

# CAI&RS

NEWSLETTER

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CALIFORNIA ALLIANCE OF INFORMATION AND REFERRAL SERVICES

## 211 Alameda County Participates in Major Anthrax Drill

*By, Barbara Bernstein, Eden I&R/211 Alameda County*

211 Alameda County participated in a three day anthrax related disaster drill organized by the Alameda County Public Health Department. The first day of the drill concentrated on communications between such entities as county and city Emergency Operation Centers (EOCs), county departments, HAM radio operators, and the Public Information Officers (PIOs) which included the media and 211. Barbara Bernstein, Eden I&R/211 Alameda County's Executive Director, was stationed at the county EOC within the Joint Information Center (the JIC). In this role, 211 Alameda County practiced gathering up-to-the-minute information about such things as: when/how the county determined that anthrax had been distributed by terrorists throughout the county; that a "shelter in place" was never ordered since some members of the public had to travel to medical facilities for assistance and/or to locations where

vaccines were being distributed; that some schools were open while others were closed (this was up to the school districts); and that the water was safe to drink.

During the communication's drill day, simulated calls were made by volunteers at the county EOC to the 211 phone line to test 211 Resource Specialists; Eden I&R's Information Management Department was tested in terms of their ability to handle the flow of quick and ever-changing disaster related information for the public from various sources including phones, emails, Facebook, and Twitter; a Skype video conference was conducted between Eden I&R and the County Health Officer for a situation status report; and a RACES HAM radio volunteer came to Eden I&R and communicated with the HAM radio volunteers located at the EOC. In addition, Eden I&R used this drill as an opportunity to recycle its disaster supplies including food, water, and other perishables.



*Alameda County Public Health Officer holds JIC room briefing for media and PIOs including 211*

*Continued on page 3*

## Letter from the President...

Dear CAIRS Members,



In these tough economic times one of the first things to go in your agency budget are the resources for staff development and training, including conference attendance. However, it is in such times that competition for limited grant and contracting funds requires your agency to demonstrate the highest level of quality and professionalism; conditions necessitating investment in skill development, content-based trainings, and certification/accreditation status. The good news is that staff development and training does not have to be expensive to be effective.

One approach utilized regularly by my agency is to have monthly “in-service” trainings from partner agencies that we refer to, or that refer to us, or that serve a target population group with specialized needs/benefits. For example, most recently many new services and benefits are being made available to veterans, former military and military families and through data collection in the I&R process, it is clear that a good portion of callers are from that target population. Therefore, we have been scheduling various providers to come talk to our staff about benefits and eligibility criteria for this target population and to share with us how to best screen and connect them to appropriate referrals. We conducted a similar round of trainings with mortgage/foreclosure service providers when we noted a rising trend in calls related to such situations. These trainings provide content-based information that allow I&R staff to stay on top of newly developing resources and to be more effective in connecting callers to services that are most appropriate for their needs. Most importantly, they don't have to cost you anything especially if your agency reciprocates by providing “in-service” about what your agency can do for your service partners.

Another low-cost training option is available through [www.AIRS.org](http://www.AIRS.org). Their on-line training ranges in cost from \$10-\$30 per course and allows staff to take courses when it is convenient to the agency's workload since the courses do not have to be completed in a single session – specialists can return to an open session whenever they have time. Agencies can purchase package deals that include the ability to create your own courses for staff to take on-line. Courses offered include numerous AIRS standards based courses such as I&R/I&A basics, specialized services and training for managers.

Train-the-trainer approaches can also be a good way to stretch limited staff development dollars. Sending a single staff member to a specialized training or conference with the intent of having that person recreate the training for internal staff allows your agency to save resources and to also develop internal capacity for ongoing staff development. Many of the workshops at the Annual CAIRS Training Conferences are geared for train-the-trainer type implementation. Attending these trainings is a cost effective way of obtaining the training materials and strategies needed to ensure that front-line staff has the most current information and the skills needed to support an agency's overall service quality and professionalism.

Finally, if your goal does not include individual AIRS staff certification and agency accreditation, you may be missing the opportunity to achieve a competitive edge when seeking grant and contracting funds. It is not simply certification/accreditation status that is important, as much as what this status infers about an agency's ability to take on work that requires process tracking/documentation, quality assurance, and outcomes reporting. Going through the agency accreditation process ensures that an agency is proficient in all these areas because to become accredited all of your internal I&R processes, operations from top to bottom, and external community relations must be documented, evaluated, and tested against the AIRS standards. This is no easy task – just take a look at the new 6.0 standards to understand the massive undertaking that is required to apply. The reward is that undergoing the accreditation process will result in a solid operational foundation and the platform necessary for establishing quality and performance driven standards and for identifying measurable outcomes that win grants and contracts!

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*211 Table at the Public Emergency Preparedness Fair (Eden I&R staff from left to right: Barbara Bernstein, Executive Director; Stacey Hoang, Marketing Development Officer; Ollie Arnold, Housing Outreach Coordinator)*

On a separate day, the Oakland Coliseum was open to the public for an Emergency Preparedness Fair to view a variety of disaster related features including:

- *How vaccines would be distributed to thousands of individuals demonstrated by the Alameda County Public Health Department*
- *Disaster kits and procedures for individuals and families presented by Alameda County Collaborating Agencies Responding to Disasters (CARD)*
- *How to turn off water in a home if necessary demonstrated by East Bay MUD*
- *What a fully operational disaster shelter looks like demonstrated by the Bay Area Red Cross*
- *How dialing the three-digit telephone number 2-1-1 can assist people, 24/7 and regardless of language, before, during and after a disaster with health, housing and human service information.*

Throughout the public information drill day Eden I&R staff distributed over two thousand pieces of marketing materials including magnets and pocket cards.

Because Eden I&R/211 Alameda County participates in numerous disaster drills and disaster related planning meetings throughout the year, 211 has become recognized by first responders, public and private organizations, and the local media as a primary source of public information before, during and after a disaster.



*Eden I&R's Ollie Arnold providing direct 211 referral services to a couple who are about to exhaust their UI benefits, leaving them with only permanent disability benefits, which are not sufficient to keep their current housing.*

## CAIRS Annual Board Retreat Asilomar Conference Center

*by Bill Batty, CAIRS Board Member*

The CAIRS Board gathered at beautiful Asilomar Conference Center between May 1st and 3rd for the Annual Board Retreat. Under the leadership of Maribel Marin, the CAIRS Board President, your Board deliberated on many important topics including:

- AIRS Accreditation
- The Status of Local I and R Operations during the Economic Downturn
- The CAIRS Board Officer Slate and Board Vacancies
- An Update on 211 California Activity
- The Role of CAIRS and a Review of Key Results Areas in the CAIRS Strategic Plan
- The Annual Conference Theme and Agenda
- A Mid Year Budget Revision
- The Potential Conversion of the CAIRS Web Site

The CAIRS Board is sincerely interested in getting feedback from the CAIRS General Membership. If you have interest in hearing more about our discussions during the recent Retreat, or if you would like to assist in any way, please contact any of the CAIRS Board Members with your input.



*The CAIRS Board outside the Asilomar Retreat meeting room.*



*The CAIRS Board hard at work.*

## Information and Referral Program Taxonomy Starter Set Now Available!

*By Georgia Sales, Taxonomy Editor, 211 LA County*

211 LA County is pleased to announce the arrival of a new Taxonomy starter set designed specifically for information and referral programs new to the Taxonomy. It was developed under the auspices of the AIRS Taxonomy Committee and rolls out as an “official filter”, a recommended beginning point for resource staff who may be daunted by the prospect of working with the full Taxonomy.

The new starter provides a much smaller universe of terms, 2,198 specially selected terms rather than the full 9,500. You can use the starter set “as is” while you get your feet wet and, as you become more familiar with the tool and your indexing needs, you can customize your version by adding additional terms that are useful in your community or turning off terms you do not wish to include.

To access the filters function, simply log on to the website at [www.211taxonomy.org](http://www.211taxonomy.org) using your password and click on the “Filters” tab. The Information and Referral Program Starter Set can be found on the Official Filters list. To make a copy for your own use, click on “clone”. The system will transfer your copy of the starter set to the Private Filters section and provide you with an “edit” option. Be sure to modify the name and description of the filter to reflect your own organization. If you eventually want others to be able to see your customization, you can click on “share” when your filter is completed.

The best way to see what is in the starter set is to make a copy of it for more leisurely review. Go to the Print tab and under “Custom Reports”, select “Filter Outline Report”. The system allows you to identify a locale (U.S. English, Canadian English or

Canadian French), select one of the available filters and request one of two types of outline reports: the regular Outline or the Highlighted Starter Set (a report that grays out higher level terms on a branch and shows in bold the lower level terms on each branch that can be used for indexing purposes). The outline reports provide an “at-a-glance” view of the hierarchical structure and contents of the filter.

When the report has finished generating, click on “download report”. Like most PDF documents, you have the options of printing the document in hard copy (via the printer icon) or saving a copy of it to your local drive (via the floppy disk icon). Your agency can only have one report saved to the Taxonomy server at a time. Before you can generate another report, you’ll have to delete any report currently stored on it.

To get more information about the Filters function, click on the Help tab on [www.211taxonomy.org](http://www.211taxonomy.org) and then select “Filters”. There is also an article titled “Using Filters to Create and Manage Taxonomy Subsets for a Resource Database” that provides in depth information about using the Filters function and lots of screen shots to help you visualize the process. It can be found in the Library section of the website under the Resources tab.



## Homeless Prevention and Rapid Re-housing (HPRP)

*By Maribel Marin, Executive Director, 211 LA County*

HPRP stands for the Homelessness Prevention and Rapid Rehousing Program, passed into law through the American Recovery and Reinvestment Act of 2009. HPRP is aimed at providing temporary assistance and stabilization services to either help those who are experiencing homelessness to be quickly re-housed and stabilized (rapid rehousing) or to prevent eligible very low income individuals and families from becoming homeless (prevention). Understanding that HPRP is not intended as a long-term solution, or permanent subsidy program, the program services were designed to meet the temporary needs of individuals and families who may find themselves homeless without this assistance. The program aimed at assisting persons who experienced a job loss or reduction in work hours and are in need temporary assistance to obtain or remain in housing, and hopefully be able to sustain their housing once the HPRP ends.

### **Rapid Re-Housing Assistance Programs:**

Provide once-in-a-lifetime monetary assistance (paid directly to landlord and/or utility company) to pay for moving costs such as security deposit, utility turn on fees, last month's rent, and/or utilities (gas/electric only). The program would prevent families, individuals or Transitional Age Youth ages 18-24, disadvantaged because of the economic downturn from becoming homeless or remaining homeless.

- **Housing Relocation**

- Provides a one-time only relocation subsidy for applicants who are employed or have an offer of employment for 20 hours or more per week, and the applicant needs to relocate to be closer to the place of employment or transportation.

### **Homelessness Prevention Assistance Programs:**

Provide residents who are at-risk of homelessness with counseling, mediation, and investigative services to help them stay in their homes.

- **Housing Stabilization Services**

- Provides eligible families and individuals with a wide range of referral and housing stabilization services including emergency eviction assistance, emergency foreclosure assistance, housing stabilization counseling, basic housing counseling, financial counseling, investigation of real estate fraud, and local outreach and education.

## 211's Throughout the State Play Key Role in Connecting with HPRP Programs

*By Maribel Marin, Executive Director, 211 LA County*

**Los Angeles County:** Throughout 2010, 211 LA County was contracted by the County of Los Angeles in partnership with various municipalities to pre-screen 211 callers for eligibility to the federally funded Homeless Prevention and Rapid Re-Housing Program (HPRP). Callers, who were homeless, at risk of becoming homeless or that specifically asked about HPRP, were pre-screened if they resided in one of the participating 49 cities or the unincorporated area of Los Angeles County using an on-line tool developed by the County

	<u>Jan-March</u> <u>2010</u>	<u>April-June</u> <u>2010</u>	<u>July-Sept</u> <u>2010</u>	<u>Oct-Dec</u> <u>2010</u>	<u>Total 2010</u>
Number of calls pre-screened	1,002	1,577	3,725	3,283	9,587
Number of households potentially eligible	272	385	802	966	2,425
Percentage of households potentially eligible	27%	24%	21.5%	29.4%	25.3%
Top 3 reasons for ineligibility:					
• Outside of Service Area	575	1,002	2,757	2,066	6,400
• Cal Works/GR eligible	112	121	81	70	384
• Exceeded Income Limit	38	31	37	49	155

*Continued on page 7*

**Sacramento County:** The HPRP Program in Sacramento was successful due to the collaborative planning and partnership development that took place prior to implementation in October 2009. 211 Sacramento was identified early on as a critical partner. In Sacramento screening was carried out by selected shelters and agencies serving the homeless, the Department of Human Assistance, and 211 Sacramento. 211 took calls from the general public for HPRP appointments while the other agencies screened their own clients for the program. Due to the financial limitations of the program, 211 was given a limited number of appointments to screen for each week. However, the success rate of 211 screened referrals in terms of those eligible, enrolled and housed was higher than the other sources of referrals. During the period October 2009 through October 2010, 211 Sacramento assessed 703 callers, finding 632 eligible for HPRP. Of those eligible, 85 percent (601) were enrolled, 532 were housed, and 443 graduated or left the program.

Sacramento Housing & Redevelopment Agency contracted with 211 Sacramento to assist callers needing housing, including those eligible for HPRP. Because of the HPRP program and the housing foreclosure crisis in the Sacramento area, calls for housing assistance increased dramatically during 2010. Between January and December 2010, 211 Sacramento assisted 47,375 callers in finding housing resources, 38 percent of all the calls handled.

**Orange County:** 211 OC was an HPRP sub-contractor, providing Centralized Intake service for all county-funded HPRP programs. Per our contract they entered client information into CMIS (HMIS) software (for clients referred for County HPRP funds). This was a pilot program that was part of Orange County's 10 Year Plan to End Homelessness. 211 OC was contracted to test Centralized Intake as a possible seamless client data collection solution: for the first time in our county's history, 211 OC tracked information about clients from the time they inquired about services through graduation from a program (all the way through the Continuum of Care). 211 OC's role also included the following:

- *Track and provide statistics regarding inquiries and services available for HPRP programs*
- *Prescreen all HPRP inquirers (as well as anyone inquiring regarding HPRP-related services, even if not by the name "HPRP") and refer to appropriate HPRP sub-contracted agency (regardless of whether they are funded by the County or one of the other 8 jurisdictions in our county area)*
- *Manage and leverage relationships with all HPRP agencies to ensure current and accurate information (especially regarding availability of funding and staff to conduct intake interviews as well as to advocate on behalf of clients who have been denied service.)*
- *Provide reports and presentations to community stakeholders regarding the activities and uses of HPRP*

**Alameda County:** The Alameda County 211 program was established as the central point of contact for the Alameda County HPRP program. All housing related calls received by 211 were evaluated and assessed for eligibility for the HPRP program. Eden I&R staff, working with EveryOne Home and Alameda County's Housing and Community Development Department, developed a client intake tool to screen callers with demonstrated needs for potential HPRP eligibility. These screening questions were incorporated into the 211 client database and automatically calculated the caller's potential eligibility based on responses provided by the callers. The HPRP program was explained to every 211 caller seeking rental and deposit assistance, shelter/transitional housing, low-income housing, and utility assistance if, during the assessment process, it was determined that the client could benefit from the HPRP program. 211 callers who were screened to be potentially eligible to receive HPRP funds were referred to one of the seven HRCs (Housing Resource Centers). 211 Resource Specialists collected basic HPRP eligibility information in real time into Eden I&R's database, and then this information was re-entered into the HMIS system for countywide availability. From October 1, 2009 to February 8, 2011, Alameda 211 assisted a total of 4,350 clients.

**Riverside County:** 211 Riverside County began providing HPRP program eligibility services in January of 2010. The project was initially setup as a pilot program with Riverside County Housing Authority (RCHA) and was scheduled to conclude at the end of October 2010. Callers to 211 Riverside County in need of foreclosure prevention services were provided three services. First, callers were provided education and information about the foreclosure process as it relates to available housing resources. Secondly, callers in certain stages of the foreclosure process were provided general education and information about the HPRP program. Thirdly, those callers who met the eligibility criteria for the HPRP program were introduced to the HPRP staff via a direct call transfer to RCHA (Warm Transfer). Because 211 Riverside County was able to provide a countywide central calling service, relieving RCHA-HPRP intake staff of misdirected calls, a new 211 3-year contract was negotiated. After review of statistical data on callers to 211 Riverside County, it was determined that the typical homeowner calling 211 who requested utility assistance and food or food stamps, was also likely to need mortgage or rental assistance. Data between 7/1/2010 and 5/19/2011 total HPRP referrals: 3,689 - total calls taken: 12,531 - percentage of calls: 29.44%.

**San Bernardino County:** The City of San Bernardino contracted with Inland Temporary Homes (ITH), a small but highly successful transitional shelter, to administer their HPRP program, listing 211 San Bernardino County as a subcontractor for screening services. Callers from other jurisdictions were simply referred to the agency responsible for HPRP in that area or given other referrals as appropriate.

Leanne Drieberg, CEO of ITH, says that, “utilizing 211 saved the agency in overhead by not having to hire for that position (benefits, health insurance, etc) and allowing existing staff to focus on the tough work of preventing and overcoming homelessness instead of screening callers; saved the agency from having to upgrade our phone system to handle all the incoming calls; saved the agency from having to have either an overcrowded office or looking for more office space to accommodate the extra staff; and it gave potential clients 24 hours access to get their needs served and gave them immediate options for help other than HPRP.”

211 San Bernardino successfully pre-screened 1400 callers/households. Of these, 106 households totalling 336 people were served. 41 households exited the program including 33 considered stabilized. The other 65 are continuing their journey towards stabilization. Many of these clients have found employment and all are at least currently stabilized in their housing although not yet self-sufficient.

**Ventura County:** In Ventura County 211 maintained ongoing communication with HPRP program administrators enabling refinement of their referral information to ensure that only appropriate referrals were provided. This was particularly important as eligibility guidelines were repeatedly clarified. Their HPRP referral process was similar to referrals for other services. They checked eligibility carefully, but didn't record that information in a screening tool or conduct any additional reporting to the program.

## Services Provided by Local Independent Living Centers

*by Lee Nattress, Executive Director, Services  
Center for Independent Living, Claremont, CA*

Independent Living Centers (ILCs) – there are seven (7) in Los Angeles County – twenty-nine (29) in the State of California – were established to advocate for and defend the civil rights of persons with disability (PWDs) in the communities they are assigned to serve. The process begins when an individual – we refer to him or her as a consumer – makes contact with the ILC requesting information and/or assistance in solving a problem/addressing a perceived need. Because our mandate is to work with PWDs, we prefer to have the person who is disabled make that initial contact – simply stated, our role is to empower PWDs to advocate for themselves and confront the issues they face. ILC staff will guide them, stand with them, and assist them in identifying options and setting goals. We encourage consumers not to be dependant on the ILC. By the way, it is not necessary that the individual be diagnosed by a healthcare provider as having a disability – if a person feels

he or she is being kept from living independently in community because of some physical, mental, or emotional obstacle, she or he is eligible for service by, from, or with an ILC.

The primary mission of an ILC – like a 2-1-1 program – is to provide information and referrals to PWDs regardless of age or type of disability. The local ILC should be the first place a PWD turns to when he or she has a question or is in need. Likewise, it should be the first place someone providing social or community services should refer a PWD who comes to them for assistance. The message you, an information and referral specialist, should take away from this article is that the local ILC is the first place you should think of when a PWD asks for assistance – any type of assistance. The limitation on this is that local ILCs are not emergency service providers – a local ILC does not have or manage housing units – a local ILC is not a food pantry – a local ILC does not have a petty cash fund that PWDs can access.

That said, the local ILC

is mandated to provide four core services under the authorization of the Rehabilitation Act of 1973, as amended. These are: (01) peer support, (02) independent living skills training, (03) advocacy, and (04) information and referral. In addition, in the State of California, three additional services have been added: (05) assistive technology, (06) personal assistant referrals, and (07) housing referrals. Centers have the option of developing and implementing other services designed to meet the needs of their local area, i.e., programs for the deaf and hard of hearing, blind and vision-impaired, employment (job development and placement), and benefits counseling, to name a few.

Finally, ILCs work with local and regional governments to improve infrastructure, raise awareness about disabilities issues, and lobby for legislation that promotes equal opportunities and prohibits segregation and discrimination. They are/can be effective partners in addressing the needs in your community.



## Spotlight on...

### Understanding the Role of Crisis Centers in the World of Information and Referral

*By Judi Hampshire, LMFT*

*Crisis Line/211 Director at the Contra Costa Crisis Center*

With the growth and recognition of 211, confusion arises as to when to call it and when to call a crisis line. While the 3 digit number for information and referral is easy to recall (and tempting to rely on), those individuals who need a place to vent and explore their issues, obtain crisis support, and receive suicide risk assessment and intervention are best served calling a crisis line.

California is fortunate to have a large number of skilled and highly-regarded crisis centers. Most of these centers are part of the National Suicide Prevention Lifeline network and are certified by the American Association of Suicidology. This means that these crisis centers meet stringent national standards in terms of assessment and intervention skills, offer high level training, and provide clinical supervision and feedback to line staff.

Many 211 calls involve people in various stages of crisis. They have lost their job and their health care, may be facing foreclosure, or be buried in debt. Some struggle with mental health issues or are otherwise overwhelmed. For some individuals, difficult losses and unexpected negative changes, coupled with limited resources and support systems, can contribute to a free-fall toward self-destructive behaviors, including alcoholism, drug abuse, and suicidal thoughts and behaviors. For these callers who need time to find some equilibrium and sort through the avalanche of emotions and issues, an experienced 211 specialist recognizes this need early in the call and works towards a warm transfer to a crisis center at the earliest opportunity.

When someone calls a crisis line, they will be connected with a compassionate and well-trained crisis worker. Together, caller and crisis worker create a safe, nonjudgmental space to allow the caller to explore his or her feelings and needs as well as discuss options and coping skills for dealing with the situation. Skilled assessment of any safety issues such as child and elder abuse, domestic violence, and thoughts of suicide are addressed. Crisis center counselors are trained in the latest lethality risk assessment standards and follow best practices models of assessment and intervention. Detailed safety planning and the use of follow-up calls allow crisis centers to deepen safety and connectedness for crisis callers not only lowering the risk of suicidal behaviors but also greatly decreasing the use of law enforcement and involuntary hospitalizations.

Both crisis lines and 211 provide valuable and necessary services. While they overlap in some aspects, however, they are different in significant ways. A strong 211 service wisely recognizes early in the call when someone is better served by a crisis line and provides a warm transfer. Effective handoffs help ensure that a caller in need of services beyond information and referral is handled effectively, and his or her safety is maintained.

## CAIRS and AIRS Communications Goes Virtual

Look for email messages from AIRS and CAIRS inviting you to join a new communications virtual network aimed at improving communication among the network membership. The New AIRS Networker is state of the art technology that enables membership organizations like AIRS and CAIRS to share information with their members more readily and makes it easier for the membership to find resources, check for up-coming events, read about the work of other Information & Referral (I&R) programs, send messages to each other, and even start a blog.

The site is divided into several sections for ease of use. These sections include Quick Links to Communities (like AIRS Board Committees or CAIRS membership), connections to Members (all AIRS members), and Discussions. You can access the public site at [airsnetworker.airs.org](http://airsnetworker.airs.org). Once on the site, you will be instructed to login for member only access which gets you to more information and connections. You will need your AIRS/CAIRS membership number to register your password to the site. Once in the members only section, you will have access to resource libraries, discussion groups and much more.



CAIRS will be using the New AIRS Networker for communicating with our members so when you receive your invitation to join the CAIRS membership community, please respond. Once you get to the site, you will be instructed how to create your profile and join the CAIRS community group. If you have trouble accessing the site or have other questions about the site, contact Nancy Findeisen, [nfindeisen@communitycouncil.org](mailto:nfindeisen@communitycouncil.org).



**Become a California Leader in the Information and Referral Field.**

## Explore Joining the CAIRS Board!

**CAIRS is looking for new leadership, new ideas and fresh energy on the Board.**

Like any other professional association CAIRS does not run itself. It takes the leadership, hard work and cooperation of its members to simply survive, much less flourish, prosper and succeed. Because we do not have paid staff, it has taken the participation, planning and implementation efforts of Board members and other individual CAIRS members for our conferences, training, newsletters and advocacy to succeed.

Right now, **AIRS accreditation and AIRS certification are the priority for CAIRS!** This is a remarkable opportunity and challenge to us as the premier Information and Referral organization in the State. This is the moment for increased involvement from more of you in the field. We are looking for leadership from the information and referral field in general and for those with expertise in serving those in the military, youth, seniors and children. We are also interested in recruiting to the board those who could bring particular targeted expertise to our field - business, technology, disaster preparedness and employment.

If you are interested in being on the CAIRS Board or would like to nominate/recommend someone, please send this information to Ed Schoenberger, Nominations Committee, CAIRS at [eschoenberger@uwba.org](mailto:eschoenberger@uwba.org). Write CAIRS BOARD in the subject line.

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## Benefits of Membership in AIRS and CAIRS

Renewing a joint membership in CAIRS and AIRS has many benefits, including reduced prices for on-line training and AIRS training products, reduced fees for conferences, and, at the Enhanced and Premium levels, The ABC's of I&R (updated for 2011) at no cost. Your membership also entitles you to a reduced cost Member Rate when registering for the Annual CAIRS Conference coming this Fall.

To join or renew a membership, download the application from [www.airs.org](http://www.airs.org). For a full detailed description of CAIRS and AIRS membership benefits at each level, please visit the CAIRS website at [www.cairs.org](http://www.cairs.org).



# Calendar of Events



## SAVE THE DATE

for the upcoming CAIRS Annual Training Conference being held on

**September 16, 2011**

in Ontario, California.

**The AIRS 33rd I&R Annual Training and Education Conference is taking place  
June 5th - June 8th this year in Dearborn Michigan.**

The following workshops are being presented by CAIRS Members:

- *"Building a Diverse Funding Model" - by John Ohanian, 2-1-1 San Diego*
- *"How to Develop Protocols that Support Quality Service Delivery and Leads to Accreditation" - by Maribel Marin, Elizabeth Ruiz and Terri Baker, 211 LA County*
- *"Developing Specialty Programs, Benefits & Enrollment, Veterans & Military Support and Health Navigation" - by Bill York, Alia Del Rossi, and Katelyn Krueger, 2-1-1 San Diego*
- *"Building Bridges for 2-1-1 US Quality Committee panel on lessons learned and strategies for assuring 2-1-1 is Excellent, Everywhere and Always" - by Amy Latzer, 211 LA County, Bob McKown, Michigan United Way, Karen Turgeon, 2-1-1 Maine*
- *"Quality Assurance and Coaching: Best Practices and How to Get There" - by Amy Latzer, 211 LA County*
- *"Unorthodox Inclusion: 21st Century Resources for the 21st Century Needs" - by Ben Curtis, 211 LA County*
- *"Bringing Innovation to I&R" - by John Ohanian, 2-1-1 San Diego*
- *"Developmental Screening and Care Coordination: Improving Outcomes for the Most Vulnerable at-Risk Young Children" - by Patricia Herrera, 211 LA County*

**If you won't be attending this year's AIRS conference but are interested in seeing any of these workshops presented at the CAIRS conference in September, let us know by contacting us at [cairs211@yahoo.com](mailto:cairs211@yahoo.com).**