

Application Fees and Payment

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Mark Appropriate Fee Amount: Due to increasing administrative costs, inadvertent overpayment of Certification fees of less than \$25 will not be refunded.

If you need assistance identifying your membership level, please refer to your membership contact or call AIRS at 703-218-2477.

Recertification:		
Platinum member	\$52	
Gold member	\$57	
Silver member	\$57	
Individual member	\$60	
Non-AIRS member	\$200	
AIRS/InformCanada Certification		
Please Download Separate Canadian Application for Recertification from InformCanada Website: www.informcanada.ca		

Credit Card Number: _____ Expiration: _____

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Submit this application & payment together to the address below.

*Electronic submissions are preferred if paying by credit card

AIRS Certification, 11240 Waples Mill Rd., Suite 200, Fairfax, VA 22030

Phone: 703-218-2477 x7 or 3 Fax: 703-359-7562 Email: certification@airs.org
www.airs.org

AIRS Ethical Principles for Community Resource Specialists

These Ethical Principles are intended to serve as a guide to the everyday professional conduct of Community Resource Specialists in the provision of Information and Referral (I&R). Information and Referral is the art, science, and practice of bringing people and services together. I&R providers connect people with resources that can help them. The Alliance of Information and Referral Systems (AIRS) is the professional membership association for community I&R providers and promotes standards-driven I&R.

Community Resource Specialists harness a caring array of knowledge, skills, and attributes to help individuals and families while working for I&R programs that follow the guidelines and requirements contained in the *AIRS Standards and Quality Indicators for Professional Information and Referral*. These Specialists may work for nonprofit, government, and private sector organizations across all sectors of health and human services.

Community Resource Specialists work directly with clients who reach out via all manner of media channels to establish rapport, conduct an assessment, provide a choice of referrals that is based on the individual's preferences, and, when indicated, arrange for a follow-up call to ensure that the person's needs have been met. Community Resource Specialists may additionally provide advocacy or crisis intervention if required. Some Community Resource Specialists may also have expertise to gather, organize, index, and disseminate information about programs/services and the organizations that provide them; and are responsible for maintaining/curating the databases of resources for the communities they serve.

Community Resource Specialists:

- maintain and/or provide, in a nonjudgmental way, information that is accurate and unbiased
- acknowledge any potential conflict of interest regarding the provision of referrals and provide full disclosure to clients (for example, if you are providing a referral that provides a financial benefit to your own organization)
- serve their clients and community through a person-centered framework that recognizes the right of self-determination
- safeguard client privacy and confidentiality (except in circumstances where there is a substantive risk to either the client's or someone else's life, or any circumstances required by law or court order).
- are ready and able to respond to crisis, disaster, and emergency situations
- provide service in a friendly, empathetic, and respectful manner
- respect the cultural diversity of clients and practice cultural humility
- collect relevant data for reporting purposes with the client's consent
- remain open to continuous improvement through supervision, coaching, and training
- exercise a responsibility to the growth and integrity of the profession by contributing to the continuing development of the I&R field through sharing knowledge and practices
- when working with clients, follow a process that incorporates active listening, effective questioning, and other communication techniques; development of rapport; an assessment of a client's needs, situation, and preferences; clarification of the situation to ensure a client's consent and understanding; provision of appropriate referrals and relevant information that enables clients to make an informed choice; an effective closure that ensures a client will contact the I&R in the future if they have additional needs; and follow accepted quality guidelines
- when engaging in resource database collection, follow a process that includes the development of an inclusion/exclusion policy; the collection of information about the organizations that help people and communities, their programs, and their locations; the organization and indexing of information that facilitates accurate searching; the entry of resource data in accordance with a style guide for consistency and ease of use; and the pursuit of accepted quality guidelines

Disclaimer for all Applicants (New, Retake and Recertification):

- The undersigned understands that the AIRS Certification Program is voluntary and subject to a proctored examination, and participation in or completion of this process will not guarantee certification.
- It is understood that the full certification fee is non-refundable and non-transferable.
- The AIRS Certification Program will provide written notification to those candidates who do not meet the eligibility requirements or do not pass the examination. The results of the eligibility assessment review and the examination itself are confidential and the undersigned agrees that neither AIRS, its officers, members nor other persons involved in the AIRS Certification Program shall be held liable for the failure of any candidate to receive Certification.
- A list of recommended study materials is available on the AIRS Web site (www.airs.org/StudySuggestions) for review. Some study resources are available as free downloads (such as the AIRS Standards, the professional competencies and selected articles) while others (such as the AIRS I&R Training Manual and AIRS online training) are available for purchase. These materials and the tests themselves are available only in English.
- In order to be eligible to take the examination, AIRS requires at least 1 full year of employment in I&R for applicants with a Bachelor’s degree or higher, 2 years of employment in I&R for applicants with an Associate’s degree, and 3 years of employment in I&R for applicants with a High School diploma or GED. Applicants who lack the academic qualifications listed, require 4 full years of I&R employment. Acceptable related experience entails work in the field of human services which may include positions in social work, discharge planning, consumer credit counseling, community health nursing, independent living skills instruction, education counseling; or employment in a homeless or domestic abuse shelter, food bank, group home or other similar settings. A copy of your degree/diploma or an educational transcript is required in order to take the examination according to the above timetable. Insufficient time to obtain a copy of your degree/diploma or transcript is not an acceptable reason and will result in denial of your application.
- AIRS complies with the Americans with Disabilities Act (ADA) and other applicable legislation by offering candidates with documented disabilities the opportunity to request necessary aids and services that do not fundamentally alter the assessment process. Please contact the AIRS office to request assistance. Applications for accommodations must be submitted at least 45 days prior to your scheduled examination date.
- Part-time staff and volunteers are required to have at least 1,000 hours of service to be equivalent to one year of employment (i.e., an individual with a Bachelor’s degree would require 1,000 hours of volunteer or part-time hours while an individual with no academic qualifications would require 5,000 hours of volunteer or part-time experience).
- Information and referral practitioners are eligible for certification only for the jobs they actually perform.
It is not the intent of AIRS for Certification to be used as a sole condition of employment.
- You will receive an exam communication email and letter approximately 10-14 days prior to your exam date. If you do not receive this communication, call or email certification@airs.org the AIRS National Office immediately.
- Recertification is required every 2 years. In order to qualify, the certified individual must document the fact that they have received at least 10 hours of training and professional development in the field of information and referral. A second examination is not required for recertification unless the individual has allowed their certification to lapse beyond the expiration date noted on their certificate.

SIGNATURE OF APPLICANT: I have read and understood the above “Disclaimer” and AIRS Ethical Principles for Community Resource Specialists, and by my signature as the applicant, I certify that the information I have provided is true and accurate and understand that the penalty for intentional misrepresentation is immediate revocation of AIRS certification; and am aware of the recommended “Study Materials” found on the AIRS website at (www.airs.org/StudySuggestions) including the AIRS Standards and the AIRS I&R Training Manual.

Signature _____ Print Name _____ Date _____