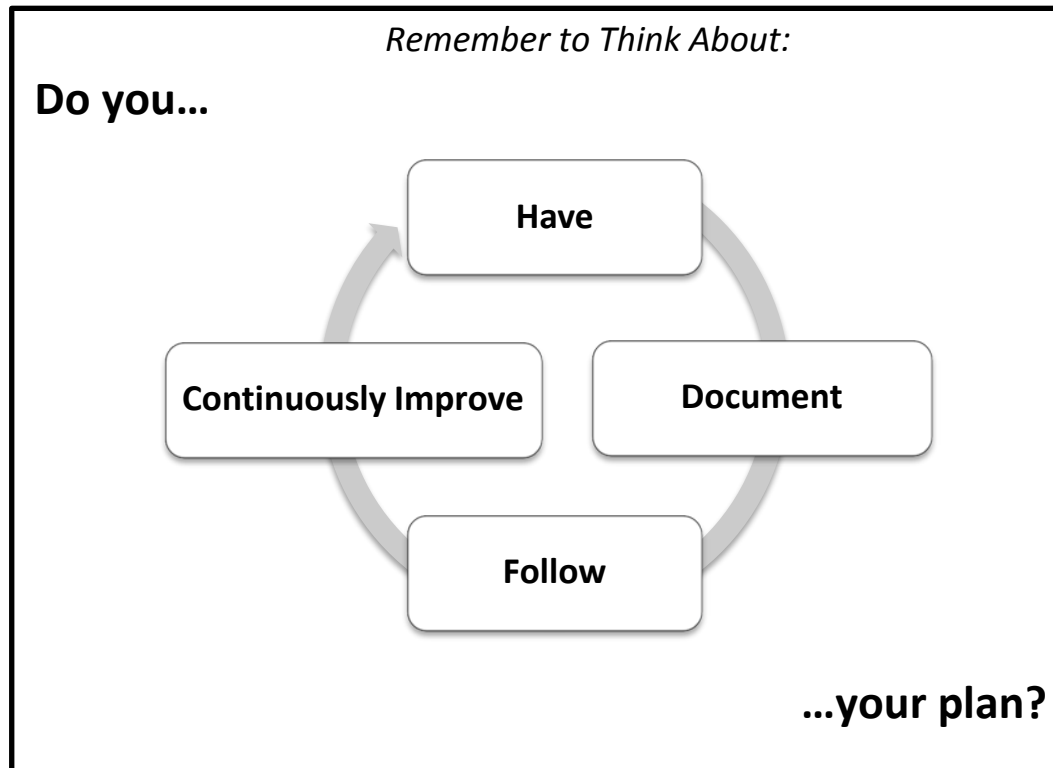


AIRS Accreditation: Ready or Not?

Readiness Assessment



While this document is not an exhaustive list of all pieces and parts for accreditation, it is meant to get you one step closer to knowing where you are in the process of applying for accreditation or applying for re-accreditation.

This is based on the Accreditation Manual Updated January 2015.

Scoring

After completing the form, add up all your answers for all sections... **Yes = 1** **ish = ½** **No = 0**
P.S. You're automatically given 20 points just for just completing the form 😊

90 – 100	Excellent. You're ready to go!
70 – 89	Looking good, but you've got some room for improvement.
50 – 69	You've come more than halfway, but you may want to reassess your priorities.
Less than 50	You may want to work on your documentation before you start the process.

Before You Get Started

	Yes / ish / No
Do you have a Policy and Procedures document (or documents)?	
Have you watched the AIRS Accreditation Webinar on the AIRS Networker (75 minutes)?	
Do you have the funding to pay the associated fees?	
Are you familiar with the AIRS Standards and do your current practices reflect the Standards?	
Can you provide a good understanding of your I&R service (and community involvement) in one page? 😊	
Are you able to utilize GoToMeeting software?	
Do you have a list of towns in your Service Area?	

Consultation (pages 21 – 79 of Accreditation Manual)

The ability to show you have a plan and you work your plan...keep in mind these should all be documented somewhere...

Service Delivery	Yes / ish / No	Notes
Do you have policies and procedures for handling calls/contacts?		
Do you have a mechanism to train I&R staff on call/contact handling?		
Do you have a Confidentiality Policy that staff signed? Is the policy followed?		
Do you have other methods that the community can access information?		
Do you have procedures for advocating on behalf of callers/contacts?		
Do you have Crisis Call procedures and how is that conveyed to staff?		
Do you have follow-up procedures (when/how often you follow-up, etc.)?		

Resource Database	Yes / ish / No	Notes
Are all of your resource database procedures written down?		
<i>Refer to "Remote Review" Section for additional information...</i>		

Reports and Measure	Yes / ish / No	Notes
Do you distinguish the call/contact types by activity (Information, Referral, Advocacy, etc.)?		
Do you have documentation of what information is collected and how it is used?		
Do you have a report that shows your complete I&R activity?		
Does your reporting support community activities?		

Cooperative Relationships	Yes / ish / No	Notes
Do you have a relationship with other I&R services in your community?		
Do you engage in planning activities with other I&R services?		
Do you participate in activities with your AIRS Affiliate?		
Do you build cooperative relationships with service providers and other organizations?		
Do you actively engage in community issues (housing, transportation, employment, etc.)?		

Disaster Preparedness	Yes / ish / No	Notes
Do you have an Emergency Operations Business Contingency Plan?		
Do you regularly practice your plans based on emergency procedures?		
Do you have a relationship with emergency management personnel?		
Do you participate in community exercises in preparation for disasters/emergencies?		

Organizational Effectiveness	Yes / ish / No	Notes
Does your governance body handle their responsibilities appropriately?		
Do you engage in public policy/system advocacy activities?		
Does your technology have policies and procedures (backup, maintenance, etc.)?		
Does your staff reflect the community you serve?		
Do you have job descriptions and a hiring/evaluation process?		
If you have I&R Specialists who work from home, are there set policies and procedures?		
Do you have written goals and objectives for training?		
Do you have a training program that is consistent with AIRS ABCs of I&R?		
Do you have training manuals for I&R Specialists and Resource Specialists?		
Do you have evaluation measures for the trainee and the trainer?		
Do you have ongoing training and professional development for staff?		
Is 51 % of your staff certified?		
Do you have an outreach plan and is it tracked and evaluated?		
Do you create and use reports for program evaluation?		
Do you monitor staff performance (both individually & as a team) – I&R and Resource?		
Do you have a process for addressing performance issues?		
Do you conduct customer satisfaction/quality assurance surveys to improve performance?		
Do you examine the effectiveness of I&R program to improve service delivery outcomes?		

Remote Database Review (pages 77 – 88 of Accreditation Manual) Note: the Manual gives you each Criterion by which you will be “judged.”

The ability to show that your resource database meets minimum requirements...

Inclusion/Exclusion Policy/Criteria (Standard 7)	Yes / ish / No	Notes
Has your policy been reviewed in the last 12 months?		
Is your policy applied consistently?		

Data Elements/Taxonomy/Style Guide (Standards 8, 9, and 10)	Yes / ish / No	Notes
Are all of the required Data Elements utilized in the I&R Software?		
Do you follow the rules set forth in your Style Guide?		
Are you utilizing the AIRS/211 LA County Taxonomy?		
If you use keywords, are they connected to Taxonomy terms?		
Do you have a customized list of Taxonomy terms used?		
Do you avoid double indexing?		
Do you have a Target Term Rules/Policy?		

Database Search Methods (Standard 11)	Yes / ish / No	Notes
Are the required search methods accommodated by the I&R software?		
Are the Taxonomy definitions and See Also references displayed?		

Database Maintenance Procedures (Standard 12)	Yes / ish / No	Notes
Have your resources been formal reviewed/updated within a year?		
Do you have protocols for obtaining an annual review/update?		
Do you have a process for entering interim changes to resources?		
Do you have a process for identifying new resources?		

On-Site Review

The ability to confirm what you sent on paper...

Staff/Building Maintenance	Yes / ish / No	Notes
Do you feel your I&R Staff is able to answer a call to the best of their ability?		
Is your facility ADA compliant and ready to be shown off?		

"One-on-One" Meetings	Yes / ish / No	Notes
Does your volunteer leadership understand the program's operations?		
Will your key I&R staff be able to communicate with the reviewers?		
Is your Administrative Staff able to hear constructive criticism and/or best practices?		

Documents Examination	Yes / ish / No	Notes
Form signed by I&R staff agreeing to the confidentiality policy.		
Nondisclosure form signed by others with access to confidential information.		
Resource database products.		
Outstanding issues from the consultation or remote database review.		
Sample completed inquirer records.		
Methods for collecting a variety of caller data to be reported.		
Availability of Emergency Operations and Business Contingency Plan to staff.		
An emergency evacuation plan that is clearly posted.		
Evidence that the agency holds periodic practice drills.		
Sufficient space and furnishings for the work of the I&R service.		
Sufficient equipment and technology for the work of the I&R service.		
Back-up procedures.		
The work space is able to accommodate staff with disabilities.		

Scoring	Completed the Assessment	Yes	ish	No	Total
	20				