The Alliance of Information and Referral Systems (AIRS) is the only organization serving all Information and Referral (I&R) organizations and professionals.
TO PROVIDE LEADERSHIP AND SUPPORT TO OUR MEMBERS AND AFFILIATES TO ADVANCE THE CAPACITY OF A STANDARDS-DRIVEN INFORMATION AND REFERRAL SECTOR THAT BRINGS PEOPLE AND SERVICES TOGETHER.
AIRS Sets the I&R Standards

What are the AIRS Standards?

The AIRS Standards are the Quality Indicators for Professional Information and Referral that binds together every aspect of I&R.

Quality Indicators

Service Delivery
Resource Database
Collaboration
Disaster Preparation
Organizational Effectiveness

The AIRS Standards are the foundation of quality I&R in every sector and at every level

Why do we need AIRS Standards?

We need Standards to define what is and isn’t acceptable in the field and practice of I&R.

The Standards allow for a shared frame of reference and provide a reliable benchmark against which performance can be judged.

Adherence to the Standards means credibility and accountability.

The 9th edition is free to those interested in providing quality I&R services at www.airs.org/standards
AIRS Certification is the professional credentialing program that measures demonstrated ability in the field of I&R reflecting the knowledge, skills, attitudes and work-related behaviors needed to successfully execute responsibilities.

As an important achievement, AIRS Certification often leads to increased salary and career advancement.

AIRS Certification recognizes individual achievement, provides confidence to staff and demonstrates quality commitment to funders. Certified staff also provide better service to communities.

The AIRS Certification process is overseen by a psychometrician and AIRS Recertification is required every two years.

More than 4,400 individuals currently hold one of three available designations:
- Community Resource Specialist (CRS)
- Community Resource Specialist - Aging and Disabilities (CRS-AD)
- Community Resource Specialist - Database Curator (CRS-DC)

For full details including eligibility, fees and application, visit www.airs.org/certification
AIRS Accreditation

**AIRS Accreditation** is the best way to demonstrate the overall quality and effectiveness of an I&R service.

It is the primary quality assurance mechanism for affirming I&R excellence and demonstrating full compliance with the AIRS Standards.

Its importance is endorsed by national and state/regional entities as a benchmark for all I&R providers and many funders require AIRS Accreditation as a basis for funding.

While those who are unaccredited may already be providing a valuable service, we encourage all I&Rs to pursue accreditation because of the benefits it provides to service users as well as to the organization...

Accreditation brings the ‘seal of approval’ that offers a competitive edge when seeking funding and opportunities for community collaborations.

More than 150 organizations have successfully attained AIRS Accreditation.

*For full details, visit [www.airs.org/accreditation](http://www.airs.org/accreditation)*
AIRS Online Training

Includes a variety of courses for all aspects of I&R with courses related to:

− Service delivery
− Resource database
− I&R basics
− Reporting
− Quality assurance
− Disaster
− And so many more!

AIRS Online Training allows staff to take courses at their own pace and at the times most convenient to agency workload.

AIRS I&R Training Manual

This annual publication provides in-depth expertise and guidance navigating and utilizing the fundamentals of I&R.

Webinars

AIRS offers more than 15+ webinars annually providing timely support in multiple areas of expertise.

AIRS Learn

An all-inclusive Learning Management System (LMS) that allows organizations to use AIRS materials, and also to customize, create and track their own internal training!

For full details, visit www.learn.airs.org
Historically, this event was held in a different city each year and featured more than 80 workshops and sessions covering a wide range of I&R topics and service areas. More than 600 people attended every year.

In September 2020, in response to COVID-19, AIRS held its first online conference which attracted more than 1,500 attendees!

In 2021, AIRS hosted two virtual conferences, one geared primarily to leadership with another specifically for the frontline staff who have worked tirelessly through the pandemic. The combined attendance for these two conferences was more than 2,300.

AIRS is now committed to e-conferences, especially for front-line staff. In 2022, AIRS will provide a virtual conference for frontline staff with an accompanying in-person option available for managers and directors.

For full details, visit www.airs.org/conference
AIRS Affiliates (or chapters) act as the face and voice of the national organization in a local region. Operating as independent membership organizations, they bring together individuals and agencies working in I&R in a defined geographic area for networking, training, promotion, leadership development, advocacy on public policy and issues, and more.

If there is an existing AIRS Affiliate (Chapter) in your state/region (see below), you will automatically become a member when you join AIRS.

We encourage you to get involved! There are no additional membership dues as your AIRS membership covers both organizations.

Current Affiliates:

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<tr>
<th>California AIRS (CAIRS)</th>
<th>Maryland AIRS</th>
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<tr>
<td>Florida AIRS (FLAIRS)</td>
<td>Michigan AIRS</td>
<td>Tennessee AIRS</td>
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<tr>
<td>Georgia AIRS (GAIRS)</td>
<td>Missouri, Arkansas &amp; Kansas (MAK-AIRS)</td>
<td>Texas AIRS (TAIRS)</td>
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<tr>
<td>Illinois AIRS (ILAIRS)</td>
<td>New York State AIRS (NYS AIRS)</td>
<td>Virginia AIRS (VAIRS)</td>
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<td>Iowa/Nebraska AIRS</td>
<td>Northwest AIRS (NW-AIRS)</td>
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National and International Partners:

- InformCanada
- USAging
- ADvancing States

For full details, visit www.airs.org/affiliates
For a full list of current board members and contact information, visit www.airs.org/board

Most of the work of AIRS is conducted through its various committees consisting of a mixture of AIRS Board members, Affiliate members and other people drawn from across the field of I&R. There are always a variety of opportunities to get involved with AIRS and to use your special skills to enhance the field of I&R.

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