

CAIRS

newsletter

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CALIFORNIA ALLIANCE OF INFORMATION AND REFERRAL SERVICES

2-1-1 Update

by Burt Wallrich and Lynn Pesely

National: 2-1-1 continues to move quickly across the country. More than 51 million people, 18% of the US population, are currently served by fifty-six 2-1-1 service providers in 20 states. California's turn is right around the corner!

California: On December 27th, the CPUC issued the long-awaited 2-1-1 Draft Decision. To download the 2-1-1 Draft Decision, go to www.cairs.org. The latest news is that the 2-1-1 Draft Decision was on the agenda for the CPUC meeting on Jan. 30 but the Administrative Law Judge postponed rulemaking until the Feb. 13 meeting so CPUC counsel may evaluate reply comments submitted by parties in this case. Although CAIRS and the 2-1-1 Steering Committee prefer that the decision had been made as originally scheduled, they do not consider this delay to be a major obstacle to the implementation of 2-1-1 in California. If you have not encouraged community leaders, legislators and business people to send letters and make calls to the Commissioners encouraging them to support 2-1-1 implementation, now is the time to do so.

Lots of 2-1-1 organizing and planning activities are taking place throughout the state at the county and regional levels. Meetings have been held in Alameda, Los Angeles, Monterey, Sacramento, Santa Clara, Solano and Tuolumne counties. 2-1-1 staff presented at the California Park and Recreation Society's Aging Service and

2-1-1 Hot Off the Press!

The CPUC (California Public Utilities Commission) unanimously approved implementation of 2-1-1 at their meeting on February 13. If you have questions, contact Lynn Pesely at (916) 689-2378.

Activities annual conference. For information on 2-1-1 activities in your area or to schedule a presentation, please contact Burt or Lynn, 2-1-1 California staff.

2-1-1 Abstract Accepted

Burt and Lynn submitted an abstract to the annual Disaster Resistant California Conference and now have been invited to present a paper at the Conference. Governor Davis is scheduled to speak and the key disaster agencies in the state will be present. The conference is scheduled for April in San Jose. If your I&R has been active in a disaster or disaster planning, we would like to consider spotlighting your agency in the paper. Please contact Burt or Lynn to share information about your agency's role in disaster. This is a step forward towards getting recognition for 2-1-1 at important levels and building bridges to local and state emergency managers. □

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2003 Conference Preview

The CAIRS Mission states that it serves the membership by "providing training, facilitating networking, and sharing of knowledge, and advocating for the interests of the profession and the public it serves."

Two of the vehicles that CAIRS uses to accomplish this goal are statewide and regional conferences. To provide more local access to members, the location of the statewide conference alternates between northern and southern California.

In 2003, CAIRS is hosting two one-day regional conferences, and a one-day

annual conference. CAIRS held its first one-day southern regional conference in San Diego on January 13, 2003. The next regional conference will be held in Redding, California on April 29, 2003.

The CAIRS core curriculum for Regionals includes:

- I&R 101 / 102 and I&A 101 / 102
- Updates on 211
- Disaster Preparedness
- Database Management
- Crisis Intervention

Letter from the President...



Dear CAIRS Members:

In preparation for writing to you, I looked back and read my January, 2002 letter. Last January we were only a few months into what President Bush called a war on terrorism. We were already experiencing the impact of the economic downturn and wondering about the effect it would have on our clients and our services. On a brighter note, we were looking forward to the implementation of 2-1-1.

This January the national and international situation is even more threatening. Images of soldiers deploying for a possible war in Iraq fill every newscast. The economic situation for state and county governments is worse than earlier predictions, and our member agencies are experiencing cutbacks and funding shortages. I had hoped to announce the passage of 2-1-1 Implementation Ruling by the California Public Utilities Commission, but the decision was postponed to its February meeting. We anticipate a favorable decision from the Commissioners.

2003 will be a year of continuing challenges. Our members will be struggling to serve the growing needs of their communities while trying to obtain adequate funding. The heart of I&R/A has been and continues to be our willingness to try to do more with less. CAIRS will support our members' efforts through information and workshops. We will once again offer training opportunities in several communities around the state, thereby enabling more members to attend a workshop within driving distance of their homes. CAIRS will continue to lead the 2-1-1 implementation effort and to build the public recognition of the value of I&R and I&A to the whole social service network.

Please join me saying a fond farewell and thank you to the following members who are leaving the CAIRS Board at this time:

Carol Hoshisaki, Roger Pankratz and Carolyn Wylie each served one year on the Board and made real contributions to the work of CAIRS. Carol did a wonderful job in organizing our membership database; Roger brought us exciting marketing and outreach ideas; and Carolyn helped to strengthen our relationship with the California Children and Family Commission.

Michelle Quinn and Marianne Nix both served for two years. Michelle brought her dedication to excellence and a gift for poetry to her service, and Marianne contributed much including a new training for the I&A certification, enabling CAIRS to be the first state affiliate to train and test for this newest AIRS certification.

We will miss these friends but are pleased to welcome our new members: **Elaine Martinez Curry** elected to a three-year term; **Anthony Antoville, Angie Bauer and Richard Kriegbaum** appointed to fill vacancies for a two-year period.

Please join me in congratulating our new officers: **Rick Sakamoto**, President; **Nancy Kimura**, Vice-President, Operations; **Amy Noakes**, Vice-President, Membership; **Anne Stundahl**, Secretary; **Lynn Pesely**, Treasurer.

I wish to thank all of you for the opportunity to serve as CAIRS Board President for the last two years. It has been an exciting and rewarding personal experience. I especially want to acknowledge the dedication and contribution of my colleagues on the Board. I look forward to continuing to participate in CAIRS' growth and development in the coming year.

Best regards,
Sharon DeCray

CAIRS Officers

Sharon DeCray
President

Rick Sakamoto
Vice President/Operations

Michelle Quinn
Vice President/Membership

Charles Wigle
Secretary

Lynn Pesely
Treasurer

The CAIRS Newsletter is published quarterly by the California Alliance of Information and Referral Services.

The CAIRS Newsletter is provided as a benefit to all CAIRS members.

Please contact CAIRS if you wish to reprint any part of this newsletter.

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and Referral Systems)

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and Referral Services
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California Alliance of Information
and Referral Services



Vision Statement

CAIRS believes all individuals should have barrier-free access to human services to enhance their quality of life.

Mission Statement

The Membership of CAIRS provides leadership and support in the changing world of access to human services information. CAIRS promotes the right of individuals to accurate, barrier-free information.

Goals

In order to achieve the Mission and Vision, the following goals have been established:

To *provide* training and support to enhance professional skills;

To *facilitate* the exchange of information among the membership and others within the helping professions;

To *promote* awareness of Information and Referral services;

To *advocate* for the interests of the profession and the public it serves.

Meet the New Board Members



[Left to right:] New CAIRS Board members, Anthony Antoville, Elaine Martinez Curry, Angie Bauer and Richard Kriegbaum.

Anthony Antoville is a native Californian originally from the Los Angeles area, where he attended Chadwick School in Palos Verdes. After completing the eleventh grade, he was accepted into the Residence Honors Program at the University of Southern California. He received a Bachelor of Fine Arts Degree in Studio Art in 1987.

In 1988 he and his future wife, Anne, moved to Northern California, compelled by the various environmental concerns facing the region. There they educated themselves to alternative approaches to living in a rural and remote setting. Eventually they built their own home in Humboldt County, with alternative materials to standard wood construction and powered only by wind and solar energy sources.

For the past 11 years Anthony has been directly involved with long-term care and aging issues. The first seven of those years he was a certified nursing assistant, restorative nursing assistant and rehabilitation aide in skilled nursing. Once he left that field, he realized that he still had a contribution to make to the residents in those facilities, and to the profession as a whole. He became a certified volunteer long-term care ombudsman and authored the book, *Aide Tested Techniques to Improve Long-Term Resident Care*, published by an academic press.

Currently Anthony is the Manager of the Senior Information and Assistance Program for the Area Agency on Aging, where his wife also works as a HICAP Counselor. Anthony and Anne

continue to live in the mountains with their teenage daughter.

Angie Baur has a Master's Degree in Social Work from the University of Kansas and more than 13 years' experience in the field of social services. Her work history extends from being in the field as a case manager for the chronically mentally ill to various roles in inpatient psychiatric care, outpatient substance abuse and behavioral health services; a brief stint as a clinical "gatekeeper" for utilization of behavioral health benefits, on to several administrative positions the past six years. She has been the Executive Director of Info Link since June 2001. Ms. Baur has served on various committees and task forces to promote and streamline the process for linking individuals in need to available services and to gather up-to-date information from community providers represented at these meetings. Additionally, Angie continually markets the resources and services Info Link provides. Most notably has been her involvement with the 2-1-1 initiative in Orange County that will eventually provide direct dial and free access to a designated 2-1-1 provider for comprehensive information and referral services in Orange County.

Elaine Martinez Curry works for Interface Children Family Services of Ventura County. She the Director of Helpline Information and Referral and the Project and Training Specialist for Strategies Program that works with statewide Family Resources Centers.

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New Members . . .

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Elaine has been with Interface Children Family Service, a multi-service non-profit agency, since 1992. Elaine has worked in a number of programs with Interface. She previously held the position of Crisis Services Director. She managed the Youth Crisis Shelter Program, the Child & Elder Abuse Reporting Line and Helpline. She provided in-home therapeutic services for youth and families with the Genesis Program. Additionally, Elaine provided individual and group therapy with the Pregnant and Parenting Teen Program.

Elaine's prior professional experience includes Clinical Director for Children's Alcohol Rehabilitation and Education, Inc. She served as the Crisis Line Director for the Rape and Sexual Abuse Center of Ventura County. Prior to working in social services she served as Computer Operations Manager for Pepperdine University. She also served for two years as a Board Member with the Western States Youth Services Network.

Elaine received her Bachelor of Science in Psychology, with minors in Sociology and Women's Studies. She received her Master of Science in Counseling Psychology with an emphasis in Marriage and Family. She is a Marriage and Family Intern. Elaine has worked in the field of social services since 1978, as first a volunteer, then frontline staff and currently as an administrator.

Elaine enjoys children and youth. She likes to ocean fish and enjoy the beach with her husband. She has a son who is married and two grandchildren.

Since May 1999, **Richard Kriegbaum** has served as President of United Way of Fresno County, doing comprehensive community building, especially through nonprofit organizational development and related fundraising. He is also a consultant, speaker, and author on leadership, planning, marketing, board development, and evaluation. He is a Professional Development Fellow with Fresno Pacific University. He has worked with governmental and private profit and nonprofit organizations.

From 1985 to 1997 Kriegbaum was President of Fresno Pacific University. FPU is a Christian university with 1800 students in bachelors' and masters' degree programs, and an additional 12,000 students in professional development courses each year. From 1997 to 1999 Kriegbaum was Director of Administration for the One by One Leadership, a faith-based organization doing multi-sector community building and neighborhood renewal.

Dr. Kriegbaum has a Ph.D. in Higher Education from the State University of New York at Buffalo, a Master's Degree in Spanish from Ball State University, and a Bachelor's Degree with High Honors in Spanish from Wheaton College (IL) where he also ran track and played soccer.

During 17 years at Wheaton College (IL), he was a faculty member in foreign languages, a coach, and an adminis-

trator with responsibilities in planning, marketing, information systems and institutional research.

Dr. Kriegbaum has served on the executive committee of the Council of Presidents of the NAIA, and on the boards of the Independent Colleges of Northern California, the Council for Christian Colleges and Universities, Washington, DC, the Foundation for Independent Higher Education, Grace College and Seminary (IN), Scripture Press, One by One Leadership, Mission and Human Resources Committee of the Board of Saint Agnes Medical Center (CA), Fresno Area Nonprofit Council, and Fresno CORAL.

Dr. Kriegbaum is the author of the book *Leadership Prayers*, published by Tyndale House. It has sold 50,000 copies, including an Indonesian translation. He has published articles in various periodicals, including the *Business Journal* of Central CA. □

Gracias, Julio Puchalt



Sharon DeCray presents Julio Puchalt with a plaque in recognition of his valued service to CAIRS.

Many people have contributed to the work of CAIRS since it was founded twenty-plus years ago, but no one person has done more for CAIRS over a longer period of time than Julio Puchalt. Because his work has been behind the scenes and largely invisible

to the membership, and because his special role in the organization has just ended, we want to take this opportunity to say "thank you" to him and to introduce him to you.

Julio's service to CAIRS: Starting in 1988, Julio served a full six years as a member of the CAIRS Board. Then he had to leave due to the term limits in the by-laws. Early in his tenure on the Board he was elected Treasurer, a post he held until the end of his term. When he left, the Board asked him to continue to keep CAIRS' books and handle incoming and outgoing funds. He also invested the CAIRS fund balance in CDs, which regularly earned significant income.

For much of the year this was a light task, but during membership renewal time and the run-up to the annual conference, it involved a lot of work.

During these years, Julio steadily advanced at Info Line of

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2002 CAIRS Annual Report

From the President

2002 was a pivotal year for CAIRS. The organization continued to lead the 2-1-1 implementation effort in California. Board members were active in every significant decision on 2-1-1 issues.

They participated in the deliberations of the California Public Utilities Commission and provided expert information to commissioners and their staff.

They worked with AIRS and the national 2-1-1 effort to continue the push for recognition of 2-1-1 as a critical social utility that should be made available to all citizens.

They studied the national 2-1-1 logo and its licensing agreements as well as possible California versions. 2003 will see the unveiling of California's own 2-1-1 logo which 2-1-1 providers may use in conjunction with the national logo.

They began negotiating with the telephone carriers on the costs of translating those three little digits into an agency's phone number and providing phone service at reasonable rates. CAIRS has hired a consultant to assist in this challenging negotiation.

They began meeting with legislators and local officials to build a base of support that will enable the 2-1-1 network to secure long-term, sustainable funding.

While 2-1-1 has the highest profile of our activities, it is only one of the ways in which CAIRS worked to enhance the profession of I&R and I&A. As you will read in the report from the Conference Committee, we have been very active in offering opportunities for professional growth and continuing education. We re-structured our committee assignments so that some Board members could devote their full attention to training and workshops. 2003 will see new classes for management staff and multiple opportunities for core curricula training and testing.

2002 was also the year when the Board recognized that CAIRS needed to reorganize itself in order to be able to handle its current and future responsibilities. Preliminary work was done to consider how this reorganization might be planned and then implemented. We have been reporting this effort to you in our newsletters throughout the year. 2003 will see the continuation of this process. We welcome the participation of our members in this exciting development.

—Sharon DeCray

Public Relations Committee

The CAIRS PR Committee in 2002 focused more on creating a content-rich newsletter to be frequently used as an I&R reference. This year we highlighted popular workshops and kept you up-to-date with information on I&R trainings and the latest progress with 2-1-1. Our newsletters also had more outreach by including pictures of our members.

We are preparing our California Alliance of Information and Referral Directory (CAIRD) and newsletters to have more options for delivery. We are in the process of contacting our members to inquire on their preference of either receiving CAIRS information by mail or email.

Lastly, this year has been a time that we have begun plans for upgrading our website so that it is even more resource-rich and valuable to our members. □

Conference Committee

CAIRS created a separate Conference Committee in 2002. This allowed CAIRS to focus on its members' needs and to bring more trainings as well as opportunities for certification to the I&R providers of California.

More than 80 participants representing 26 counties took part in the CAIRS Annual 2002 conference in San Jose, California. With two Regionals and an Annual Conference in 2003, CAIRS was able to reach out and provided added professional development training to over 150 I&R providers this year! This type of turnout is what CAIRS is all about — serving its membership by “providing training, facilitating networking, and advocating for the interests of the profession and the public at large.”

While much of the work is done behind the scenes, the Conference Committee was able to bring three wonderful trainings to its members in 2002 and will continue with that standard for 2003.

Some of the highlights for this year include:

- Creating a feasible work plan for those CAIRS members who work on conferences
- Offering certification testing three times a year to I&R providers
- A scholarship fund for those wanting to attend a conference, but having limited funds to do so
- Looking for more varied and applicable workshops for CAIRS members, both old and new
- Reaching out to over 150 I&R providers! □

2002 CAIRS Annual Report

Statement of CAIRS Financial Activities for the Year ending December 31, 2002

Income	
Membership	\$ 7,110.00
Interest	570.46
Sales	247.50
Conferences	13,340.00
Other	120.00
Scholarship Fund	100.00
Total CAIRS Fund Income	\$ 21,487.96
2-1-1 Collaborative Fund*	2,892.00
2-1-1 Technical Fund*	7,600.00
Total 2-1-1 Fund Income*	10,492.00
Total Income	\$ 31,979.96
Expenditures	
Board Expenditures	\$ 8,826.45
Conferences	3,894.68
Liability Insurance	953.00
D&O Insurance	858.00
AIRS/CAIRS Liaison	1,343.24
Public Relations	295.46
Newsletter	876.80
Affiliations	150.00
Bank Charges	90.00
Sales Tax	12.00
Miscellaneous	261.40
CAIRD	2,022.05
Consulting Services	1,000.00
Total CAIRS Fund Expense	\$21,583.08
2-1-1*	7,724.74
Total 2-1-1 Fund Expense*	7,724.74
Total Expenditures	\$29,307.82
2002 Net Income	\$ 2,672.14
2001 Fund Balance Carryover	\$26,318.12
Fund Balance	\$28,990.26
CAIRS Fund Balance	\$20,890.26
2-1-1 Collaborative Fund*	400.00
2-1-1 Technical Fund*	7,600.00
Scholarship Fund*	100.00
Total Fund Balance as of 12/31/02	\$28,990.26

* Restricted Funds. These funds were donated to CAIRS for specific uses and may not be used for general activities of CAIRS.

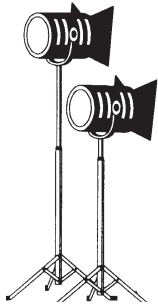
Membership Committee: 2002 Accomplishments

In 2002 the Membership Committee transferred the membership list from an Excel spreadsheet to Microsoft Access, a database program. This allows CAIRS to quickly and easily create different mailing lists for newsletters and conferences, to have more accurate information on the membership list field values, and to create membership status reports. Updates to the Membership Guidelines have been drafted and the Membership Committee will submit them for review. The Membership Committee has also begun the process of gathering e-mail addresses from members for future mailings to save printing and postage costs. □

CAIRS Redesign Update

In our Spring 2002 newsletter, the President wrote that the CAIRS board was planning to look into the redesign of CAIRS, moving from an all volunteer organization to organization that had greater capacity to provide statewide leadership, support I&R services and 2-1-1. After considering various options, we decided that in the best interest of CAIRS, we needed to develop a strategic business plan, which would define CAIRS' future role and identify resources that could be used to implement the plan.

The next order of business is the selection of a consultant who would assist in developing a business plan to begin the process of transition for CAIRS. We will keep CAIRS members updated as to our progress. If you have questions or suggestions, please contact the President. □



Spotlight on:

INFO LINK Orange County

INFO LINK Orange County has provided Comprehensive Information and Referral Services for Orange County for 15 years. INFO LINK's beginnings can be traced back to the need for a community hospital to be located in the city of Irvine. People for Irvine Community

Hospital was founded in 1985 as a not-for-profit organization dedicated to raising funds to help develop a hospital and also to provide much needed health programs for the local community. With the successful development of the Irvine Regional Hospital & Medical Center, this small non-profit expanded its role in 1988 by changing its name to INFO LINK Orange County and created an information and referral line.

INFO LINK serves Orange County, the second largest county in California and the sixth largest county in the nation with a diverse population of almost three million people. Orange County is located in the heart of Southern California with Los Angeles County to the north and San Diego County to the south.

Our mission is to provide Orange County residents with access to available and affordable community services and support. More than 24,000 calls are handled each year by certified information specialists. INFO LINK has multi-language capabilities by utilizing the LLE-Link Language Interpreters. INFO LINK's information specialists engage via telephone a live translator to serve the non-English-speaking callers.

INFO LINK has been the Comprehensive Information and Referral Service Provider for Orange County's United Way the past 12 years. This contract provides several service components, with the primary responsibility of delivering service referrals to Orange County residents.

The United Way contract also calls for the annual publishing of the Holiday Directory to assist people in need during the holiday season. Adopt-A-Family programs, food baskets and holiday parties are listed as well as opportunities for people to volunteer their time and or financial resources.

Another component of the United Way contract is the contribution of data for the Geographic Information Systems approach to Resource and Need Mapping (GIS). Since 1999 INFO LINK has provided the database of over 700 providers of health and human services, sorted in 90 service categories. The GIS project highlights significant characteristics related to Orange County's demographic composition, youth, the elderly, socio-economics, housing, the economy, public safety and families. This data is used to assist and inform service providers, funders and policy makers as they carry out the important task of helping people. Partnering with the Orange County Community Assessment Collaborative, INFO LINK continues to provide the foundation of service provider information for the GIS database that paints a picture of cur-

rent health and human service needs and resources in Orange County.

INFO LINK is also proud to hold the Information and Referral Database contract with the County of Orange, Social Service Agency. INFO LINK's database has long been regarded as the most comprehensive in Orange County for health and human services. INFO LINK has been providing I&R Services to the County of Orange Social Services Agency for the past 13 years and our experience in this role continues to remind us how the climate of health and human services shapes our mission. As more data is collected, it reflects the increase of human services in our growing Orange County population. INFO LINK intends to continue to grow their database consistent with the growth of service providers in Orange County and surrounding areas.

As with most non-profit organizations, INFO LINK seeks private donations, grants and foundation funding. A very exciting project that met with overwhelming community support has been the Strong Families Resource Guide funded by the Orange County Children and Families Commission. INFO LINK developed resource brochures for Children 0-5 and their families. These brochures include key service providers for the physical, emotional and social development needs of children. The brochures are available in English, Spanish and Vietnamese and are published on the web at www.infolinkoc.org. Additionally, the Resource Guides are included in the Children 0-5 kits distributed throughout the region by the Children and Families Commission funded by Prop 10.

In addition to our Strong Families Resource Guides, INFO LINK publishes a Comprehensive Resource Guide, a Bilingual Parenting/Anger Management Guide, and a Youth-At-Risk Resource Guide. These guides are updated monthly and distributed at community meetings and are available to download from our website. Local schools, Head Start programs, Family Resource Centers and others appreciate the value of these helpful guides.

Since 1998, INFO LINK has participated as a contractor with O.C. Housing and Community Development in the annual Continuum of Care. INFO LINK is responsible for the collection of important data regarding homelessness issues in our County. This information is utilized to secure federal HUD funding to provide a broad range of homeless services including the identification of gaps in services. Recently, Orange County was awarded approximately \$9.7 million in HUD funding.

INFO LINK is excited to look to the future of how the delivery of I&R service's will be provided, particularly due to the implementation of 2-1-1. □

Julio Puchalt . . .

from page 4

Los Angeles to his current position of Associate Director and Chief Financial Officer. In this position he simply does not have time any more to carry out the financial work of CAIRS. So, he reluctantly made it clear that he had to give up this work, and the Board reluctantly accepted his resignation.

(We are glad to report that Brandon O'Brien, of the California Registry, has agreed to take on this job. Brandon is also an ex-Board member and is very familiar with the organization's procedures.)

Who was that masked man? Julio has not only been a good steward of CAIRS' money, he is also a very interesting guy. When he was two years old he and his family moved from Valencia, Spain, where he was born, to Sao Paulo, Brazil, where his parents and siblings still live. When Julio was 17 years old his dream was to become an officer in the merchant marine. However, because he was born in Spain, he could not meet the citizenship requirement and realized he would never be a sailor in Brazilian waters (but somehow he still developed a merchant mariner's love of Spam, which he has to this day).

Frustrated, he decided to leave Brazil for a while and live in Europe. His parents didn't approve but his father told him that he could go if he earned enough money to purchase a round-trip ticket, thinking he would not be able to do this. Proving the skeptics wrong, and presaging his future financial success with CAIRS, Julio started a business with friends making leather belts by hand, and within a year had earned enough for his voyage.

With his skills as a leather craftsman, he earned a living in Spain and Italy for the next several years. He would sell belts to tourists on the Ponte Vecchio in Florence and run from the police when they came to check for licenses. In between runs from the police he met his future wife, Mindy, an American working on a restoration project in a castle outside Florence.

Within a few months of meeting, however, they had to go their separate ways. Julio had to return to Brazil to serve in the military, and Mindy was returning to her home in Los Angeles. For more than six months, they corresponded with each other. They decided to meet again in Florence as soon as Julio finished serving his hitch in the military.

Once back in Italy, they decided to stay for awhile. Julio continued his fleet-footed leather business and pursued his art work. Then, in 1972, they were married in Valencia and then moved to Brazil, staying there a year before moving to the United States. At first, Julio worked in a convalescent hospital, later getting his LVN license. Then he went to work for the United Way's San Fernando Valley office doing outreach in the Spanish-speaking community. (Julio speaks Spanish, Portuguese, Italian, some French, and, of course, English.) From outreach, he went to answering the I&R phones for the

United Way Info Line which, in 1981, became part of the new Info Line of Los Angeles. So Julio has been part of Info Line since before it existed.

Julio and Mindy have two children, Natalia and Ivan. According to Mindy, Julio's passions are traveling, spending time with family and friends, and drinking wine. □

Regional Conference a Big Hit

The United Way of San Diego was the site of this year's Southern Regional CAIRS conference. Attendees came from throughout the state to receive training in a variety of topics including I&R and I&A 101 and 102, Crisis Intervention, Database Design and Management, and I&R Working in your community during a disaster. Attendees also received an update on 2-1-1 in California and were among the first to learn that the California Public Utilities Commission had issued a Draft Decision on 2-1-1.

Continuing with a concept introduced last year, CAIRS will offer Regional Conferences throughout the state to provide fundamental training in I&R and to offer CIRS/CIRS-A/CRS testing at a location convenient to its members. The Annual CAIRS Conference, which is scheduled for next September, will provide an advanced level of training that will be valuable to staff, management and executive personnel.

CAIRS would like to extend a big "Thank you" to the United Way for hosting our conference, to the presenters who gave of their time and talents, and to all who were able to join us. Planning is already underway for a Northern Regional Conference in April and for the Annual Conference in September. If you would like to get involved in the planning or presentation of any of these conferences, or have suggestions regarding future conference topics, please contact a board member in your local area. Contact information on board members is located on the CAIRS website at www.CAIRS.org.

Thanks again to San Diego for hosting this successful conference and to our members, if you were unable to attend we look forward to seeing you at one of our future conferences. □

Letters to the Editor

As always, the Board of Directors is looking for your input. You can provide yours by contacting the Editor, Julie Plevancic [contact information on page 2 and on page 9].

CAIRS Board of Directors

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CAIRS Conference Questionnaire

The CAIRS annual conference will be held October 2003 in southern California. This year, CAIRS' goal is to provide its members and the I&R professionals with higher level training at its annual conference. To better serve you, CAIRS needs to know what you prefer from an annual conference. Some of the ideas we have in mind are listed below. Please check the workshops that you think you would benefit from so we can begin planning for an exceptional conference in 2003!

- Confidentiality
- Collaborations & Partnerships
- Coalition Building
- HIPPA Compliance
- HMO Referrals
- Outcomes management
- Grant Writing
- Homeless Management Information Systems
- Technology Resources: Telephone systems, Internet, Databases

- Multicultural Diversity
- Leadership
- Fundraising
- Other

Please return to Anne Stundahl, Conference Committee at:

Anne M. Stundahl
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 FAX: (619) 54265587 (please include a cover sheet)



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