

Inform USA Standards – Version 10.0

High Level Changes

1. The Quality Indicators within each Standard are now grouped by the part of the organization responsible for its implementation. There are three groupings:
 - a. Organizational indicators (Policies/Procedures)
 - b. Supervisors (Called Oversight)
 - c. Frontline Staff (Staff/Volunteer Expectations)
2. Within the Standard for Classification/Taxonomy System, new language provides an opportunity for organizations to utilize the classification system that meets their needs. The Inform USA Standards need to speak to all segments of the Inform USA membership in their various capacities. Please note, if you are currently using the 211HSIS this change would have no impact on your work.
3. In this version, there are 25 Standards. Grouping like topics with other like topics made it possible to combine the following topics:
 - a. Database Quality Assurance was combined with the other Quality Assurance topics in the Organizational Effectiveness section.
 - b. Disaster Training and Exercise quality indicators were integrated into the other Standards within the Disaster section.
4. The titles of some Standards were renamed to more accurately and concisely reflect the work:
 - a. “Information, Assessment and Referral Provision”... became... “Information and Referral/Assistance Provision”
 - b. “Inclusion/Exclusion Criteria” became... “Inclusion Criteria”
 - c. “Emergency Operations and Continuity of Operations Plan” became... “Disaster Planning”
5. A new numbering system was utilized, with each Standard being linked to its subsequent Quality Indicator via an extended numbering system (i.e. Standard 5, Quality Indicator 1 now can now be referenced with the shorter version “5.1”
6. Appendices were added, one for each section of the Standards, allowing for the movement of large charts/graphs to the end of the document for ease of reading.
7. Each standard was edited for clarity of focus and using more plain language.