

**WisconsinAIRS Board Meeting**  
**July 8, 2008**  
**Held at AgeAdvantAge**

Present: Steve Peterson, Luann Teige, Devon Christianson, Teresa Halverson, Matricia Patterson, Ruth Rotramel, Barb Wien, Julie Seeman, Jayne Mullins, Diane Strong, Janell Keeter, Lisa Clark

Also present: Maurine Strickland, Bureau of Aging and Disability Resources and Ginger Ayres, Ozaukee County Aging Services

Not present: Lynn Scheinoha, Aging and Disability Resource Center of Manitowoc County

❖ President Matricia Patterson opened the meeting and introductions were made.

❖ **SECRETARY'S REPORT (Teresa Halverson)**

A. Teresa shared copies of the April 11, 2008 Board Meeting Minutes.

B. Two corrections were noted:

a. Under the AIRS Affiliates Council Report, the last bullet was changed to read, "Teresa Halverson will attend the next Affiliates Council meeting in Houston, TX at the annual AIRS Conference. Jayne Mullins is unable to attend due to her daughter's college graduation."

b. Under the Communications Committee Report, Section B, the last bullet the statement, "An update on the response to the August 2009 flood..." was correct to read "An update on the response to the August 2008 flood..."

*Jayne Mullins moved to accept the corrected minutes of the April 11, 2008 meeting, Ruth Rotramel seconded the motion and the motion passed.*

❖ **TREASURER'S REPORT (Jayne Mullins reporting on behalf of Lynn Scheinoha)**

A. Jayne Mullins shared the Treasurer's Report dated July 7, 2008 and the estimated rough draft of the 2009 Budget.

B. Notes on the 2009 draft of the budget included:

a. There has been discussion regarding purchasing a print copy of the ABC's of I&R to be available by loan to WisconsinAIRS members. This may need to be added under expenses.

b. There has been discussion of subscribing to WisLine or another comparable service to use for committee meetings and possibly the winter WisconsinAIRS Board meeting. This may need to be added under expenses.

c. There is a question regarding the 2-1-1 Liability Insurance. With the restructure of the 2-1-1 Board and Operating Council there may have been a change in how this insurance is paid. 2-1-1 Wisconsin now charges each call center a fee to help accrue money for operating costs of the Board and Operating Council. The Liability Insurance cost may come from this money. Steve Peterson will contact Eric Ostermann to find out if WisconsinAIRS will no longer need to contribute to the cost for the insurance and we can remove that item from our 2009 expenses.

- d. Steve Peterson noted that he does not currently file for reimbursement for his travel expenses to attend the Wisconsin 2-1-1 Board meetings. It is suggested that the item remain under expenses, but noted, that we may have this additional money while Steve serves as the WisconsinAIRS representative on the Wisconsin 2-1-1 Board.
  - e. It was noted that the Conference Income (estimated) reflects Net income expected.
  - f. It was noted that the Operating Income must match the Expenses in the final draft of the 2009 Budget. The estimated rough draft currently has a \$350.00 discrepancy.
- C. Notes on the July 7, 2008 Treasurer's Report included:
- a. The income listed as 1/16/2008 ARC Douglas County – membership dues should not be listed as membership dues. It should be listed as conference income. Jayne stated that Lynn Scheinoha has already noted this error on the print out and will correct it for the record.
  - b. The expenses listed as 6/4/2008 Conference Sept. 2007 – Affiliates Council: Affiliates should be changed to reflect that this expense is the reimbursement to Great Rivers 2-1-1 for the cost of Teresa Halverson's attendance at the May 2008 Affiliates Council meeting (at the AIRS Conference in Houston, TX).
  - c. It was suggested that it would be good to list on the expense report the date of the service and the date of the payment.

***Approval of the Treasurer's Report was deferred to the next meeting when the corrections noted above will be complete.***

**❖ PRESIDENT'S REPORT (Matricia Patterson)**

- A. Matricia reaffirmed the commitment of WisconsinAIRS to provide help to members. She opened a discussion of ideas for new ways to help our WisconsinAIRS membership. This discussion focused primarily on Certificates of Membership and included the following observations and comments:
- a. Members currently do not receive a Certificate of Membership in WisconsinAIRS. Prior to the new membership structure which joined membership in the national organization to membership in the state organization members in Wisconsin received a Certificate of Membership from our organization.
  - b. When organizations/agencies join AIRS (and therefore WisconsinAIRS) they receive a Certificate of Membership from AIRS. This certificate, however, does not include information about their membership in WisconsinAIRS.
  - c. There was discussion regarding two different approaches to providing a Certificate of Membership to WisconsinAIRS. One approach is to provide members with a certificate from our organization when we receive notice of the fact that they have joined (which comes from AIRS quarterly). The other approach is to request that AIRS modify the certificate they currently send to members to include an acknowledgement of their membership in their State Affiliate organization (in our case their membership in WisconsinAIRS). It was agreed to have Jayne Mullins ask at the next AIRS Affiliate Council

meeting if AIRS could include the Affiliate Membership on the AIRS Certificate.

- B. Another discussion during the President's Report focused on the communication of members as we receive it from AIRS. The main points of this discussion included:
  - a. When AIRS sends our quarterly check (for our portion of the membership fee) they do not include information regarding who joined, how many joined, or what level of membership the new members joined at. This has been discussed at previous meetings and WisconsinAIRS has requested that AIRS provide this information.
  - b. The listing of members provided by AIRS is difficult to utilize as it comes to us. It requires some work to create a useable listing of our state membership. This has also been discussed at previous meetings and requests for a more user friendly list have been made to AIRS.
  - c. It was also noted that it is hard to know, in some cases, which agencies have joined because the name they join under is not the I & R/A agency name (it is sometimes the name of the corporate or oversight body for the I & R/A agency).
- C. There was also discussion regarding what WisconsinAIRS can/should send to new members. It was suggested that if we send a letter we have both the AIRS logo and the WisconsinAIRS logo on the letterhead with the AIRS logo holding the primary position. It was decided to turn this discussion over to the Membership Committee to work out.

❖ **Affiliate Council Report (Jayne Mullins/Teresa Halverson)**

- A. Teresa noted that the May, 2008 Affiliates Council meeting was fairly informal. Each Affiliate representative made a report on current 2-1-1 activities in their states. There was also some brief discussion regarding online certification testing.
- B. Jayne Mullins had received the notes from the meeting and shared copies with the Board members.
- C. It was noted that many of the same issues and concerns experienced in Wisconsin regarding 2-1-1 were shared with other areas of the country.

❖ **2-1-1 Wisconsin Report (Steve Peterson)**

- A. Steve reported that the new 2-1-1 Wisconsin Board has not been able to meet for their orientation yet so there is little new news to report. The new Board consists of about 15 members who were selected by a nominations committee. They may conduct an orientation by teleconference. Steve will share new information with the WisconsinAIRS Board when it is available.
- B. The 2-1-1 Wisconsin Operations Council is meeting through phone conferencing. There was a question regarding whether the Duluth 2-1-1 Center, which serves Douglas County, is included in these meetings. It is believed that they are not. *(Secretary's comment: It may be that the Minneapolis 2-1-1 Office which serves St. Croix, Pierce, and Polk Counties is also not included in these meetings).* Steve Peterson will check into their inclusion in the meetings of the 2-1-1 Wisconsin Operations Council.

- C. Eric Ostermann will be writing a report on 2-1-1 Wisconsin current activities for the Fall 2008 AIRWaves.
- D. There was also a brief discussion at this meeting about some misdirection of 2-1-1 calls (calls being directed to the wrong 2-1-1 center). This issue is being addressed with the phone companies.

❖ **Membership Committee**

- A. WisconsinAIRS currently has the highest membership of all the AIRS affiliates.
- B. There was discussion regarding reaching out to new members with a letter, maybe a certificate of membership, maybe at the next membership committee meeting we should put together a packet which can be sent to new members.
- C. Luann Teige and Teresa Halverson will look at the list of organizations which could be contacted with information on joining AIRS and WisconsinAIRS. They will work with Julie Seeman to get the conference information to these organizations. Some lists of organizations that provide I & R/A services have been created and can be used as a start for this. The lists include Child Care Resource and Referral agencies, domestic violence/sexual assault agencies, Independent Living Centers, and Family Resource Centers.

❖ **Communications Committee**

A. WEB SITE:

- a. The web site has been updated with the changes/information discussed at the last Board meeting.
- b. We still need to create a policy regarding links to other sites being placed on the WisconsinAIRS web site.
- c. Steve Peterson's Office (Milwaukee County Department on Aging) has redesigned their web site and there is now a specific link to the Aging Resource Office. He will send that information to Luann Teige to have it updated on the WisconsinAIRS web site.
- d. The certification exam and study group dates have been listed on the site. There is a correction still needed which Luann will have done.
- e. There may be a need to update the 2-1-1 Center listings and we should add the counties served by each center to the information.
- f. People may send any ideas or information about the web site to Luann Teige.

B. NEWSLETTER:

- a. Ginger Ayres passed around a list of the Board Members to get any needed corrections. She will have the WisconsinAIRS Board Membership information in the newsletter.
- b. The deadline for the AIRWaves Fall 2008 issues is July 31, 2008. The issue will be distributed in mid-August.
- c. Each Board member should submit a useful web site to Ginger before the deadline.
- d. The Fall 2008 issue will contain the usual columns; President's Report, 2-1-1 Wisconsin Report, Affiliates Council Report, upcoming study groups and testing opportunities, the useful web sites, and information on the Fall 2008 WisconsinAIRS conference. Also included will be

highlights of statewide resources. Possible ideas are; March of Dimes, Autism Society, Wisconsin Relay System, Wheelchair Recycling Program, and Regional Libraries for People with Hearing Impairments. Steve Peterson has an Assistive Technology Resource Directory for people who are blind, visually impaired, deaf, or hard of hearing which may provide some ideas of statewide resources to highlight. He will send this to Ginger Ayres. Anyone who has ideas for other statewide resources to highlight should send them to Ginger.

- e. There have been some issues with opening the newsletter through the ListServe for a couple of people. There have also been some issues with opening the web site for some people. Luann Teige will contact Onalaska Web with ideas on what this might be and what we can tell people if they are having this problem.

❖ **Conference Committee**

A. 2008 CONFERENCE:

- a. The conference packet has been distributed via the ListServe and is available on the web site. It includes some new pieces; information on AIRS and WisconsinAIRS and information/application to join the WisconsinAIRS Board.
- b. It was noted that the State rate has gone up slightly since the packet was completed.
- c. Currently Harmony (which was Synergy) is the only vendor. Vendors will be in the same location as last year.
- d. There will be a continental breakfast and a soup/salad/sandwich bar for lunch. Thursday evening people are on-their-own.
- e. There were 20 reservations as of this meeting (July 8, 2008).
- f. There is only one application for scholarship so far. The applications are due July 11, 2008.
- g. The speakers are all set.
- h. A sheet was passed around for Board members to sign up to monitor a workshop.
- i. It was noted that we must remember to have a sign in sheet for the Ethics and Boundaries workshops.
- j. There is no one-day rate this year.
- k. Certificates of attendance will be available at the booth after the conference ends. The Ethics and Boundaries certificates will come later.

B. 2009 CONFERENCE:

- a. Julie Seeman shared the proposal from the Marriott in Madison. They had only 2 dates available in the fall of 2009. They have a good reputation for conferences and are a very good location.
- b. There is an issue with the Marriott offering the State rate to State employees only (not making it available for all conference attendees). Non-profits can get a tax exemption, but not the State rate. The discussion resulted in a general desire to have all attendees have the same rate for rooms.

- c. Julie will check into possible locations in the Dells area and will negotiate the room rate to be at the same level (the State rate level) for all conference attendees.

***Steve Peterson moved that final decision regarding the rate be deferred to the Executive Committee. Devon Christianson seconded the motion and it passed.***

- d. We currently do not have information regarding the 2009 ADRC conference date which may also be in the fall and may be in conflict with our conference. The general discussion was that we should proceed with our plans since dates fill up very quickly and we cannot necessarily wait for their decision.

❖ **Nominations Committee**

- A. There are 2 Board members completing terms this fall. Steve Peterson will be completing his first term and will be presented as a nominee to serve a 2<sup>nd</sup> term on the WisconsinAIRS Board to the full membership. Jayne Mullins will complete her second term.
- B. We currently have one application for membership on the Board. Jayne Mullins has the application and will pass it to the Nominations Committee. Applications are available in the conference packet and on the web site.
- C. There will also need to be a slate of nominees for officers to present to the new Board at the first 2008-09 meeting which will be held just after the conference.
- D. We can accept more than one new Board member (to replace Jayne Mullin's seat). Jane DeGeorge's seat was not filled after she left. Our by-laws state that we need a minimum of twelve members, but we are free to have more than twelve.
- E. There was some discussion regarding the fact that with Jayne Mullins term with WisconsinAIRS will end in September of 2008, but the AIRS Affiliates Council does not start their new term until after their November 2008 meeting. Some points of this discussion include:
  - a. Our By-laws state that our Vice President will serve as our representative on the AIRS Affiliates Council.
  - b. It was noted that at a previous WisconsinAIRS Board meeting this topic had been discussed and the impression was that Jayne Mullins would attend the November 2008 meeting.
  - c. Would our communication with the AIRS Affiliates Council be affected by making this change in November?
  - d. Would the new Vice President be missing out on a good chance to meet in-person with the AIRS Affiliates Council right away?
  - e. There was some thought that the Affiliates Council provided some orientation for new members, however this was not Jayne's experience. It seems that there is not an orientation and it can be difficult and even intimidating for new people entering into the AIRS Affiliates Council.
  - f. Should we send two people to the November meeting (Jayne Mullins and our new Vice President)? It was decided that this would create a problematic precedent and would also be too expensive.
  - g. It was decided to make the transition right away and comply with the By-laws as they are currently written. This means that our new Vice President will begin immediately to be our AIRS Affiliates Council

representative and will attend the in-person meeting in November of 2008.

❖ **Study Group Committee**

- A. Maurine Strickland passed out the current schedule of study groups and exams. She noted that there has been an addition of an exam and a study group in November 2008 in La Crosse since the last meeting.
- B. The Study Group Committee will now begin to plan for 2009. They may try to have a meeting of those people who have conducted study groups at our WisconsinAIRS 2008 conference. They can share their experiences and begin to look at the needs in 2009 and start a schedule. It was noted that we need to have an exam offering and study group in the southern part of the state.
- C. This group also opened the discussion of communication issues faced by all committees. Since most meetings are held via phone and our current systems only accommodate five people we need to look at something better. This discussion included the following comments:
  - a. Could we set up a WisLine account? Once you have an account with WisLine you must book your meeting from their available times. Luann Teige will check the cost of a WisLine account.
  - b. Are there other companies offering this service? Maurine Strickland will check with AIRS to see how they work their phone meetings and Steve Peterson will check with 2-1-1 Wisconsin to see what they do.
- D. Ginger Ayres wondered if she should include information about the next Study Group (in August 2008) in the newsletter. Since people need to sign up a week in advance there may not be enough time between receiving the newsletter and the Study Group date. The information about the September Study Group and testing could be included.
- E. Steve Peterson has sent the application for the Certification Testing at the WisconsinAIRS conference via the AIRS web site.

❖ **ABC's of I & R Discussion**

- A. There was discussion regarding having copies of the ABC's of I&R available for people who are members of WisconsinAIRS and would like the use of a copy to study for certification (or possibly for other reasons). The discussion included the following:
  - a. WisconsinAIRS did receive a printed copy at no charge from AIRS per our request. This copy is currently housed in Jayne Mullins' office (AgeAdvantAge AAA, Inc.).
  - b. The intent of WisconsinAIRS is to lend this copy on request. We would pay for the postage to send the copy and the borrowing agency would pay the return postage.
  - c. Ruth Rotramel's office has an old copy. It is best not to use a copy that is older than 2007 for certification exam preparation.
  - d. Diane Strong has asked on her Study Group sign-up form if the person has access to the ABC's of I & R. We may be able to begin to track where in the state there are copies based on a form question like this.
  - e. The fact that agencies who join AIRS/WisconsinAIRS at the higher levels receive a free copy could be a marketing point when we are approaching the

ADRC's (and other agencies) about membership. It was, however, also noted that the cost (\$500.00/book) is a factor for many agencies and cannot necessarily be justified in their budgets.

- f. Although we did receive one free copy may be we should leave the line item in the budget and purchase a second one for WisconsinAIRS.
- g. It is allowable to make copies of portions of the book for study/training (based on Jayne Mullin's conversation with Charlene Hipes).
- h. AIRS is hesitant about putting any sections or portions into a PowerPoint presentation (based on a discussion that Maurine Strickland had with Charlene Hipes).
- i. Jayne Mullins noted that her agency has lent their copy. They place a notice in the copy that states that it is on loan and is not the agency's property and it cannot be copied or kept by the agency.
- j. Can we create a list of who has a copy and who is willing to share a copy with other agencies? Diane Strong and Teresa Halverson will look into starting a list.
- k. 2-1-1 at Impact and Milwaukee County Department on Aging each have a copy.
- l. Would we pay the postage for an agency willing to share their copy? They should be shipped priority or confirmed mail (or UPS or Federal Express which may be cheaper). It was decided that we can get a list prepared and help with matching people wanting to borrow a copy with an agency that has a copy but the postage would be the responsibility of the lender and the borrower.
- m. WisconsinAIRS could donate a copy to a public library and people could then have access through their library (using the inter-library loan system). The libraries would then take care of the distribution and return process. Libraries can also track how often it is requested and loaned out.
- n. Steve Peterson noted that some of the Study Group participants had commented that they would have liked better information on how to read the ABC's to prepare for the test, that the practice questions in the book were not of great value, and that the focus on the ABC's was not necessary. It was noted that people should know that the ABC's of I&R is not the only study material needed to prepare for the tests. The National Association of State Units on Aging (NASUA) has good information for preparing for the CIRS-A exam. Perhaps we could put a piece in the loaned ABC's of I&R copies noting that this is only one piece to be studied and we could include some comments on how best to study for the exams.
- o. We should also include in the loaned books the WisconsinAIRS web site and a recommendation to attend a Study Group.
- p. It was also noted that this is not just an exam tool, it is also a good training tool (and this is a good marketing point for membership at the higher levels also).

***Julie Seeman moved to have Lynn Scheinoha purchase two copies of the ABC's of I&R from AIRS. One copy will be placed in the Library system for loan and one copy will be housed in Jayne Mullins office and will be available for loan from that office with WisconsinAIRS covering the postage to send it and the borrower covering the postage to return it. Jayne Mullins seconded the motion and it passed.***

- q. This means there will be two copies available from WisconsinAIRS (housed and distributed from AgeAdvantAge AAA, Inc.) and one copy available through the library inter-loan system. Further, a list of agencies with a copy that they are willing to loan out will be created and made available to the membership. Return time will be set at 1 month.
- r. Ginger Ayres will include information about the future availability of the ABC's of I&R as a loaned item from WisconsinAIRS for WisconsinAIRS members.
- s. Jayne Mullins also noted that it states in the ABC's of I&R that it is OK to make copies for agency staff to use and that her agency does this.

❖ **June 2008 Flooding Discussion**

- A. There was some discussion regarding the flooding in June and the impact it had on various offices. The discussion included the following comments:
  - It was difficult in many cases to get information from the response agencies (Emergency Management and Red Cross) regarding where they had services and what services were available.
  - Barb Wien's office was flooded. They were able to set up at United Way 2-1-1 in Dane County within a couple of days and calls were directed to them at that location.
  - 2-1-1 at Impact in Milwaukee was continuing to respond to calls from the many people in their area who were affected.
  - There were some cases of agencies helping each other out.
  - There were stories also of personal experiences with the flooding. Fortunately no one was severely affected but Ginger talked about watching the river rise to just at the edge of her property and others also had seen the flooding rise.

*The meeting was adjourned.*

*The next meeting will be Friday, September 12, 2008 at the Paper Valley Radisson in Appleton just after the WisconsinAIRS 2008 Conference closes.*