



Michigan Alliance of Information and Referral Systems
2008 Annual Report
October 8, 2008

During 2008 MI-AIRS has focused on training and staff development opportunities, reviewing applications from providers proposing to expand their service area and enhancing services to AIRS/MI-AIRS members.

Training

Since January, MI-AIRS has offered eight trainings including:

04/30/08	Basics of I &R, Lansing
06/09/08	Taxonomy & Record Training, Jackson
08/15/08	The Miracle of Information & Referral, Lansing
10/08/08	Unafraid of Medicaid: Understanding common Medicaid problems & creating solutions for them
10/08/08	Information & Referral's Role in Voter Participation
10/08/08	Call Center Reporting Roundtable Discussion
10/08/08	2-1-1 Call Center Manager's Roundtable
10/08/08	The Miracle of I&R Roundtable.

Web Site

The MI-AIRS web site is being maintained by one of the board members and includes information about upcoming events, e-newsletters, AIRS certification exam opportunities, and the AIRS online training subscription opportunity.

MI-AIRS E-Newsletter

In the last year, MI-AIRS resumed publication of the MI-AIRS Newsletter. Rather than being produced and distributed in paper format, the new Newsletter is now an electronic publication which is sent to members via e-mail & posted on the MI-AIRS website (www.mi-airs.com). In the next quarter expect another E-Newsletter!

Certification Exams

As an AIRS affiliate, MI-AIRS oversees Certification exams held in Michigan. The objective of obtaining Certification often results in professionals polishing their I&R knowledge and skills. The goal and the result are improved I&R services. Through today, MI-AIRS scheduled & sponsored 6 exam opportunities this year:

03/03/08	Jackson
05/16/08	Kalamazoo
05/29/08	Detroit

08/15/08	Traverse City
11/12/08	Battle Creek
11/18/08	Detroit

AIRS Essential Learnings Online Training

Michigan 2-1-1 and MI-AIRS continued a subscription that provides unlimited use of the AIRS Online training courses for Michigan 2-1-1 and MI-AIRS members. Instead of paying for each course, MI-AIRS members who subscribe are able to use all of the available courses for less than \$50 per employee/annually.

As an added incentive to try the AIRS Online Training, AIRS members from Michigan at the “Basic” level receive one training slot and AIRS members at the “Standard” or “Enhanced” levels receive two training slots as an added benefit of their AIRS membership. Information is available on the MI-AIRS website (www.mi-air.com)

Coordination with Michigan 2-1-1

MI-AIRS continued our successful coordination efforts with Michigan 2-1-1. In 2008, we coordinated to produce the ‘Requirements & Timelines to become or expand a 2-1-1 Call Center’ document which details the process, requirements, and likely timeframes in order to establish or expand a 2-1-1 Call Center in Michigan.

Reviews of 2-1-1 Applications

MI-AIRS revised the Application for MI-AIRS Endorsement as a 2-1-1 Call Center (August 13, 2008): Existing Call Centers Adding Counties to their Service Area. Revisions included an instructions page, detailing directions on how to complete and submit the endorsement application. Additionally, standards were updated to more clearly define the standards MI-AIRS looks to before granting endorsement.

Since January, MI-AIRS completed three reviews & endorsed all three programs:

- Central Michigan 2-1-1: Lenawee & Livingston Counties
- HandsOn Battle Creek (fka Volunteer Center of Battle Creek): St. Joseph County
- United Way for Southeastern Michigan: Monroe & Washtenaw Counties

The review teams and the Board continue to demonstrate a commitment to assure the standards are met and quality 2-1-1 services will be available.

AIRS Accreditation

To date this year, four new programs have received AIRS Accreditation.

- Central Michigan 2-1-1
- Community Access Line of the Lakeshore 2-1-1
- Common Ground Sanctuary
- UPCAP Services, Inc. 2-1-1

Accreditation assures the highest national standards for I&R are met. Organizations that complete this process will nearly always express that they needed to take a hard look at some of their systems and that, as a result, their services are stronger. (While this is not an accomplishment of MI-AIRS, we are proud to recognize our members who demonstrate a commitment to quality I&R by attaining this quality benchmark.)

Recognizing MI-AIRS Leaders

The accomplishments of MI-AIRS are directly related to the time and effort contributed by our members. All of the Board deserves recognition for the time they put into 2-1-1 reviews, training others, coordinating regional roundtables, managing our finances, keeping the web site up to date, or providing oversight. All of this work is in addition to their job responsibilities but universally they invest in MI-AIRS because working collectively we make our individual I&R programs stronger.

It is important to recognize and say thank you to a Board Member whose term expires today:

Sue Asher of Midland, MI. We appreciate and thank Sue for her vision and commitment for quality Information and Referral. Sue is our exiting Vice President & Nominating/Membership Committee Chair.

Jonathan Mead, UPCAP Services, Inc. We appreciate and thank Jonathan for his vision and commitment for quality Information & Referral. Jonathan is an exiting Executive Committee Advisor.

MI-AIRS is an active AIRS Affiliate serving 45 members stretching geographically from St. Joseph to Escanaba and alphabetically from Adult Well-Being Services to Valley Area Agency on Aging. Year after year, I&R services are better in Michigan because of the knowledge shared and developed between the members of MI-AIRS.



Brenna M. Wheeler, CIRS
President