

# NW-AIRS News

Spring 2011

## NORTHWEST



## Letter from the President

On behalf of the NWAIRS Board of Directors, I want to thank you for your memberships and your contributions to the growth and development of information and referral services in our region. This is my first message as your President and I am very excited about the next two years.

NWAIRS also wants to encourage all members and I&R agencies to AIRS-certify their staff. AIRS website provides several online training opportunities to prepare staff for taking the certification exam.

Individuals can sign up for testing via the AIRS website; NWAIRS offers certification testing opportunities at its biennial conference, and at other locations throughout the year. If you are interested in hosting an AIRS certification exam, please contact me and I will be happy to help you with the process.

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 NWAIRS Board to share your expertise with AIRS. Get involved and share your talents.

Best Wishes,

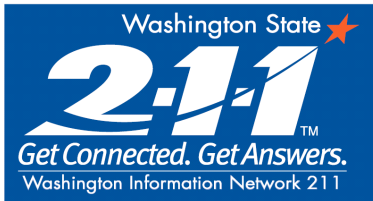
Wanda Smith

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### **NW-AIRS strives to:**

- Promote excellence in the field of information and referral.
- Provide a vehicle for peer support, regular communication, and training.
- Support cooperation between information and referral providers.



With funding received from the Boeing Employees Community Fund (BECF), WIN211 and the regional call centers have successfully built the capacity to respond during times of a disaster. Staff have participated in local planning, emergency management training activities, the 2010 Emergency Preparedness Conference, and in the development of regional and state partnerships for emergency and disaster response. WIN211 has worked directly with state and regional emergency management departments to identify the valuable resources that WIN211 has for meeting the emergent needs during a disaster. With a comprehensive database and network of call centers, WIN211 has been recognized as a vital resource for communities during a disaster. The easy to remember 2-1-1 number

can connect people to resources and takes the burden off of the 9-1-1 emergency number.

Regional call centers participated in several disaster activities across the state with each center getting information on how their counties and cities respond during disasters.

King County 2-1-1 participated in Sound Shake 2010, King County Disaster Case Management Exercise and presented at the King County Mass Care Forum. King County 2-1-1 staff members are also involved in multiple disaster preparedness groups, including the Vulnerable Populations Committee, Seattle ESF-6, Seattle's Disaster Management Committee, and King County Regional Disaster Planning Workgroup.

North Sound 2-1-1 focused on collaboration and coordination with Emergency Management Departments, Community Organizations Active in a Disaster (COAD), local energy providers and Homeland Security.

South Sound 2-1-1 has built effective relationships with local emergency management teams and identified the local disaster resources for each county.

Greater Columbia 2-1-1 has developed a Memorandum of Understanding with Yakima County Emergency Management and successfully tested our inContact phone system with Yakima County Emergency in the September 1, 2010 CGS Exercise.

Kitsap 2-1-1 has forged relationships with Emergency Management Departments in all of their counties to develop resources to provide assistance during a disaster.

Eastern Washington 2-1-1 participated with Region 9 Health Care Coalitions (HCC). 2-1-1 has been named the most up to date source of information for resources for health and human services in the HCC Strategic Plan 2009-2011.

<http://www.win211.org>



The Oregon and Southwest Washington 211 Network is a coordinated service that is fueled by local partners. 211info can be a bridge to direct services, providing crucial connections and, more importantly, options for Oregonians. Oregon's 211 Network leverages the efficiencies of a single, high-tech, call center answering every call in Oregon while utilizing information that is gathered by local residents who know their regions best. A shared statewide database allows call specialists and

website visitors to view customized information based on local needs, while still being able to view statewide or broader regional programs. 211 service currently extends to more than 60% of Oregonians. In Sept 2010, Lane County became the latest Oregon county with the service. 211info and our statewide partners are working to bring 211 statewide by 2013.

**Current Oregon Counties Served:**

- Clackamas
- Crook
- Deschutes
- Jefferson
- Lane
- Lincoln
- Multnomah
- Washington

**Projected Counties in 2011:**

- Yamhill
- Jackson
- Benton
- Marion
- Polk
- Linn
- Hood River
- Douglas

**Projected Counties Served by 2013**

- Wasco
- Sherman
- Gilliam
- Wheeler
- Lake
- Klamath
- Josephine

<http://www.211info.org/>



Lane County has opened Oregon's first model program for one-stop information and assistance for seniors and people with disabilities – the Aging and Disability Resource Connection (ADRC).

ADRC is where people of all incomes and ages can receive information on a full range of care options such as:

- adult foster care,
- residential care facilities,
- home-delivered meals,
- long-term-care living,

- bathing,
- dressing,
- housekeeping,
- Medicare counseling,
- and transportation.

It is funded by the Oregon Department of Human Services Seniors and People with Disabilities program through federal grants.

**How to access ADRC**

People can have their questions or concerns addressed by calling the Lane ADRC at 541-682-4038 or going to the ADRC website at [www.adrcforegon.org](http://www.adrcforegon.org) or by visiting the office of Lane County Senior and Disabled Services, 1015 Willamette St., Eugene.

**Why is the ADRC needed?**

Aging and disability services vary from place to place. Trying to track down what local resources exist and figuring out local requirements is a

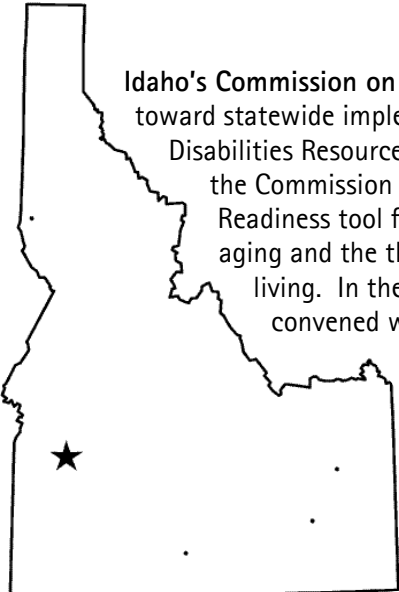
burden. Having one place to go for this information makes the process much easier. In addition to the website, the specialized line is a great resource for people looking for more guidance.

Such a service is also crucial for case workers and the service system in general. The ability to rely on the ADRC specialized line staff to advocate for a client and go the extra mile to connect that person to services is invaluable.

Lane County's program has been in the pilot stage for the past six months. It is designed to help empower individuals, families and caregivers to make informed choices about long-term supports and services. During the pilot period, the ADRC received more than 800 contacts.

ADRC user survey  
<http://adrcforegon.com/survey.php>

# NW-AIRS Member Updates



Idaho's Commission on Aging continues its work toward statewide implementation of Aging and Disabilities Resource Connections. Most recently the Commission administered an ADRC Readiness tool for the six area agencies on aging and the three centers for independent living. In the near a meeting will be convened with both the aging and disability networks to discuss their strengths and weaknesses and determine how the two networks can work together to achieve the goals of ADRC.



Want to see YOUR agency highlighted in the NW-AIRS newsletter? Contact Sarah Marshall, newsletter editor, at [smarshall@crisisclinic.org](mailto:smarshall@crisisclinic.org) for more information!



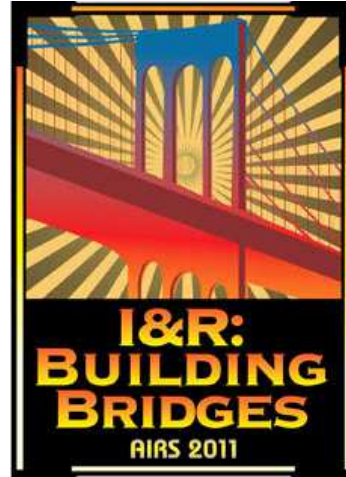
## UPCOMING CONFERENCES

### 1st Annual Conference!



August 13th, 2011 at  
the Carlson Theater on  
the Bellevue College  
Campus

Plans are in the works for a 2011 one-day conference geared to newcomers to hearing loss, although this is a great time to find out more about HLA-WA and their chapters, learn about state-wide resources, and meet others who are involved in supporting people with hearing loss. For more information, contact John Allen, conference chair, at [jjallen@hearingloss-wa.org](mailto:jjallen@hearingloss-wa.org).



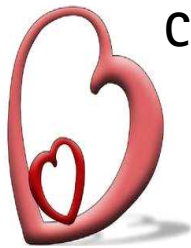
### 33rd Annual I&R Training and Education Conference

The Hyatt  
Regency  
Dearborn,  
Michigan

June 5-8,  
2011

For more info, visit  
[www.airs.org/conference](http://www.airs.org/conference)

## Challenges in Caregiving Conference



On Monday, June 6, 2011, Aging and Disability Services

Administration, ElderHealth Northwest, and Pierce County Community Connections/Long Term Care, with the support of numerous community organizations, will again host a day-long conference for caregivers, *Challenges in Caregiving: Giving Care, Taking Care*. The conference will be held in Tukwila, Washington at the Tukwila Community Center. Wendy Lustbader, this year's keynote speaker, is a nationally known speaker and author of several books on caregiving and topics related to aging. Wendy never fails to inform, inspire and touch the hearts of her audience with stories and examples from real life situations. She will also offer a workshop on dealing with difficult personalities, and another specific to the special concerns of caregivers who care for a partner or spouse. Caregivers will choose from 16

workshops to find information they most need in their unique situation. Choices range widely, with practical as well as emotional issues covered on a variety of topics including:

- Care strategies for behaviors associated with dementia and developmental disabilities
- Managing anger, grief and stress
- Learning to relax naturally
- Back injury prevention
- Care at the end of life
- Medicaid and COPES eligibility
- Simplifying ways to healthier eating
- Legal and financial planning.

Over 40 exhibitors will provide resource information about products and services that are available to assist caregivers in Washington state. Caregivers will have the opportunity to meet with agency representatives and learn where and how they can get the help they need.

This conference is intended for in-home caregivers, people who provide

personal care, or assist another person with health care. Caregivers who will benefit from the conference are:

- Family caregivers (spouses, adult children, parents of adults with disabilities, or other relatives)
- Home care workers and adult day services staff
- Adult family home, boarding home or assisted living staff
- Social service or mental health professionals who work with family caregivers.

The Early Registration fee (by May 24) for individual caregivers is \$30. Scholarships are available for unpaid family caregivers. The Early Registration fee for agency-based caregivers is \$50. Fees include workshops, lunch and resource exhibits. Registration forms will be available in April and space is limited—so don't delay! For more information or to receive a full brochure and registration materials, please call 1-800-422-3263 or 360-725-2544.

## NW-AIRS MEMBERS

211Info, Portland  
 Aging and Adult Care of Central Washington, East Wenatchee  
 Aging and Adult Care of Central Washington, Spokane  
 Aging and Long Term Care, Yakima  
 Area Agency on Aging of North Idaho, Coeur d'Alene  
 Area IV Office on Aging/CSI Office on Aging, Twin Falls  
 Brain Injury Association of Washington, Seattle  
 Chinese Information and Service Center, Seattle  
 City of Portland/Multnomah County Information and Referral, Portland  
 Colville Indian Area Agency on Aging, Nespelem  
 Community Action Organization, Hillsboro  
 Community Action Partnership Association of Idaho, Boise  
 Crisis Clinic, Seattle  
 Department of Human Services, Salem  
 Douglas County Senior and Disabilities Services, Roseburg  
 Evergreen Hospital Medical Center, Kirkland  
 Jewish Family Service, Seattle  
 Legal Services of Northwest Jersey, Somerville  
 Malheur Council on Aging & Community Services, Ontario  
 Multnomah County Aging and Disability Services, Portland  
 Municipality of Anchorage; Department of Health and Human

Services, Anchorage  
 Northwest Senior and Disability Services, Salem  
 NWRC - Northwest Regional Council -Area Agency on Aging, Bellingham  
 Olympic Area Agency on Aging, Sequim  
 Oregon Cascades West Council of Governments, Albany  
 Peninsulas' 211, Bremerton  
 People For People, Yakima  
 Rogue Valley Council of Governments, Central Point  
 Rural Long Term Care, Anchorage  
 Seattle King County Aging and Disability Services, Seattle  
 Senior Services of Seattle/King County, Seattle  
 Senior Services of Snohomish County, Mukilteo  
 Southeast Idaho Council of Governments (SICOG), Pocatello  
 Southwest Washington Area Agency on Aging and Disabilities, Vancouver  
 Spokane Mental Health, Spokane  
 United Way of Pierce County, Tacoma  
 Volunteers of America Western Washington, Everett  
 Washington County Disability, Aging and Veteran Services, Hillsboro  
 WITHINREACH, Seattle

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## UPCOMING CERTIFICATION EXAMS



*If you are interested in taking a test, 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 an application for certification with a conference registration. If an application and payment are mailed to an address other than the AIRS National Office, the application will not be processed and the applicant will be unable to sit for the exam.*

### APRIL 26, 2011

Anchorage, AK  
 3-5pm  
 550 W 8th Ave  
 Karen Bitzer  
 907-297-2017  
 kbitzer@ak.org

### MAY 20, 2011

Tacoma, WA  
 1-3pm  
 1305 Tacoma Ave S  
 Randy Ip  
 253-798-6131  
 rip@co.pierce.wa.us

### JUNE 15, 2011

Portland, OR  
 9-11am  
 800 NE Oregon St  
 Paul Iarrobino  
 503-988-3620 x24030  
 paul.iarrobino@multco.us

*The contacts listed for each site 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 to cover room costs. For additional questions, or to schedule a test, contact the AIRS Headquarters at 703-218-AIRS (2477) ext 201 or [certification@airs.org](mailto:certification@airs.org).*

## Executive Board

**Wanda Smith, President** (10/10-10/12)  
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**Julie Johnson, Past President** (10/06-10/12)  
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**Sarah Marshall, Vice-President** (10/10-10/12)  
Resource Center Supervisor  
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**John R. Dutt, Secretary** (10/09-10/11)  
City/County Information and Referral Manager  
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**Laura Kuperstein, Treasurer** (10/10-10/12)  
Program and Volunteer Coordinator  
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Portland, OR 97213  
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*We have two new NW-AIRS board members, Corrie Blythe, Program Manager for SE Aging and Long Term Care in Yakima and Stephen Lam, Elderly Program Director for Chinese Information and Service Center in Seattle. The Board of Directors is composed of a core group of providers representing Information, Referral and Assistance providers from Oregon, Washington and Idaho. NWAIRS does not have paid staff. We are always interested in recruiting additional board members. Particularly, we are seeking representation from military programs, municipal and culturally specific services I&R. If you would like to suggest a potential Board Member, please contact Wanda at (509) 654-7350 or wsmith@pfp.org.*

## Board of Directors

**Pearl Bruno Bouchard** (10/09-10/11)  
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Volunteers of America North Sound 211  
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**Marina Nazaretyan** (10/09-10/11)  
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**Susan Shepherd** (10/09-10/11)  
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ADSA/HCS-State Unit on Aging  
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