Narrative Responses Tool

During Accreditation, organizations are asked to explain how they are meeting various requirements. Answers are typed out into what we call "narrative responses". Below is a sample of the types of questions that will be asked.

Hopefully your organization has these items in place, and they are up to date (reflect the organization's current practices). If not, you are encouraged to spend some time working on developing the item or reviewing it so that the information is current.

If you have any questions about Accreditation or the requirements, please contact Accreditation Director, Jennifer Abels at jennifer@informusa.org.

1. Have you completed annual crisis intervention training with staff?
2. Are you consistently conducting follow-ups, documenting them, and aggregating the results?
3. Have you created an annual report of your I&R activity (including KPI's such as total call volume, top needs, etc)?
4. Do you have a mutual assistance agreement in place for maintaining service delivery in an emergency/disaster? Have the protocols been updated in the past year?
5. Have you engaged in system advocacy efforts in the past 12 months?
6. Has your technology plan been reviewed in the past year?
7. Have you performed any internal call reviews?
8. Do you have a way of evaluating the work of database curators?
9. Have you provided ongoing training for community resource specialists and database curators?
10. Do 51% of your eligible staff hold an Inform USA Certification?
11. Are you consistently conducting customer satisfaction surveys, documenting them and aggregating the results?
12. What items are you tracking as part of your program evaluation?
13. Has your inclusion/exclusion criteria been reviewed in the past year?
14. Does your database have an annual update rate of at least 85%?
15. Are you measuring the level of satisfaction of organizations in your database?