

## About MAK-AIRS

MAK-AIRS is the regional affiliate for the Alliance of Information and Referral Systems (AIRS) for Missouri, Arkansas and Kansas. We are here to serve you! Our job is to further the goals of information and referral services through providing opportunities for networking, education, training, certification testing and community awareness.

Formerly known as the Midwest Information and Referral Services Association (MIRSA), MAK-AIRS works closely with AIRS to support you in the important work you do.



[Company Name]  
[Street Address]  
[Address 2]  
[City, ST ZIP Code]

Address Correction Required

[customer name]  
[street address]  
[address 2]  
[city, st zip code]



MAK-AIRS



## Annual Membership Meeting

● September 16 & 17, 2010

Furthering the goals of information and referral service organizations

## Please Join Us!

- Who:** You! Members of MAK-AIRS and anyone involved with information and referral/assistance services.
- What:** MAK-AIRS Annual Membership Meeting
- Where:** United Way of Greater KC  
1080 Washington St  
Kansas City, MO 64105
- When:** September 16 and 17, 2010
- Why:** Training opportunities, AIRS Certification test, networking with people that do what you do, and more!
- Cost:** Members - \$25 per person  
Non-Members - \$35 per person



### Thursday, Sept. 16th

- 10:30 am – 11:30 pm AIRS Certification Test Study Session
- 11:30 am – 12 pm Registration
- 12 – 2 pm Lunch and Annual Mtg
- 2:15 – 3:15 pm Overview of AIRS  
*Webinar with AIRS COO Charlene Hipes*
- 3:30 – 4:30 pm Dealing with Difficult People
- 4:30 – 5pm Helping Callers with Mental Health Symptoms
- 6 – 8 pm Optional evening activity

### Friday, Sept. 17<sup>th</sup>

- 8 – 10 am AIRS Certification Test  
*Please note that you must register for the test separately through AIRS at least 30 days before test date. For more information go to <http://www.airs.org>*
- 8:30 – 9:30 am Sharing of Ideas/Networking  
*Be prepared to share a highlight of the past year that other I&Rs could learn from. You'll walk away with lots of good ideas!*
- 9:45 – 10:30 am Road Maps to Resources: Creating Effective Community Directories
- 10:45 – 11:45 am Laughter Yoga
- 11:45 am – 12 pm Wrap Up and Evaluation

*\*for workshop descriptions visit our website*

### Registration Form

*Lunch for Thursday is included. Please indicate below any special consideration*

- Vegetarian
- Other

\_\_\_\_\_  
Name

\_\_\_\_\_  
Agency

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
E-mail

*Method of Payment - (Members: \$25  
Non-members: \$35)*

Check  Bill Me

Pay at registration

Please make checks payable to: MAK-AIRS

**MAK-AIRS**  
Penny Adams, Treasurer  
AFL-CIO Community Services  
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