please do! You will find a track designated for AIRS and will be especially helpful for staff preparing for certification or needing to document their training for recertification. You will find more information on the AIRS web site ([www.airs.org](http://www.airs.org)).

### AIRS Training Conference

The AIRS I&R Training and Education Conference will be held May 6-9 in Jacksonville, Florida. The AIRS conference

is known for the breadth of its educational offerings, with eight tracks, more than 75 workshops, and pre-conference sessions. Register early! For more information, go to the AIRS website at [www.airs.org](http://www.airs.org).

### AIRS Certification Opportunity

There will be an AIRS Certification examination offered in the Portland area in April – the deadline to register with AIRS is March 19. The details follow:

**Test Date: April 20, 2007 • 10:30 am – 12:30 pm**  
**Test Site: 211info • 621 SW Alder, Suite 810,**  
**Portland, OR 97205**

There will be a study session on March 2 from 10:30 am - 12:30 pm at the same location. If you are interested in joining the study session, please contact Molly Cunningham at Clackamas County Social Services, [MollyC@co.clackamas.or.us](mailto:MollyC@co.clackamas.or.us) for more information. A test is also planned for this summer in Seattle. More information will be available in the next newsletter.

### 2009 AIRS Conference

Following the encouragement voiced at our 2006 Fall conference, NW-AIRS applied to host the 2009 AIRS conference. The next step in the process was for AIRS to solicit bids from the local Convention & Visitors Bureaus. Unfortunately, there were no successful bids submitted to AIRS from our tri-state area. We are disappointed we could not help bring the conference closer to our members – but the stars did not align in the Northwest.

Don't forget to breathe. Hope to see you in Jacksonville in May!

Best Regards,  
Patricia Williams, Chair

### In This Issue

Supporting Military Families .....	2
2-1-1 Updates .....	3
Budget & Financial Statement .....	4
2007 NWAIRS Membership .....	4
Board of Directors .....	5
2007 AIRS I&R Training & Education Conference.....	5

# Supporting our Military Families *Combat Stress and Re-entry Issues*

At the September 2006 NW-AIRS Training Conference, Gary Strickland, Community Readiness Consultant at Mountain Home Air Force Base, Idaho, shared valuable information regarding assistance available for soldiers returning from combat to help them successfully reintegrate with families and communities. Because this issue has a broad impact on our communities and the Information and Referral profession, the following tips are provided.

## What is combat stress?

Combat stress disorder results from wartime combat or similar experiences (also called battle fatigue, shell shock, or war neurosis). If the symptoms are not resolved in about 4 weeks, it may turn into a much more serious problem call PTSD (Post Traumatic Stress Disorder).

## What is the Department of Defense doing about it?

- Pre and Post deployment briefs
- Early intervention
- Maintaining records
- Post referral to mental health services
- Giving each returnee a change to re-tool and re-configure
- Cross training of Army, Air Force, Navy, Coast Guard, and Marine with skills necessary for recovery of military members

## Are all soldiers accessing this help? No.

The following are the primary reasons noted:

- “It might hurt my military career”
- “It makes me seem weak”
- “My friends will call me yellow”
- “I’m just am not going. I don’t need it.”

## Common signs of combat stress include:

- Tension head and back aches, trembling, fumbling, and jumpiness
- Pain in old healed wounds before combat
- Pounding heart; rapid breathing
- Upset stomach, vomiting, diarrhea, frequent urination
- Fatigue, weariness, distant, haunted stares
- Anxiety, worrying, irritability, swearing, complaining
- Bad dreams, grieving, feeling guilty
- Anger at self or unit, losing confidence in self/unit
- Hyper vigilant, keyed-up, anxious, distant, withdrawn.

## Tips for teaching a family to give support include:

- Give them some space
- Lend an ear
- Recognize things are different
- Understand your vet’s need to spend time with war buddies
- Expect a period of adjustment
- Get information and learn about combat stress and PTSD
- Get Help!

## Where can help be obtained?

- Contact your local Veterans Administration Medical Center and/or local Vet Centers ([www.va.gov](http://www.va.gov)/click on “Find a Facility”)
- Use anonymity programs if member is fearful of stigma ([www.militarymentalhealth.org](http://www.militarymentalhealth.org))
- Each Branch of the Service has an intervention treatment program. Call your local military base Family Support Center for more information.
- Military OneSource provides a web site and a worldwide, 24/7 information and referral telephone service to ALL active, Guard and Reserve Soldiers, deployed civilians and their families. These services are provided at no cost. Dial 1.800.342.9647 or online [www.militaryonesource.com](http://www.militaryonesource.com)

*Article taken from Combat Stress Reactions, by Gerri Warden, Navy Fleet and Family Support Center, Pascagoula, MS. June 2006 Presentation at the AIRS Annual Conference.*

## September 2006 Training Conference Wrap Up

The Northwest Excellence Taking I&R to New Heights training conference held in Boise, Idaho was well received and attended by almost 90 individuals throughout our tri-state area. Seventeen different sessions were held during the 1.5 day conference. Thank you for taking time to complete the conference evaluation forms. The evaluations were very positive, provided valuable feedback for presenters, and ideas we can use in planning efforts for the 2008 conference to be held in Washington State. Financially, the conference was also very successful and resulted in around \$4,000 profit for our Affiliate. We also wanted to congratulate those who took the AIRS certification test – seven individuals successfully tested and received their AIRS Certification. Great Job!!

### 2-1-1 Updates

#### OREGON:

At an Oregon 211 Board planning meeting on November 1, 2006 participants agreed that professional level staffing will be needed to move forward towards our goals. Participants envisioned an Executive Director type role. Key roles for the professional staff position would include: development of funding sources; supporting regional development; building partner relationships; providing leadership skills usually found in an Executive Director; Board development; helping to build advisory task forces; providing a link to the government and legislative sector.

We have secured a commitment from the United Way of the Columbia-Willamette to serve as an administrative home for a staff person and office. In addition the Salem United Way is open to the idea of providing a desk to such a staff person. The board will continue to meet and strategize ways to secure funding for this effort.

#### IDAHO:

2-1-1 calls in Idaho continue to average around 14,000 calls per month. Fall of 2006 Verizon Wireless implemented 2-1-1 dialing for their customers. which greatly increases the availability of 2-1-1 coverage throughout Idaho. The 2-1-1 Idaho CareLine also implemented a new web site. A new feature on the site, the e-Library, includes a vast array of articles on common issues/topics with links to additional information and local resources. The online resource database is still available for searching as well as an improved mechanism to update or add new programs in the database.

Once again, this year 2-1-1 is working with partner agencies around the state to promote sites where families can have their 2006 taxes prepared at no cost and/or to access information on EITC.

#### WASHINGTON:

2-1-1 is now statewide in Washington! Effective January 2007, Eastern Counties 2-1-1 and Western Counties went live. It has long been a goal that every Washington resident have access to 2-1-1 services. In 2006, 2-1-1 call centers responded to more than 156,000 calls and gave more than 260,000 referrals. Also, there are two call centers, King County 2-1-1 and 211info, (serving southern Washington) who have 24/7/365 service for their regions. All calls are routed through a coordinated telephone call management system that directs them to the correct 2-1-1 center. Currently, this is for landline calls, but WIN211 has agreements with cell carriers to support 2-1-1 service by this spring!

Additionally, 7 of the 8 call centers are using the Resource House application for their databases. In mid-March, the web-version of Resource House will “Go Live” so the public will have access to statewide resources. (Work is being done on building a “bridge” between Resource House and Iris, used by 211info). WIN211 is asking the WA State Legislature for an \$8 million appropriation for the biennium to enhance the system, provide 24/7/365 statewide coverage, and support the expected increase in call volume. 2-1-1 Lobby Day was March 1st and there were more than 65 people in Olympia talking with legislators about the benefits of 2-1-1.

One of the strengths of the Washington 2-1-1 system is the Network of Call Center Directors that meets monthly to discuss issues that impact all call centers. Their goal is to create standardized policies and procedures that will ensure a quality experience for the caller, no matter which call center responds. There are a myriad of details that need to be discussed to arrive at consensus, but the group is very dedicated and effective. Their work is already paying off for the system as they agreed on the minimum caller data set to be collected by all centers. A subcommittee of staff involved in the resource database is also busy making technical recommendations about those issues. Funding from the Bill and Melinda Gates Foundation has enabled WIN211 to hire a full time Training and Quality Assurance Manager to guide these activities. As a result there is a statewide training plan and funding for each call center to do training specific to their needs. WIN211 is laying a solid foundation for a quality service.



## 2007 Budget & Financial Statement

	2006 Budget	Y-t-D (25-Sept)	2007 Budget
<b>REVENUE</b>			
Memberships	1,500	2,850	3,000
Grants	0	0	0
Conference	9250	12,330	0
Misc.	0	0	0
From Reserves	0	0	0
<b>Total</b>	<b>10,750</b>	<b>15,180</b>	<b>3,000</b>
<b>EXPENSES</b>			
AIRS Dues	150		150
Incorp/govt Fees	50	50	50
Board Meetings	200	54	500
Postage/Mailings	100	18	100
Supplies			40
Telephone			
Website Hosting	160		160
Website Transfer	180		
Website Redesign	900	940	200
Travel-Board Mtgs	1,000	423	500
Travel-Affiliates Mtg	1,000	500	1,200
Certification/Trainings	200		
Bank Fees	80		
Misc.		105	100
<b>Operating Subtotal</b>	<b>4,020</b>	<b>2,090</b>	<b>3,000</b>
<b>CONFERENCE COSTS</b>			
Hotel costs	5,200	7,714	
Travel	350		
Speakers	750	695	
Supplies	150		
Printing/Copy	50	47	
Entertainment	0	160	
Equipment	200	2,070	
<b>Conference Subtotal</b>	<b>6,700</b>	<b>10,686</b>	<b>0</b>
<b>Total</b>	<b>10,720</b>	<b>12,776</b>	<b>3000</b>
<b>Net</b>	<b>30</b>	<b>2,404</b>	<b>0</b>

## 2007 NWAIRS MEMBERS

211 Info - *Portland OR*  
Aging & Adult Care of CW - *E Wenatchee, WA*  
Area Agency on Aging - *Leviston, ID*  
Area Agency on Aging of North Idaho - *Coeur d'Alene, ID*  
Area III Agency on Aging - *Weiser, ID*  
Behaviorial Health Resources - *Olympia, WA*  
Child Care Resources - *Seattle, WA*  
Chinese Information Service Center - *Seattle, WA*  
Community Action Organization - *Hillsboro, OR*  
Community Cupboard - *Leavenworth, WA*  
Community Voice Mail - *Seattle, WA*  
Crisis Clinic - *Seattle, WA*  
Dallas Brower - *Barrow, AK*  
District XI Human Resource Council - *Missoula, MT*  
Health and Benefits Advisor - *Meridian, ID*  
Healthy Mothers, Healthy Babies - *Seattle, WA*  
Help Center, Inc. - *Bozeman, MT*  
Idaho Dept of Health & Welfare - *Boise, ID*  
Jewish Family Service - *Seattle, WA*  
Klickitat Co Senior Services - *Goldendale, WA*  
Missoula Aging Service - *Missoula, MT*  
Multnomah Co Aging & Disability Services - *Portland, OR*  
Neighborhood House - *Seattle, WA*  
Northwest Senior & Disability Services - *Salem, OR*  
NWRC - NW Regional Council - AAA - *Bellingham, WA*  
Olympic Area Agency on Aging - *Port Angeles, WA*  
Peninsulas' 211 - *Bremerton, WA*  
People For People - *Yakima, WA*  
Pierce Co Aging & Long Term Care - *Tacoma, WA*  
SE ID Council of Governments - *Pocatello, ID*  
Senior Services of Seattle/King Co. - *Seattle, WA*  
Senior Services of Snohomish County - *Mukilteo, WA*  
Spokane Mental Health - *Spokane, WA*  
United Way of Pierce County - *Tacoma, WA*  
Voices of Hope - *Great Falls, MT*  
Volunteers of America Western Washington - *Everett, WA*  
Washington Information Network 2-1-1 - *Renton, WA*  
Washington State DSHS/  
HCS-State Unit on Aging - *Olympia, WA*  
Western MT Area VI Agency on Aging - *Polson, MT*

NORTHWEST



## BOARD OF DIRECTORS

The board shall be representative of the region at large and include rural and urban agencies. Directors of the corporation must be members of **NW-AIRS**. Not more than two agency representatives from any one agency may serve on the board, in any capacity, in any given term. Directors shall be elected for two year terms and may serve three consecutive terms, or six years.

### Executive Board

**Patricia Williams**, President (10/06 to 10/08)

Executive Committee  
Newsletter Committee  
Idaho CareLine  
1720 Westgate Drive Ste. A.  
Boise, ID 83704  
Tel: (208) 287-1020  
Fax: (208) 334-5531  
E-mail: [williams@dhw.idaho.gov](mailto:williams@dhw.idaho.gov)

**Julie Johnson**, Vice-Chair (10/06 to 10/08)

Membership Committee  
Northwest Regional Council  
600 Lakeyway Drive  
Bellingham, WA 98225  
Tel: (360) 676-6749  
E-mail: [JohnsJA2@dshs.wa.gov](mailto:JohnsJA2@dshs.wa.gov)

**Wanda Smith**, Secretary (10/06 to 10/08)

People for People  
302 West Lincoln Avenue  
Yakima, WA. 98903  
Tel: (509) 248-6726  
E-mail: [wsmith@pfp.org](mailto:wsmith@pfp.org)

**Jeri Shumate**, Treasurer (10/05 to 10/07)

211info Executive Director  
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### Board of Directors

**Mary Kelly** (03/05 to 03/07)

Army National Guard, Family Support  
Unit 116th CAV BCT  
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**Mary Blalock** (10/06 to 10/08)

Crisis Clinic  
1515 Dexter Ave North, Suite 300  
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E-mail: [mblalock@crisisclinic.org](mailto:mblalock@crisisclinic.org)

### How To Contact Us

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#### **SECRETARY**

**Wanda Smith** (10/06 to 10/08)

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## 2007 AIRS I&R Training and Education Conference



**I & R's Breath of Fresh Airs! Register Now!** for the 2007 AIRS Training & Education Conference May 6-9, 2007, Hyatt Regency Hotel, Jacksonville, Florida  
Click [here](#) for the Conference Registration (for more information and for mailing and faxing your registration) or opt for online registration and payment:

<http://www.condorregistration.com/airs>

**SPECIAL EARLY BIRD RATES AVAILABLE UNTIL MARCH 28TH!**

**Join the Alliance of Information & Referral Systems for the 29th Annual I&R Training and Education Conference, hosted by Florida AIRS (FLAIRS)**