

NYS AIRS Notes

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Special Points of Interest Inside:

- Many I&R Professionals were Certified by AIRS
- Several websites for issues post-9-11
- How do you keep staff committed? Quick Tips!

NYS AIRS Conference a Success

The ninth annual NYS AIRS educational conference was a great success. After some deliberation, the board decided to try a new location. Although the hospitality and facilities at Stella Maris in Skaneateles were always top notch, we wanted to try to draw participants from other parts of New York State. So, we moved to Roaring Brook Ranch in Lake George. Whether it was the location, the workshops, or both, the conference was one of our most highly attended! We had over 60 attendees from all over the state, with an influx of service providers from New York City. It was great to see so many new and returning faces.

Another new feature this year was having two headline pres-

Stay Certified!

Remember, if you are a certified I&R Specialist or Resource Specialist, you need to renew that certification every two years.

One of the requirements of AIRS certification is that you have at least ten hours of



Skills, Strategies, Solutions for Quality Information and Referral Service

entations: Mr. Frank Pastizzo and Dr. Christopher Allers. Mr. Pastizzo gave a great opening presentation on "How to Lighten Up the Workplace." His enthusiasm and humor got us started on the right foot. Dr. Allers' more serious speech centered on the roles of I&Rs during times of crisis

training in Information and Referral-related topics during those two years. Our conference can help you fulfill your educational requirement for those certifications!

For more information or a recertification packet, you must contact AIRS. Visit them on

and how Atlanta 211 attempted to assist during the World Trade Center attacks and aftermath.

Another special presenter was AIRS Board Member Sharon Fink, who joined us from the Jewish Information and Referral Services in Rockville, Maryland. Sharon did a very well-received presentation on "Being an I&R Sleuth."

The board would like to thank all the presenters for

their enthusiasm and great work. Special thanks also to the members of the conference committee (official and unofficial) for all their hard

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the web:
www.AIRS.org or call them at
 (206) 632-2477.

Congratulations To New York's Certified Specialists!

Congratulations to all of New York State's Certified Information and Referral Specialists and Certified Resource Specialists. Since the last newsletter, the following people have been awarded these designations in acknowledgment of their demonstrated competencies in the field of Information and Referral. Note: some are new certifications; some are re-certifications.

Certified I&R Specialists

Altagracia Coleman, Catholic Charities, Poughkeepsie

Cathleen Kelly, LIFE LINE, Rochester

Stephen Lalli, FIRST, White Plains

Kristin Lloyd, Catholic Charities, Poughkeepsie

Dana Meyer, Catholic Charities, Haverstraw

Kenyi Ogando, Catholic Charities, Yonkers

Monica Recinos, FIRST, White Plains

Mary Velez-Torres, Catholic Charities, Haverstraw

Rosalind Wilson, Catholic Charities, Brooklyn



Certified Resource Specialists

Maria Cruz, FIRST, White Plains

Shye Louis, REACHOUT of St. Lawrence County, Potsdam

Helen Winder-Marshall, Prevent Child Abuse New York, Albany

If you would like to become certified by AIRS, you must apply to take the test in advance. An application packet is available at www.AIRS.org.

Future Dates in the NY area: Contact names below are solely for information on the test taking facility; not on the test. For all test-related questions, contact Duane Gimbel at AIRS, (206) 632-2477

• February 21, 2002
Rocky Hill CT (9:30-11:30 am)
United Way of CT
1344 Silas Deane Highway
Mary Hogan 860/571-7545

• April 23, 2002
Princeton NJ
Fran Palm 973/331-3663

"Inspire your staff to excel...Focus everyone's attention on the next goal."

Quick Tips: Ensure Your Staff's Commitment

Leaders raise the bar for themselves and their employees. Here's how to ensure your staff's commitment:

• **Look ahead.** Focus everyone's attention on the next goal, upcoming challenges and future victories. *Example:* Don't conduct a staff meeting to dissect what went wrong last week. Instead, use that time to set up a game plan to make next week more successful.

• **Tailor your praise** to fit the individual. *Example:* Praise a meticulous employee for her

mastery of details.

• **Spread the word.** When communicating with employees, give them equal attention. Don't focus on your favorites and neglect others. *Tip:* Make eye contact with one person for a few sentences, then lock eyes with another person in the same way. Proceed until you've connected with everyone in the room.



Tips for a better workplace

Source: *Communication Briefings*, as adapted from *Bob Nelson's Rewarding Employees*, Nelson Motivation Inc., (858)487-1046. www.briefings.com

9-11 Aftermath

It's fully four months after the attacks of September 11, but many are still affected—people who experienced tragedy directly, people who watched the horrors unfold, and those who've been helping them.

Many counseling and information and referral hotlines reported spikes in their call volume in the weeks after September 11 and through the end of the year. There are many people who still need assistance, including helping professionals who may need to debrief and deal with their own emotions. The following resource list is not meant to be inclusive, but a starting point.

To learn more about the effects of trauma: <http://www.trauma-pages.com>. This site is maintained by a widely

respected trauma psychologist, David Baldwin. The site also has tools to translate it into several different languages. It's very comprehensive and works on many levels. It has links for professionals, parents, disaster workers, and concerned citizens, and covers many different types of disasters.

World Wide Web Resources for Social Workers (and others): <http://www.nyu.edu/socialwork/wwwrsw>

A very comprehensive website maintained by New York University. Over 55,000 links to all sorts of human service information, including a page of links relating to September 11.

Blood is a resource that is always needed. The Red Cross has reported a dip in the number of people giving

blood, and encourages anyone over 17 who is healthy to consider donating. To give blood: visit www.givelife.org or look in your local phone book under community services to find a site near you.

www.FirstGov.gov is a website with many links to federal, state, and local governmental organizations.

"I would recommend your [annual] conference for every I&R professional in the state!"

9th Annual Conference

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work at the conference and beforehand.

Some conference evaluations gave highly complementary remarks:

"...excellent variety of workshops and highly-skilled presenters"

"I learned many new skills to take back to my office..."

"As a first time participant, I appreciated the participants' openness and friendly attitudes."

"Uniformly excellent. Loved the handouts for each workshop. Excitement about the topic was transmitted to participants."

"The board is doing terrific work in offering balanced topics and bringing excellent key note speakers. Thanks!"

Thank you!

We hope to see even more new people in 2002. We also welcome member's com-



"The conference offered tools to get the job done right!"

ments on content. Are there topics you would like to see

us cover at the next workshop?

Email Cathleen Kelly,

ckelly@TheHealthAssociation.org with suggestions!

**NEW YORK STATE
ALIANCE OF**

c/o Prevent Child Abuse
NY
134 South Swan Street
Albany, NY 12210

We're on the
web...come visit
us!
www.NYSAIRS.org



Dedicated to Bringing People
and Services Together.

It's Time to Renew Your Membership

Members count! All members vote on NYS AIRS matters at the annual meeting.*

Keep up to date on the latest I & R issues with a subscription to NYS AIRS Notes, our quarterly newsletter.

Get a discount on all NYS AIRS workshops and the annual training conference.**

Receive a free copy of the Directory of NYS AIRS Members and Member Agencies, published annually.



Gain all the tools you need to do your job better through NYS AIRS!

Network and build relationships with other I & R professionals.

Use the NYS AIRS website to post your agency's employment, internship and volunteer opportunities at no charge.

Use the NYS AIRS list serv to communicate with members statewide.

***NYS AIRS Annual Meeting—** Held each year in April, the annual meeting includes a training component along with the election of NYS AIRS Board of Directors.

****NYS AIRS Training Conference**

Held each year in October, the conference provides educational opportunities for all levels of I & R, workshop certificates, networking activities and nationally known keynote speakers.

call Ana Winans, Membership Secretary for one, 518/445-1273.

Download an application from www.NYSAIRS.org or