AIRS STANDARDS AND QUALITY INDICATORS
FOR PROFESSIONAL INFORMATION AND REFERRAL VERSION 8.0
MAJOR CHANGES

Below is a summary of the major changes in the new version of the AIRS Standards. Note that there are more changes than listed here. Please note that in order to fully appreciate the nature and extent of the changes, it is important to read the full document including the Quality Indicators which provide context that may be helpful.

1. **Standards 1 and 2**: The first two standards, Assessment and Referral Provision (Standard 1) and Information Provision (Standard 2) have been combined under a new title: Information, Assessment and Referral Provision.

   ### Standard 1: Information, Assessment and Referral Provision

   The I&R service establishes and maintains rapport, conducts an assessment in which the inquirer has one-to-one interaction with an I&R specialist and provides appropriate information and referrals. The I&R process consists of active listening and effective questioning to determine the needs of the inquirer, clarifying those needs, providing requested information and/or identifying appropriate resources, making referrals to organizations capable of meeting those needs, and providing enough information about each organization (for example, describing how intake works and required documentation) to help inquirers make an informed choice. In situations where services are unavailable, the I&R service engages in problem solving to help the inquirer identify alternative strategies.

2. **Methods of Access to Community Resource Information**: Standard 3 has been eliminated as it is currently structured and added as new Standard 5: Independent Access to Community Resource Information.

   ### Standard 5: Independent Access to Resource Information

   The I&R service provides community resource information in a variety of ways to facilitate independent access for the general public and other human services professionals. These options extend the choice of preferred channels for inquirers and complement the alternative of mediated access through an I&R specialist.

3. **Reports and Measures Section**: The Reports and Measures section of the Standards has been eliminated. The two standards that currently comprise the section have been consolidated and added as Standard 6, Service Delivery Data Collection, Analysis and Reporting in the Service Delivery section. Call types for reporting purposes are:

   - Information only.
   - Assessment and referral.
   - Assessment without referral.
   - Crisis Intervention.
   - Advocacy.

Standard 6: Service Delivery Data Collection, Analysis and Reporting

The delivery of I&R services generates valuable information about the problems/needs of a community and the availability of resources to meet those needs. The I&R service collects, analyzes and reports insightful data concerning inquirers and their needs in ways that are useful to themselves and their community partners. The I&R service establishes and uses a secure, confidential system for collecting and organizing inquirer data that provides a basis for describing requests for service and unmet needs, identifying service gaps and informing decisions about the scope of the resource database. Inquirer data includes information gathered during follow-up and customer satisfaction/quality assurance calls as well as data acquired during the original contact. The dynamics of the I&R process also reveal information relating to the internal patterns of service provision and illustrate opportunities to enhance both the quality and the productivity of each I&R service.

4. **New Service Delivery Standards Structure**: The new structure for the Service Delivery section is as follows:

   - Standard 1: Information, Assessment and Referral Provision
   - Standard 2: Inquirer Advocacy
   - Standard 3: Crisis Intervention
   - Standard 4: Follow-Up
   - Standard 5: Independent Access to Resource Information
   - Standard 6: Service Delivery Data Collection, Analysis and Reporting

5. **Inclusion/Exclusion Criteria**: The Standards Committee discussed recommendations from the resource database review group (TNG) regarding Standard 7 and agreed to add reference to the following in quality indicators:

   - Prioritization criteria for programs/services for special update attention.
   - More extensive information for what a review of the Inclusion/Exclusion document would entail (e.g., assessment of unmet needs, analysis of the organization in terms of importance, input from community agencies, discussions with I&R specialists).
   - An Inclusion/Exclusion appeals process with board/governing body review as final step.
   - Review of the document by the board/governing body of the I&R service.

6. **Data Elements: Simplified Resource Database Data Elements Display**: The current display, which is cumbersome, has been replaced by a format that displays all of the information in two tables, one for organizational data elements, the second for data elements related to resource database records administration.

AIRS Data Elements	AIRS Data Record Category		
	Agency	Site	Service/Program
Name	Mandatory	Mandatory	Mandatory
AKA (Also Known As) Name(s)	Mandatory	Mandatory	Mandatory
Legal Status	Mandatory	x	x
Federal Employer Identification Number (EIN/FEIN)	Recommended	x	x
IRS Status	Recommended	x	x
Licenses or Accreditation	Recommended	x	x
Street/Physical Address(es)	x	Mandatory	x
Mailing Address(es)	x	Mandatory	x
Phone Number(s) and Types	Mandatory	Mandatory	Mandatory
Website URL(s) including Social Media	Mandatory	Recommended	Recommended
Email Address(es)	Mandatory	Recommended	Recommended
Name and Title of Director/Manager	Mandatory	Recommended	Recommended
Description	Mandatory	Mandatory	Mandatory
Days/Hours of Operation	Mandatory	Recommended	Mandatory
Access for People with Disabilities	x	Recommended	x
Travel Information	x	Recommended	x
Eligibility	x	x	Mandatory
Geographic Area Served	x	x	Mandatory
Languages Available	x	x	Mandatory
Documents Required	x	x	Mandatory
Application/Intake Process	x	x	Mandatory
Fees/Payment Options	x	x	Mandatory
Taxonomy Term(s) for Services/Targets	x	x	Mandatory

AIRS Data Elements: Record Administration	
Unique ID Number	Mandatory
Record Ownership Code	Mandatory
Date of Last Formal Verification	Mandatory
Contact for Formal Verification	Mandatory
Date of Last Interim Change	Mandatory
Contact for Last Change	Mandatory
Resource Specialist for Last Change	Mandatory
Record Status (Active/Inactive)	Mandatory
Record Inclusion (e.g. displayed online, in specific portals, directories, etc.)	Mandatory

7. **Content Management and Indexing**: Standard 10 has been greatly expanded by including database management related quality indicators that were previously a part of Standard 12 when it was titled "Database Maintenance".

8. **Database Search Methods**: Database Search Methods (previously Standard 11) has been deleted as a Standard and its contents included in Content Management and Indexing (Standard 10), as Quality Indicator 1.

9. **Database Quality Assurance**: Previously titled "Database Maintenance", Standard 12 was renamed "Database Quality Assurance" and is now Standard 11 in the Resource Database line-up. This section focuses on a record review process for consistency and adherence to the Style Guide and assignment of Taxonomy terms, the annual survey and ability to track date of last update, feedback to staff reporting changes and training for I&R specialists in searching the database.

Standard 11: Database Quality Assurance

The I&R service has a quality assurance review process to ensure that information in the resource database is accurate and complete.

10. **Resource Database Data Collection, Analysis and Reporting**: Standard 12 is a new standard paralleling Standard 6 in the Service Delivery section. It focuses on reports that provide insight regarding the types of services available in a community, the organizations that provide them, and the areas in which services are available (and unavailable).

Standard 12: Resource Database Data Collection, Analysis and Reporting

The creation and maintenance of I&R resource databases generates valuable information about the services and programs available within a community. The I&R service collects, analyzes and reports insightful information regarding the types of services available, the organizations that provide them, and the areas in which services are available (and unavailable), in ways that are useful to themselves and community partners. An analysis of the resource database maintenance process also reveals information that can enhance both the quality and productivity of each I&R service (for example, by identifying issues for staff training).

11. **Employee Health and Morale**: New quality indicators have been added under Personnel Management that address ergonomics, workplace health and wellness, internal communications and turnover/attrition.

12. **Standards Document Restructuring**: In order for people to get more quickly to the body of the Standards, the Standards Revision Process and the Acknowledgments have been moved to the back of the document following the Glossary and the number of entries in the Glossary has been reduced to make it less overwhelming.