



Annual Report  
October 4, 2006

During the eleven months since the 2005 Annual Business Meeting, the Michigan Alliance of Information and Referral Systems (MI-AIRS) has continued to work toward building strong Information and Referral services and assuring the 2-1-1 system in Michigan is prepared to link Michigan citizens with services. Principally, MI-AIRS accomplished these objectives by providing training opportunities, reviewing applications from providers proposing to be 2-1-1 call centers or expanding their service area and by revising the Michigan 2-1-1 Standards for endorsed call centers proposing to add counties they serve. Our activities over the past 11 months continue to demonstrate how MI-AIRS develops and supports the profession of I&R throughout Michigan.

Accomplishments include:

- **Recreating the MI-AIRS Web Site**  
The MI-AIRS web site has a new look. Visit [www.mi-air.com](http://www.mi-air.com) to learn about upcoming events, training opportunities, list of MI-AIRS members, Michigan 2-1-1 Standards and more.
- **Providing AIRS Certification exams**  
As an AIRS affiliate, MI-AIRS oversees the provision of the Certification exams. The objective of obtaining the Certification often results in professionals polishing their I&R knowledge and skills. The goal and the result are improved I&R services. MI-AIRS sponsored three exam sites this past year.
- **Providing Training**  
MI-AIRS presented six trainings this past year., including two Basics of I&R trainings, Resource Database Management, the Hidden Rules of Poverty and today, an Intro to Disaster Preparation and Responding to Crisis Calls. One “Roundtable” event was held to provide MI-AIRS members an opportunity to share ideas and best practices in Problem Solving Challenging Situations.
- **Completing 2-1-1 reviews**  
MI-AIRS completed one review from the United Way Regional Call Center – Livingston, Monroe and Washtenaw Counties seeking 2-1-1 endorsement and United Way of Jackson to expand services to 5 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.

The MI-AIRS 2-1-1 committee developed and the Board adopted 2-1-1 Standards that will be utilized to determine if an existing 2-1-1 Call Center is ready to expand services to additional counties. United Way of Jackson was the first program to go through this thorough but streamlined process.

The accomplishments of MI-AIRS is directly related to the time and effort contributed by our members. No group contributes more than our Board. All of the Board deserves recognition for the time they put into 2-1-1 reviews, training others, coordinating regional roundtables, managing our finances or providing oversight. It is important to recognize and say thank you to one Board Member whose term expires today.: Louanne Bakk from Area Agency on Aging 1-B. We appreciate and thank Lounne for her vision and commitment for quality Information and Referral., particularly Information and Assistance for older adults.

Two Michigan I&R programs, Gryphon Place and the Volunteer Center of Battle Creek, completed and were awarded Accreditation by the Alliance of Information and Referral Systems. Accreditation assures the highest national standards for I&R are being 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 as a result.

Looking forward:

Training has been the primary benefit MI-AIRS has been able to offer our members. With the new membership dues partnership between The Alliance of Information and Referral Systems and the Affiliates, like MI-AIRS, we are in a position to further develop training opportunities...at little or no charge to our members. The Program Committee and the Board will be seriously looking at brining in national experts and leaders in I&R best practices for training. This will be in addition to utilizing our home grown I&R leaders. Members will be asked to provide input about training needs and ideas.

MI-AIRS will also be adding an electronic newsletter element to the website. Members will be notified by e-mail when a newsletter is added and available. Sending out the alert and adding the newsletter to the web-site is the easy part. The Board will be responsible for preparing the content...and articles from members will also be welcome and sought. The electronic newsletter will be a cost effective method of sharing information about activities, events and knowledge.

Robert H. McKown, CIRS  
President