

2011 Annual Report



Presented to the membership Wednesday, October 19, 2011

Our purpose:

- To increase general community awareness of Information and Referral (I&R) services.
- To improve the quality of I&R as a specific service through development and education.
- To foster better communications and relationships among I&R providers.
- To assist members to meet and maintain national I&R standards as set by the Alliance of Information and Referral Systems.



AIRS Essential Learning Online Training

Michigan 2-1-1 and MI-AIRS continued a successful partnership that offers 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 about \$5.50 per employee a month!



As an added incentive to utilize the AIRS Online Training, MI-AIRS members receive free training slots as an added benefit of their AIRS membership. Information is available on the MI-AIRS website (www.mi-air.com).

Public Awareness

The Public Awareness Committee keeps our members informed about our activities and opportunities to strengthen our I&R knowledge and skills.

Information about meetings, trainings, certification exams and contacts are available at the MI-AIRS web page www.mi-airs.com

The MI-AIRS Facebook page was established in January 2011. Please check out our page and “like” us.

The Public Awareness Committee is seeking photos of I&R professionals in action to include on the Facebook page and the website...let’s “put a face” as well as a voice on I&R in Michigan

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 5 exam opportunities this year.

Reviews of 2-1-1 Applications

Since January, MI-AIRS completed three reviews & endorsed the program:

United Way of Southeastern Michigan: Lapeer county
Call 2-1-1: Lake, Mecosta, Newaygo & Osceola counties
Hands On Battle Creek: Barry, Ionia and Montcalm 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

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.

Since the last MI-AIRS Annual Meeting, United Way 2-1-1, Midland received accreditation through AIRS!

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. Currently, 11 programs in Michigan hold AIRS Accreditation!

Recognizing MI-AIRS Leaders

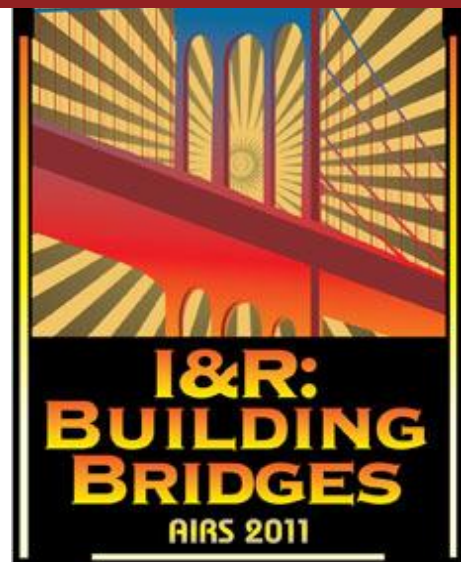
The accomplishments of MI-AIRS are directly related to the time and effort contributed by our members. All of the Board deserves recognition for the time they put into 2-1-1 reviews, training others, coordinating regional roundtables, managing our finances, keeping the web site up to date, or providing 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.

AIRS 2011 Conference

Over 500 I&R professionals met for the 2011 AIRS Conference right here in Michigan!

Over 90 presenters on nine different tracks presented the latest information on Aging/Disability, Management, 2-1-1, Disaster, Service Delivery, Resource Database, Military, Technology and Trends and Tangents.

MI-AIRS members packed tote bags, helped with registration, served as room monitors and guided



ANNUAL TRAINING &
EDUCATION CONFERENCE

people around the Dearborn Hyatt and...welcomed our guests.

During the opening breakfast, MI-AIRS highlighted the work of MI-AIRS members through a video.

On Monday evening, attendees enjoyed a scenic boat ride along the Detroit River.

Meecheegander prepared daily posts for nearly two months leading up to the conference to tell and entertain AIRS members about our state.

MI-AIRS is an active AIRS Affiliate serving 44 members. Year after year, I&R services are better in Michigan because of the knowledge shared and developed between the members of MI-AIRS.

Robert H. McKown, CIRS
Interim President

