

**MI-AIRS Board General Meeting  
August 13, 2008**

**Present:** Brenna Wheeler (President)  
Sue Asher (Vice-President)  
Sue Zanley (Treasurer)  
Bill Sullivan  
Mary Leininger  
Terry Thomma (for Jon Mead)  
Judy Whitehurst  
Susan Howell  
Chris Kenzie  
Bob McKown  
Dick Manikowski  
Sherry Miller  
Scott Redman (guest)

**Absent:** Suzanne Eman-Jaehnig (Secretary)  
LaNeice Jones  
Mickie Jannazzo  
Becki Tyler

Brenna called the meeting to order at 1:05.

**Approval of Agenda and Minutes**

The August 13, 2008 Agenda and the Minutes of the June 11, 2008 Board Meeting were approved as submitted.

**Officer Reports**

**A. President**

Brenna reported that the Volunteer Center of Battle Creek has changed their name to HandsOn Battle Creek. Kari Marciniak has resigned from her position in Battle Creek and from the MI-AIRS Board to take a position with the Michigan Non-Profit Association. Kari was Chairperson for the 2-1-1 Committee so that position will need to be filled. It is being considered by Board Members.

Bill Sullivan graciously accepted the position as Chairperson for the Public Awareness Committee.

Brenna has agreed to post the agendas and board meeting minutes on the MI-AIRS website in the future. She will continue to e-mail the board with this information. Some board members have not been receiving the e-mail notifications. The Board discussed this and decided to look into Google Groups as an alternative to Yahoo Groups.

### **B. Vice-President**

There was no Vice President's report for this meeting. The AIRS Affiliate Council conference call was cancelled due to summer conflicts, and will be resumed in September.

### **B. Treasurer**

The Treasurer's report was submitted in writing. There has been very little financial activity. MI-AIRS reimbursed MAUW for conference calls to meetings. Revenue received from Dick Manikowski & Jennie Pollak's resource training was received and reflected in the financial report. The treasurer's report was approved as presented.

## **Committee Reports**

### **A. Program Committee**

#### **a. Trainings/Roundtables**

"Creative Problem Solving - The Miracle of I & R" roundtable is scheduled for Friday, August 15 in the MAUW conference room in Lansing. Presenters are Bob McKown and Rachel Osborn, discussing seemingly impossible situations that can be resolved by I & R.

Another roundtable around the issue of call statistics/reporting is scheduled for September in Battle Creek.

Mickie Jannazzo is planning to present "The Basics of I & R" in October in Gaylord.

The MI-AIRS Annual Meeting is scheduled for October 8<sup>th</sup>. Brenna offered to host the Annual Meeting at LifeWays in Jackson. The following topics were discussed for presentations at the Annual Meeting.

- Preparing your call center for disaster
- Providing key information to callers about voter registration and voting
- Critical incident stress debriefing
- The Miracle of I & R
- Medicaid, MI-Child, Medicare
- Reporting data from call centers around the state

There was discussion about offering training for managers and another for front line staff members.

#### b. Testing

Judy reported the following scheduled testing dates: August 16<sup>th</sup> in Traverse City, November 12<sup>th</sup> in Battle Creek, and November 18<sup>th</sup> in Detroit.

### **B. 2-1-1 Committee**

#### a. Reviews

The committee has reviewed and corrected the *Michigan Alliance of Information & Referral Systems' Application for MI-AIRS Endorsement As A 2-1-1 Call Center: Existing Call Centers Adding Counties to their Service Area*. The committee has also created *Requirements & Timeframes to become or expand a 2-1-1 Call Center*. Judy made a motion to support the *Requirements & Timeframes to become or expand a 2-1-1 Call Center*. It was seconded by Sue Zanley, and approved by the Board.

The Board discussed the new AIRS Standards, version 6.0, which are being reviewed by the field. The AIRS Board is hoping to have them ready by the end of 2008. MI-AIRS will plan to review the MI-AIRS Standards in light of the new AIRS Standards when they are released.

There are several 2-1-1 applications in the pipeline. The 5- county Midland application has been turned in for review. HandsOn Battle Creek is planning to add Branch County to their Call Center. Jackson is expanding to include Genesee County. Muskegon is also planning an expansion in the future.

There was discussion by the Board regarding the review process to insure that existing endorsed call centers continue to meet the standards. A suggestion was made to have review teams use “secret shoppers” to call

applying agencies. The 2-1-1 Committee will look into safeguards and will provide opportunities for some sort of peer review to insure ongoing quality of MI-AIRS endorsed call centers.

Sherry made a motion to accept the 2-1-1 Committee's editing of the *Michigan Alliance of Information & Referral Systems' Application for MI-AIRS Endorsement As A 2-1-1 Call Center: Existing Call Centers Adding Counties to their Service Area*. Bill seconded the motion, and approved by the board. Brenna will accept the edits and put the document on the [www.mi-airs.com](http://www.mi-airs.com) website in PDF format. The document will be in a word format on the Yahoo! Groups site for the Board to access.

### **C. Public Awareness Committee**

Brenna presented the report. The Committee decided to combine summer and fall information into one newsletter. It will be sent to the membership prior to the Annual Meeting. Hannah Newton will then have one newsletter to work on. The membership list on the web may be outdated. Currently the newsletter is being sent to one person per agency. Please make sure it is forwarded to all staff in your agency if you are the person receiving it. A suggestion was made to call attention to the MI-AIRS newsletter in both the MI-AIRS and AIRS newsletters. All I & R staff members should be receiving both newsletters. MI-AIRS may need to increase our e-mail distribution list.

### **D. Membership and Nominating Committee**

Sue commented that the Membership Committee will take a look at the e-mail list to make sure it is as current as possible. The Board discussed the number of review teams that will be needed in the future. A suggestion was made that the size of the Board may need to be increased as well as the general membership. MI-AIRS Board members should make a potential list of agencies in their communities that may be interested in joining MI-AIRS as well as potential new Board Members. Please e-mail suggestions to Sue Asher at [asher.susan@gmail.com](mailto:asher.susan@gmail.com).

Meeting adjourned at 2:50.

Next meeting is the MI-AIRS Annual Meeting, scheduled for Wednesday, October 8th in Jackson. Details to follow.

Respectfully Submitted,

Sue Asher for Suzanne Eman-Jaehnig, Secretary