

2022 Annual Report



*Presented Wednesday November 16, 2022
MIAIRS Annual General Membership Meeting*

Our purpose:

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

Recognizing I & R across the state

MI-AIRS consists of 38 Member organizations providing Information & Referral throughout Michigan. Our membership is diverse including both comprehensive I&R and various specialized I&R providers.

In 2022, Michigan I&R providers continued supporting their local communities and specialized populations to seek resources and navigate through the COVID-19 pandemic. The pandemic has brought services together in more ways than one to support households and continues to create opportunities for I&R providers to strengthen relationships, network and coordinate.

Front line staff continue to field calls from people who are dealing with COVID fatigue, in addition to needing help with health and human service needs. Many callers express their stress and frustrations to our staff. Resource teams continue to seek up to date resource information in such a trying and evolving time. Michigan I&R providers have been called upon to handle record call volumes, remote and hybrid staffing, and situations we would have never dreamed of, all the while, providing high quality I&R with compassion and patience.

Michigan continued implementation efforts and coordination for the new 988 dialing code to ease access to information and referral related to mental and emotional distress, suicide and crisis. The dialing code became effective in July 2022, with marketing and full operation beginning in 2023.

While we do not know what next year will bring to the field of I&R, there is strength in the cooperative network of Michigan I&R providers. Thank you for all you are doing to keep our residents and communities safe!

The following sections highlight updates from two sectors of MI-AIRS Membership.

Aging & Disability I&R Highlight

There are nearly 20 MI-AIRS Information & Referral/Information & Assistance (I&R/I&A) Member Organizations. 2022 has been another busy year in Information and Assistance across Michigan's Aging & Disability Network.

In 2022, I&R/I&A organizations continued to help Michiganders access and navigate COVID-19 testing and vaccine locations as well as general information and referrals to remain healthy and safe in their places of residence. Area Agencies on Aging, just as our other community partners continued to see increased call volume with requests for COVID testing sites, COVID vaccination sites and homebound vaccination options. Keeping track of new and existing opportunities for the vaccine through health departments and in individual communities became vital to providing the most updated information to callers.

In addition, all Area Agency on Aging organizations attended LGBTQ+ Training to increase awareness and sensitivity. Virtual outreach continued to be a prominent way to provide programs, services and information to older adults, individuals with disabilities and caregivers, while continuing to identify new, innovative ways of reaching and supporting this population.

Michigan 2-1-1 Highlight

The Michigan 2-1-1 Network is comprised of seven (7) regional 2-1-1 centers providing comprehensive I&R through the 2-1-1 dialing code. In 2021, Michigan 2-1-1 began operating the MDHHS COVID-19 Hotline and continues to answer general COVID-19 related information, as well as COVID-19 test & vaccine navigation. Of note, in 2022 MDHHS partnered with Michigan 2-1-1 and Connect Direct to offer a video phone hotline to provide COVID-19 information via American Sign Language (ASL) to the hard of hearing community.

Several 2-1-1 centers played an integral role in connecting residents in need of housing and utility support with State level programs such as CERA and MIHAF. With regard to enhancing 211's ability to coordinate and integrate with partners, 211 continues to operate a collection of active initiatives and 2022 brought new pilot projects to further the Community Information Exchange (CIE) vision.

In addition to supporting multiple local disaster response efforts in 2022, the Michigan 211 network was activated for one week to provide disaster response support to Heart of Florida United Way 2-1-1 during Hurricane Ian.

We are grateful for the Michigan Legislature's support and increase of General Fund Allocation to the Michigan 2-1-1 network for FY23. This support will allow the 2-1-1 system to be at the ready, now and into the future, as we face ever new needs in times of disaster/emergency when serving the mission of 2-1-1 "to connect people with the information and resources they need to build healthy, safe communities."

Get Involved in MI-AIRS

MI-AIRS is a Membership organization and we'd love for Members to be involved! MI-AIRS has four committees that meet throughout the year to support Members; Communication Committee, Finance Committee, Nominating and Membership Committee and Program Committee. If you're interested in joining a committee, contact the Committee Chair.

Information about meetings, trainings, and contacts are available at the **MI-AIRS WEB PAGE** www.mi-airs.com. Check out the **MI-AIRS FACEBOOK** page and "like" us as well!

AIRS Tradewing

In 2022, AIRS transitioned the Networker to Tradewing. This wealth of information and knowledge is available for all AIRS and MI-AIRS members! To access, go to <http://airs.tradewing.com>. Bookmark AIRS Tradewing to stay up on discussions, network with colleagues, access a library of protocols and MOUs, support work in the field, and more!

AIRS Certification

AIRS Certification Program offers three certifications with the mission to improve the quality of I&R service received by the public, recognize the profession of individual I&R practitioners and prove an enhanced quality assurance measurement to organizations that provide I&R. These certifications are administered individually, via remote proctor and are available for Certification for Community Resource Specialist (CRS), Certification for Community Resource Specialist – Aging/Disabilities (CRS-A/D) and Certification for Community Resource Specialist – Database Curator (CRS-DC). For more information visit www.airs.org/certification.

As an AIRS affiliate, MI-AIRS supports Michigan I&R providers pursuit of certification exams held in Michigan. In 2023, MI-AIRS will offer five (5) scholarships for new certifications amongst MI-AIRS member organizations.

Did You Know?

As of October 2022, Michigan has 119 Certification holders! We have 44 CRS holders, 55 CRS-A/D holders and 20 CRS-DC holders!

AIRS Accreditation

AIRS Accreditation Program measures an I&R program's compliance with expected practices within the field as defined by the AIRS Standards. Organizations that complete this process undergo an intensive review of their policies and practices, and inevitably grow and develop as a result. For more information visit www.airs.org/accreditation.

MI-AIRS is proud to recognize the eight member organizations achieving accreditation below:

- ★ 2-1-1 Northeast Michigan (2011, 2017)
- ★ Central Michigan 2-1-1 (2008, 2015, 2021)
- ★ Community Access Line of the Lakeshore/Call 2-1-1 (2008, 2015, 2021)
- ★ Gryphon Place/2-1-1 (2006, 2013, 2020)
- ★ Heart of West Michigan United Way/United Way's 2-1-1 (2005, 2013, 2020)
- ★ The Information Center (2003, 2010, 2016, 2021)
- ★ United Way 2-1-1/United Way for Southeastern Michigan (2008, 2014, 2021)
- ★ UPCAP Services/UP 2-1-1 (2008, 2015, 2021)