



CALIFORNIA ALLIANCE OF INFORMATION AND REFERRAL SERVICES

CAIRS 2006 Northern Regional Training

March 17th 8:00 am – 3:00 pm

United Way Capitol Region
8912 Volunteer Lane
Sacramento, CA 95826-3221

Featuring:

- **AIRS Certification Testing**
Visit www.airs.org for certification packets and information. Packets must be returned to AIRS by **FEBRUARY 17TH**. Testing is scheduled for 9:00 – 11:00 am. You may register for testing only.
- **Information & Referral 101**
Learn about standards for good I&R service; quality assessments, the advocacy process, and how to determine what referrals best suit the needs of the caller. Practice active listening techniques and other skills that help clarify needs and assist the caller in prioritizing the steps they need to take to address their issues.
- **Information & Referral 102**
Move from dealing with difficult callers to understanding difficult behaviors that interfere with a caller's ability to seek help. Learn techniques to overcome difficult behaviors so you can provide a quality assessment and empower your callers to more effectively seek help
- **Information & Assistance 101**
A concentrated review of key competencies needed to provide I&A services to older adults and their caregivers. Examine the essential knowledge, skills, attitudes and work related behaviors a professional must demonstrate to effectively serve seniors in need.
- **Information & Assistance 102**
Learn about the Older American's act, what services are mandated by it, and helping callers to understand their rights under the act.

- **Crisis Intervention**

This workshop is designed to equip I&R specialists with skills and techniques essential to diffusing a crisis. Topics include styles of listening, effective communications and the four parts of crisis intervention. Learn how to respond to callers in crisis.

- **Database Management**

This workshop will present the basics of resource database management and design. We will cover the major concepts involved in creating and maintaining the resource database, including resource file formats, relational database structure, web-based systems, and resource inclusion/exclusion policies. In addition, we will introduce the AIRS Taxonomy and its function, as well as the AIRS standards relating to the resource database.

CAIRS 2006 REGIONAL TRAINING • March 17 REGISTRATION FORM

Registration Fees:

Early Bird Special:
(By February 28th)
\$100 members
\$130 non-members

Members: \$125
Non Members: \$155
At the Door: \$175
Testing site fee: \$ 25

Special Needs? Questions?

Contact CAIRS 916.447.7063, ext. 423; (nbui@communitycouncil.org)

Send registration with payment to:

CAIRS c/o California Registry
17853 Santiago Blvd. Ste. 103-349
Villa Park, CA 92861-4113

Name: _____

Agency: _____

Address: _____

City: _____ Zip: _____

Phone: _____ Email: _____

2nd attendee: _____

3rd attendee: _____

**Not a CAIRS
Member?**
Visit www.cairs.org for
information on
CAIRS/AIRS
membership

Not a CAIRS Member?

Visit our website at www.cairs.org for information
on CAIRS / AIRS dual membership beginning
January, 2006