



Air Waves

Wisconsin's Information Network

---- Winter 2009----



WisconsinAIRS is a statewide, non-profit professional association of Information & Referral (I&R) and Information and Assistance (I&A) organizations and individuals. The association is dedicated to developing and maintaining a high quality, coordinated information and referral network for Wisconsin and is an affiliate of AIRS (Alliance of Information and Referral Systems), the national organization.

Our mission is to promote the information and referral profession and support professionals engaged in Information & Referral and Information & Assistance.

*Published by
WisconsinAIRS
P.O. Box 1946
Milwaukee, WI 53201*

www.wisconsinairs.org

MONEY



Money

Money

(articles and links inside)

Also:

- MedicAlert + Safe Return for clients with dementia (what is it, how much does it cost, where to enroll)
- Study Groups and AIRS certification exams announced
- 2 pages of websites --
useful for your clients
useful for your job
- WisconsinAIRS Conference --
Save the date: October 8-9, 2009



Please share this issue with co-workers and agencies that may benefit from this information and/or who may benefit from membership in WisconsinAIRS.



A message from the President of WisconsinAIRS --

- assessing the value of your service
- defining “follow-up” calls
- AIRS public policy
- new WisconsinAIRS board members
- a quiz!

For 2009, WisconsinAIRS celebrates its 30th Year Anniversary! Some recent activities of WisconsinAIRS include informing members of the revised 6.0 AIRS Standards and that AIRS has published its first Public Policy Report. In addition, the WisconsinAIRS Board and organization welcomes our new WisconsinAIRS Board Members.

Can your Information & Referral (I&R) service demonstrate evidence of a positive change in a caller’s conditions? Major economic challenges continue for our callers. We must step up to the challenge by proving the effectiveness of I & Rs, by reporting data on needs to appropriate government and funders, and by becoming involved in community strategies that support meeting human service needs. WisconsinAIRS member organizations have well-trained Information and Referral (or Assistance) Specialists, and two of their primary skills are active listening and information gathering. Callers wonder why the Specialists ask numerous assessment questions. These assessment questions help the Specialists to assist the callers with problem-solving and to offer appropriate human service referrals. Successful I & R organizations build a strong foundation through effective community resources and solid community collaborations. Also, follow-ups can show positive outcomes when using quality assurance measures.

The revised 6.0 AIRS Standards are found on the AIRS Website and define follow-up as, “The process of contacting inquirers to determine whether their needs were met and if not, why. The term ‘follow-up’ is used in two contexts within I&R. There is ‘follow-up’ that is driven by the situation of the individual inquirer to make sure that a vulnerable person with an essential need gets the help they require. There is also ‘follow-up’ that is conducted with a larger and more random sample of inquirers and is driven by the need to better understand overall I&R service outcomes and the effectiveness of the I&R service being provided. One is an integral part of service delivery; the other is an aspect of program evaluation and quality assurance. In both cases, additional assistance to the inquirer in locating or using needed services may be required.”

AIRS is helping to meet the challenges faced by callers through supporting public policy decisions that benefit I & R services. In January 2009, AIRS distributed its first Public Policy Report. The report alerts members of relevant information and referral issues, such as contacting Representatives and Senators regarding support of S. 211 and H.R. 211 (The Calling for 2-1-1 Act Bill). Ongoing AIRS Public Policy Reports will overview the legislative and regulatory work of AIRS and announce opportunities for advocacy.

Congratulations to those who joined the WisconsinAIRS Board of Directors and those elected to Officer Positions in fall of 2008! New board members are:

- Valeree Lecey, CIRS-A, Greater Wisconsin Agency on Aging Resources, Brookfield, WI
- Rose O’Hara, CIRS, Tri-City United Way/Marinette, 2-1-1 Infolink
- Amanda Behling, CRS, Mental Health Association of Waukesha Co., Waukesha, WI

All previous Officers were elected to remain in their current positions. In addition, Julie Seeman, CIRS-A, (Rock County Council on Aging, Janesville, WI) was elected for the position of President-Elect. The Board looks forward to new membership participation on this innovative and action-oriented Board.

A quiz!

What is the former name of the “WisconsinAIRS” organization? (IRPW- Information and Referral Providers of Wisconsin). Name the three most recent Presidents of the WisconsinAIRS Organization? (Susan Richards, Ginger Ayres, Luanne Teige). If you know the answers, then you have a special invitation to the 2009 WisconsinAIRS Training Conference (Kalahari Resort and Convention Center, Wisconsin Dell, WI, October 8 and 9).

Join us for the WisconsinAIRS 30th Year Anniversary celebration!

Matricia Patterson, MSW, MSM
WisconsinAIRS President
Telephonic Services Coordinator
2-1-1 @ IMPACT

Financial Advice Can Relieve Stress from Economic Meltdown

by Alan Prah

Financial Information & Service Center (FISC),
Consumer Credit Counseling Service, Menasha, WI

How do you feel when you're driving home from work and the radio announcer says the stock market has dropped another 500 points? It's hard to feel upbeat and positive in the middle of an economic meltdown!

In challenging times like these, even people with good jobs can be worn out by the prevailing mood of doom and gloom. A sense of perspective and balance can help us and our clients get through these times.

Focus on what you can control

We cannot control the gyrating stock market. But, we can control or choose how we respond to these times. Developing our own plan of action and taking simple steps can greatly reduce stress and put us in a better financial position. Taking positive steps is huge!

Try these positive steps:

- Re-examine your spending choices and spending habits.
- Look for ways to reduce expenses and save money.
- Reduce credit card debt
- Increase your emergency savings
- Don't take on more debt
- Talk with an experienced financial advisor about your investments
- Have a written spending plan or budget
- Only use cash for your face-to-face shopping

The impact of hard times on people

Many people with financial challenges feel embarrassed and hopeless. Some don't believe that anyone else could possibly be in the situation they are in. Depression is common, as is feeling that there is no one who can help them.

Often people have financial issues, plus other challenges that compound their emotional stress like job loss, large medical bills, disability, or divorce.

Financial advice can help

When people are feeling financially overwhelmed, a certified credit counselor from a non-profit agency can help them have more peace of mind. A good counselor will listen without judging, help people understand their options and help people develop their own list of positive steps they can take to improve their situation.



Test results prove financial advice alleviates stress

To help people identify their level of financial stress and the causes of their stress, FISC credit counseling clients complete a survey before and after their first counseling session. This copyrighted "Personal Financial Well-Being Scale", developed by Virginia Tech Professor E. Thomas

Garman, asks people to answer eight different questions by circling numbers on a scale from 1 to 10, with 1 being "Overwhelming Stress" and 10 being "No stress at all."

1	2	3	4	5	6	7	8	9	10
Over-			High			Low		No Stress	
whelming			Stress			Stress		At All	
Stress									

So, the higher the score, the better. The national norm for the general population is 5.7.

In 2008, the average score for a FISC client before counseling was 3.1. The average score after counseling was 5.9, which is even better than the average score in the general population of 5.7!

(continued)

Coping with today's financial challenges

Living through tough times can wear us down and leave us feeling like the sky is falling. Talking with a caring professional, like a certified credit counselor, can help people with financial challenges develop a plan of action and greatly reduce their stress.

Members of the NFCC or National Foundation for Credit Counseling are independently accredited

and offer low cost or free financial advice.

To find the nearest agency that belongs to the NFCC, visit www.debtadvice.org. (Note: there are 28 agency locations around the state of Wisconsin.)

Alan Prahel is the education manager with FISC, an NFCC member agency. He can be reached at aprahel@fisc-cccs.org.

Protect your credit -- get your "free" annual credit report (The following information is taken from the Federal Trade Commission website: www.ftc.gov.)

Your Access to Free Credit Reports

The Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies — Equifax, Experian, and TransUnion — to provide you with a free copy of your credit report, at your request, once every 12 months. A credit report includes information on where you live, how you pay your bills, and whether you've been sued or arrested, or have filed for bankruptcy. Nationwide consumer reporting companies sell the information in your report to creditors, insurers, employers, and other businesses that use it to evaluate your applications for credit, insurance, employment, or renting a home.

How do I order my free report?

Go to annualcreditreport.com or call 1-877-322-8228. Do not contact the three nationwide consumer reporting companies individually. They are providing free annual credit reports only through annualcreditreport.com. You may order your reports from each of the three nationwide consumer reporting companies at the same time, or you can order your report from each of the companies one at a time. The law allows you to order one free copy of your report from each of the nationwide consumer reporting companies every 12 months.

A Warning About "Imposter" Websites

Only one website is authorized to fill orders for the free annual credit report you are entitled to under law — annualcreditreport.com. Other websites that

claim to offer "free credit reports," "free credit scores," or "free credit monitoring" are not part of the legally mandated free annual credit report program. In some cases, the "free" product comes with strings attached. For example, some sites sign you up for a supposedly "free" service that converts to one you have to pay for after a trial period. If you don't cancel during the trial period, you may be unwittingly agreeing to let the company start charging fees to your credit card.

Some "imposter" sites use terms like "free report" in their names; others have URLs that purposely misspell annualcreditreport.com in the hope that you will mistype the name of the official site. Some of these "imposter" sites direct you to other sites that try to sell you something or collect your personal information.

Annualcreditreport.com and the nationwide consumer reporting companies will not send you an email asking for your personal information. If you get an email, see a pop-up ad, or get a phone call from someone claiming to be from annualcreditreport.com or any of the three nationwide consumer reporting companies, do not reply or click on any link in the message. It's probably a scam. Forward any such email to the FTC at spam@uce.gov.

**"Free"
is
NOT
free.**

For more details on your credit report, go to www.ftc.gov and click on "Free Credit Reports" in the Quick Finder section.

Tax season is almost here! Get help completing tax forms.

From February 1 through April 15, the AARP Tax-Aide program will once again offer free one-on-one counseling, as well as assistance on the telephone and internet to help individuals prepare basic tax forms, including the 1040, 1040A, 1040EZ and other standard schedules. This service is geared toward low to moderate-income individuals over the age of 60.

To find out more information about Tax-Aide, or to find the site nearest you, visit

<http://www.aarp.org/money/taxaide>

There are over 150 sites this year in Wisconsin with IRS trained individuals available to assist individuals with filing their taxes.



Managing Safety for Loved Ones Who May Wander

MedicAlert + Safe Return assists in the timely return of memory-impaired individuals with Alzheimer's disease or a related dementia.

The Alzheimer's Association and MedicAlert have formed an alliance to improve the safety of individuals with Alzheimer's or related dementia. MedicAlert® + Alzheimer's Association Safe Return® is a 24-hour nationwide emergency response service for individuals with Alzheimer's or related dementia who wander or who have a medical emergency.



How MedicAlert + Safe Return works

If an individual with Alzheimer's or a related dementia wanders or becomes lost, caregivers can call the 24-hour emergency response line (1.800.625.3780) to report it. A community support network will be activated, including the local Alzheimer's Association chapters and law enforcement agencies, to help reunite the family member or caregiver with the person who wandered. With this enhanced service, critical medical information will be provided to emergency responders when needed.

Features of MedicAlert + Safe Return

- One identification product (bracelet or necklace) that serves two purposes. It provides emergency medical information and assists in the event of a wandering incident.
- The member's personal health record lists medical conditions, medications and allergies and can be updated 24 hours a day through a private online account or by calling the toll-free number during business hours.
- A national database that includes a member's photo and emergency contact information to help reunite the lost person with his or her caregivers.
- The MedicAlert + Safe Return hotline activates the resources of law enforcement, medical professionals and the local Alzheimer's Association staff to assist the members when an incident -- either wandering or medical emergency -- occurs.



(continued)

Cost for MedicAlert + Safe Return products

- The enrollment fee is \$49.95 with an annual renewal fee of \$25. The enrollment kit includes 24-hour emergency response system, ID jewelry (bracelet or necklace), personalized emergency wallet card, personal health record, and “6 steps to a Safe Return refrigerator magnet,” which provides useful tips when someone is missing.
- Companion jewelry can be purchased for \$25 with an annual renewal fee of \$25, which includes everything listed above.

For safety and peace of mind, enroll in MedicAlert + Safe Return today:

Call 1.888.572.8566

6 a.m. - 7 p.m. (PST) Monday - Friday and

8 a.m. - 5 p.m. (PST) Saturday or

online at www.alz.org.

The Alzheimer’s Association is the leading voluntary health organization in Alzheimer care, support and research. For information on programs, support groups, resources and services in our community -- www.alz.org.

Our vision is a world without Alzheimer’s.

1.800.272.3900

www.alz.org

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Submitted by: Kristen Crump,
Marketing Communications Manager,
Alzheimer's Association,
Wisconsin chapter

... SAVE THE DATE SAVE THE DATE SAVE THE DATE

WisconsinAIRS announces its
**30th Annual
WisconsinAIRS Conference**
October 8-9, 2009
Kalahari Resort and Conference Center
Wisconsin Dells



We’ll be celebrating 30 years, remembering the past, and looking forward to the future. There will be many workshops and a keynote speaker that is sure to please! There will be an opportunity to apply for three scholarships which pay for conference fee and hotel.

Watch for details by email and in the Spring 2009 issue of *Air Waves*.

... SAVE THE DATE SAVE THE DATE SAVE THE DATE

JOIN NOW!

Join the national association AIRS (Alliance of Information and Referral Systems) and WisconsinAIRS -- two memberships in one! Get member rates for conference PLUS much more. Go to www.airs.org.

~~ 2009 schedule ~~

AIRS (Alliance of information and Referral Systems) Certification Exams and WisconsinAIRS-sponsored study groups

What is AIRS Certification?

AIRS Certification is a professional credentialing program for individuals working within the I&R sector of human services. Certification is a measurement of documented ability in the field of I&R reflecting specific competencies and related performance criteria, which describe the knowledge, skills, attitudes and work-related behaviors needed by I&R practitioners to successfully execute their duties.

Certification is available for three specializations within I&R. Individuals who successfully pass the AIRS certification examination are awarded a certificate, lapel pin and may use the following credentials after their names:

- CIRS — Certification for I&R Specialists
- CIRS-A — Certification for I&R Specialists in Aging
- CRS — Certification for Resource Specialists

Who can become AIRS Certified?

Candidates may apply to take the certification examination once they are eligible. Eligibility is based on I&R and equivalent experience combined with educational background.

- At least 1 year of employment in I&R for applicants with a Bachelors or higher degree
- 2 years of employment in I&R for applicants with an Associates/Community College degree
- 3 years of employment in I&R for applicants with a High School diploma or GED.

Part-time staff and volunteers are required to have at least 1,000 hours of continuous I&R service over the

past 1, 2 or 3 years of service to be eligible to take the examination.

Acceptable experience entails work in the field of human services that includes an I&R element such as positions in social work, discharge planning, consumer credit counseling, community health nursing, independent living skills instruction and school counseling; or employment in a homeless or domestic abuse shelter, food bank, group home or other similar settings.

Benefits of AIRS Certification

For the individual, AIRS Certification:

- Adds professional recognition to what you do. It addresses the misconception that I&R people “just answer phones.”
- Provides a transferable qualification. Many job postings state a preference for applicants with AIRS certification. As a consequence, there is much more mobility of I&R staff.
- Some agencies provide a pay increase for Certified staff.

For the agency, AIRS Certification:

- Builds confidence among staff – they believe more in their skills if they have been validated by an external body.
- Enhances agency quality assurance and consistency of service levels within your own I&R.
- Helps funders and other stakeholders understand and appreciate the professionalism involved in I&R. It shows that there is an emphasis on quality as the competencies of I&R positions have been defined it and are being externally tested. (continued)



**Certification is
good for
individual staff,
agencies,
the public, and
humans services**

- For the majority of its frontline staff is, along with AIRS Accreditation, often one of the criteria for securing and maintaining funding.
- The process of studying forces people to understand the context in which they perform their job and the skills that they need in a more systematic way.
- The alignment of training resources (e.g. ABCs of I&R and online training) with the Standards and the Certification process provides a continual enhancement of service.

For the general public and the human services sector, AIRS Certification:

- Enhances agency quality assurance and consistency of service levels between different I&Rs.
- Improves customer service. Staff are aware of the requirements for quality performance and are more ready and capable of meeting them.



In order to take a certification exam, application must be made to and accepted by AIRS. Go to: www.airs.org

--- 2009 Exam Schedule ---
(more exam dates may be added later in the year)

Exam date	Time	Location	Local Contact
May 1	10:00 AM to noon	ADRC of Waukesha County Human Services Center 500 Riverview Avenue Waukesha, WI 53188	Steve Peterson Aging Resource Center of Milwaukee County Steven.Peterson@Milwcnty.com
May 29	10:00 AM to noon	ADRC of Eau Claire County Eau Claire County Courthouse 721 Oxford Eau Claire, WI 54703	Luann Teige Senior Connections luann@seniorconnectionswi.org
July 15	10:00 AM to noon	Southwest Technical College 1800 Bronson Blvd. Rm. 493 and 492 Fennimore, WI 53809	Ruth Rotramel rrotramel@co.grant.wi.gov

--- 2009 Study Groups (sponsored by WisconsinAIRS) ---

Study Group Date	Time	Location	Local Contact
March 27	9:00 AM to noon	ADRC of Waukesha County 500 Riverview Avenue Waukesha, WI 53188	Steve Peterson Aging Resource Center of Milwaukee County Steven.Peterson@Milwcnty.com
April 24	9:00 AM to noon	ADRC of Eau Claire County 721 Oxford Eau Claire, WI 54703	Luann Teige Senior Connections luann@seniorconnectionswi.org
June 12	9:00 AM to noon	Southwest Technical College 1800 Bronson Blvd. Rm. 492 Fennimore, WI 53809	Ruth Rotramel rrotramel@co.grant.wi.gov

WEB SITES -- useful, helpful, resourceful, interesting

In no particular order and with no particular emphasis, here is a list of websites and helplines that may be useful to you as you perform your duties. These have been submitted by members of the WisconsinAIRS Board.

Ask Medicare -- for caregivers

<http://www.medicare.gov/Caregivers/> -- go here to sign up for this e-Newsletter from Medicare designed to help caregivers. Most people don't think of themselves as caregivers; all they know is that someone that they care about needs help. **Ask Medicare** provides information, tools and materials to assist the caregiver and their loved ones in making informed healthcare decisions.

Looking for a Nursing Home?

www.medicare.gov/NHCompare -- Medicare's Nursing Home Compare web tool can guide you through the process step-by-step. Just enter your ZIP code to compare facilities on things like bedsores, safety, and staffing, and use the new five-star quality rating to help make a good choice. Before you choose a nursing home for your loved one, get the facts on nursing homes in your area! Visit www.medicare.gov/NHCompare to get started.



Don't Get Stuck on Hold with Medicare

<http://www.medicare.gov/Publications/Pubs/pdf/11386.pdf> -- Medicare is here to help 24 hours a day, 7 days a week at 1-800-MEDICARE (1-800-633-4227). But before you call, check out Medicare's new tip sheet. It explains how to make the most of your call and get the right answers, fast. If you're calling for a loved one, know that Medicare can't share their personal information unless your loved one gives permission, either in person or by having a completed authorization form on file.

Identity Theft Resource Center --

<http://www.idtheftcenter.org/> -- resources, scams, sample letters, fact sheets, consumer guides, teen space, and more.

Wisconsin residential and care options, by county --

<http://dhs.wisconsin.gov/bqaconsumer/ResidOpts/seek.htm> -- select a county and find options for assistance with care in home (home health or hospice agencies), alternatives to living in one's current home (nursing homes, facilities serving people with Developmental Disabilities, assisted living, adult family homes). Materials for each county include directories, provider quality profiles, state contacts for questions, county-specific links.

The state legislature --

<http://www.legis.state.wi.us/> -- searchable database of bills and amendments, statutes and other legislative documents; find state and federal representatives; track legislative activities on proposals, committees, authors and subjects by receiving notification emails.

The United States House of Representatives

<http://www.house.gov> -- everything there is to know, many links

The United States Senate

<http://www.senate.gov> -- everything there is to know, many links

Association for Pet Loss and Bereavement

www.aplb.org -- The APLB is a nonprofit association of concerned volunteers who are experienced and knowledgeable in the tender subject of pet death. Chatrooms are free and available to anyone bereaving for a beloved pet. Membership is not required for this. The APLB is a compassionate nonprofit organization of trained volunteers, dedicated to helping people during this very special kind of bereavement. APLB is constantly improving its services, and making them freely available on the Internet. The APLB is unique, and the only organization in the world doing all this.

On Line Retirement Application -- from Social Security

www.socialsecurity.gov -- take 15 minutes to do Social Security online. Filing on line avoids driving to the Social Security office and waiting for an appointment. Click on “Applying on line for Retirement Benefits.” You will be asked a series of questions about you and your work. You don’t have to complete the application in one sitting. You can stop and restart the application without losing any information entered. There are convenient “more information” links to get an answer. When you are done, click on the “Sign Now” button. There are no paper forms to sign, and usually no additional documents are required. If more information is needed, Social Security will contact you.

Tomorrow’s Home Foundation -- repairs for mobile homes

<http://www.tomorrowhomefoundation.org/> -- The Tomorrow’s Home Foundation was created in 2000 for several purposes:

- Provide emergency assistance grants designed to provide critical repairs so that individuals and families can stay in their manufactured or mobile home,
- Create a method and mode for disposing of old, uninhabitable mobile homes that were blighting the countryside.

As a public charity, the Foundation provides a way to give back to the community for industry members and a method to assist populations that are underserved by other programs. For example, many other charitable and public service agencies do not provide housing assistance to persons in mobile home parks. The Tomorrow’s Home Foundation fills this void. Since its creation, the Foundation has assisted numerous families with either the purchase or rehabilitation of their home. In addition, almost 400 old mobile homes have been either recycled or landfilled.

Wisconsin state government

<http://www.wisconsin.gov/state/home> -- just about anything and everything you may ever need from the State of Wisconsin, from Wisconsin facts to various vital records and forms/applications, to phone numbers, to regulations, etc...and, it links you to other Wisconsin sites such as the OCI, Dept. of Health Services, etc. Helpful for finding nursing home ratings, home health agencies in all counties, any state agency.

Full Circle of Care -- hands on help for family caregivers

<http://www.fullcirclecare.org> -- information, links, and checklists; nationwide access to services, family caregiving, independent living, long term care and assistance, Alzheimer’s and dementia, end-of-life choices; huge alphabetical list of topics

Unemployment claims and filing online

<http://dwd.wisconsin.gov/ui/> -- The Department of Workforce Development administers Wisconsin's Unemployment Compensation Program which provides partial compensation of workers' lost wages, adjudicates contested claims, disseminates information on law changes, and updates and interprets laws and rules. From this website there is a link online to file claims. Or go directly to www.ucclaim-wi.org

Mirriam Webster -- the dictionary online PLUS more

<http://www.merriam-webster.com/> -- dictionary, thesaurus, medical, Spanish-english. PLUS daily crossword, daily word game, and word of the day.

Favorites -- a “remote control” for the computer

<http://www.allmyfaves.com/> -- links to the major sites for maps, news, weather, shopping, travel, finance, sports, jobs, translation, photo, tech, games, kids, pets, cars, health, recipes, and much more.

A pessimist, they say, sees a glass of water as being half-empty; an optimist sees the same glass as half-full. But a giving person sees a glass of water and starts looking for someone who might be thirsty.

--G. Donald Gale

Calling for 2-1-1 Act (from AIRS Public Policy report)

H.R. 211 and S. 211 Introduced

AIRS is very pleased that the Calling for 2-1-1 Act was introduced on the very first day the House was in session and followed shortly by the introduction of the Senate bill.

This early action will ensure sufficient time to build strong and bi-partisan support for this important legislation and gain its passage.

On January 6th, Rep. Anne Eshoo (D-CA) re-introduced H.R. 211 – The Calling for 2-1-1 Act and the bill was referred to the House Committee on Energy and Commerce. This Committee has a new Chairman Rep. Henry Waxman (D-CA) who replaced Rep. John Dingell (D-MI).

On January 12th, Sen. Hillary Rodham Clinton, in one of her last acts before being confirmed as President-Elect Obama's Secretary of State, introduced S. 211, the Senate version of the bill. The bill was introduced with 23 co-sponsors and referred to the Senate Health, Education, Labor, and Pensions Committee. All 23 co-sponsors were co-sponsors of the bill in the 110th Congress, which ended with 48 total co-sponsors. To view a list of co-sponsors from the last session of Congress, please visit www.thomas.loc.gov and search for S. 211 under "previous and multiple sessions of Congress".

Currently, H.R. 211, the House version of the bill, does not have co-sponsors. In the 110th Congress, there were 143 co-sponsors. To view a list of co-sponsors from the last session of Congress, please visit www.thomas.loc.gov and search for H.R. 211 under "previous and multiple sessions of congress."

In order to get both bills referred out of committee, we need to gather as many co-sponsors as possible. Please contact your Representative (www.house.gov to find your member) and your Senators (www.senate.gov) TODAY and ask them to be co-sponsor of H.R. 211 and S. 211.

To do this, call the capitol switchboard 202-224-3121 and request to speak with your member's office. Once connected, tell them:

"This is _____ from the district. I'm calling to ask that Representative _____ co-sponsor H.R. 211, the Calling for 2-1-1 Act. 2-1-1 organizations provide vital information services to the communities in our district. The bill would create a national 2-1-1 number that would increase the prominence of 2-1-1 and help connect more citizens around the country in our district with this useful tool. Please sign on to this important bill today!"

To contact your Senator, call the same number and request to speak with your Senator's office. Tell them:

"This is _____ from _____. I'm calling to ask that Senator _____ co-sponsor S. 211, the Calling for 2-1-1 Act. 2-1-1 organizations provide vital information services to the communities in our district. The bill would create a national 2-1-1 number that would increase the prominence of 2-1-1 and help connect more citizens around the country in our district with this useful tool. Please sign on to this important bill today!"



Join the WisconsinAIRS Listserv

Go to <http://groups.yahoo.com/group/WisconsinAIRS> and click on the "Join This Group" button. Join to receive email news and updates, to ask questions or to share news.

WisconsinAIRS Board of Directors -- 2008-2009

Ginger Ayres, CIRS
ADRC of Ozaukee County
Port Washington, WI
262-284-8120
gayres@co.ozaukee.wi.us
1st Term expires Fall 2011

Amanda Behling, CRS
Mental Health Assoc.
in Waukesha Co.
Waukesha, WI
262-547-0769 Ext. 103
abehling@mhawauk.org
1st Term expires Fall 2011

Devon Christianson
ADRC of Brown County
Green Bay, WI
920-448-4331
Christianson_dt@co.brown.wi.us
1st Term expires Fall 2010

Lisa Clark, CIRS
Brown County United Way
Green Bay, WI
920-432-3393 x-8645
lisa@browncountyunitedway.org
1st Term expires Fall 2009

Teresa Halverson, CRS
Secretary
Great Rivers 2-1-1
Onalaska, WI
608-775-6336
tahalver@gundluth.org
2nd Term expires Fall 2009

Janell Keeter, CIRS-A
Greater WI Agency on Aging
Resources, Hazelhurst, WI
608-228-8086
janell.keeter@gwaar.org
Term expires Fall 2011

Valeree Lecey, CIRS-A
Greater Wis. Agency on Aging
Resources, Brookfield, WI
valeree.lecey@gwaar.org
608-228-8087
1st Term expires Fall 2011

Jayne Mullins, CIRS
Vice President
Greater WI Agency of Aging
Resources, Madison, WI
608-224-6305
jmaaage@gmail.com
1st Term expires Fall 2011

Rose O'Hara, CIRS
Tri-City Area United Way
2-1-1 Infolink
Marinette, WI
888-328-1119
rose@tricityareaunitedway.com
Completing previous board
member's term, ends Fall 2009

Matricia Patterson, CIRS
President
2-1-1 @IMPACT
Milwaukee, WI
414-302-6620
mpatterson@impactinc.org
1st Term expires Fall 2011

Steven Peterson, CIRS-A
Milwaukee County Dept. on Aging
Milwaukee, WI
414-289-5797
steven.peterson@milwcnty.com
2nd Term expires Fall 2011

Ruth Rotramel
Grant County Center on Aging
Lancaster, WI
608-723-6113
rrotramel@co.grant.wi.gov
1st Term expires Fall 2010

Lynn Scheinoha, CIRS-A
Treasurer
ADRC of Manitowoc County
Manitowoc, WI
920-683-4180
lynnscheinoha@co.manitowoc.wi.us
2nd Term expires Fall 2010

Julie Seeman, CIRS-A
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