

(RE) ACCREDITATION TIPS & TRICKS

MI-AIRS Conference

Oct 29, 2019

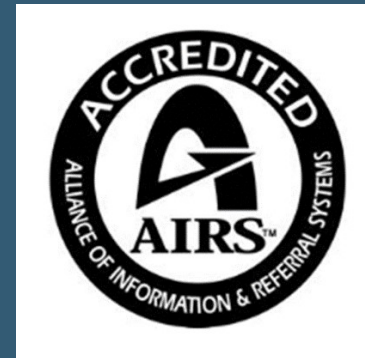
Maricela Alcala & Jennie Pollak

OBJECTIVES

- Increase participant's knowledge about the AIRS Accreditation Process.
- Increase participant's confidence in applying or reapplying for AIRS Accreditation.
- Articulate the value of AIRS Accreditation for an organization.

ACCREDITATION PROCESS OVERVIEW

- The purpose of the Alliance of Information and Referral Systems (AIRS) Accreditation process is to determine the extent to which applicant Information and Referral (I&R) organizations comply with expected practices within the field as defined by the *AIRS Standards and Quality Indicators for Professional Information and Referral*.
 1. Consultation Component
 2. Remote Database Review
 3. Secret Shopper Process
 4. On-Site Review



www.airs.org/accreditation

ACCREDITATION PROCESS OVERVIEW

- Accreditation Award is valid for 5 years
- Renewal notice sent 1 yr prior to Accreditation expiration (apply prior to expiration)
- Accreditation Manual informs Consultation component. After review, Consultation Report will be provided
- Remote Database Review is performed. After meeting and review, Database Review Report will be provided
- Secret Shopper calls conducted and experience scored. Once completed, Report will be provided
- On-Site Visit conducted by members of the Site Review team
- All components undergo final review to determine Accreditation Award

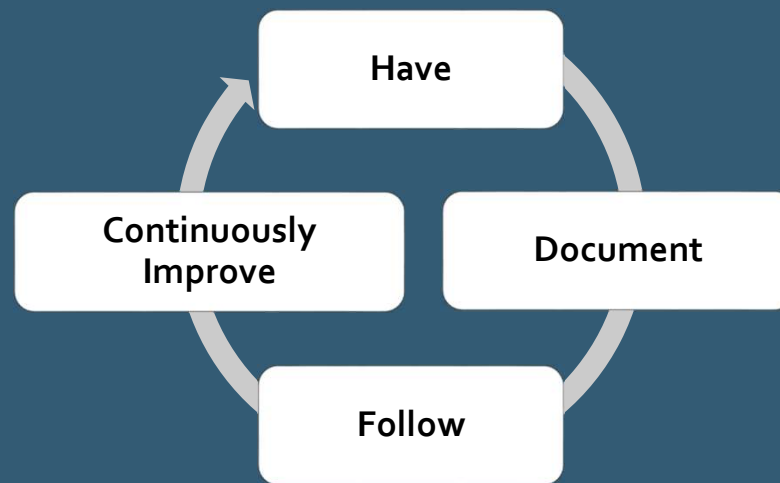
ACCREDITATION CHANGE PROCESS OVERVIEW

- To maintain relevancy, adapt to trends, incorporate advances in the field, etc. Accreditation criteria changes. The time and effort to explore and implement the change varies, depending on the scale of the issue.
- Examples:
 - Revisions to the AIRS Standards
 - Process efficiencies
- Accreditation Commission works to develop, maintain and implement processes & procedures related to the Accreditation program.
- Accreditation related changes are communicated to the field via AIRS Networker, posted on www.airs.org and included in a revised version of the manual.

HOW DO YOU APPROACH
PROJECTS?

AIRS ACCREDITATION READINESS ASSESSMENT

Remember to think about:



Credit: United Way of Abilene 2-1-1 Texas

TARGET DATES:

- *For re-accreditation: Reminder will be sent 18 months before expiration*
- 10 months to complete consultation phase. Helpful to set target dates:
 - Sending your Application to AIRS: _____
 - Advisory Council/Board Review Consultation: _____
 - Sending your Consultation to AIRS: _____
 - Time for Celebration: _____
- Remote Review scheduled during consultation phase – approx. 4 mo before expiration
- Allow time for consultation report and any re-submissions needed
- Scheduled within 3 months of consultation report completion

BEFORE YOU GET STARTED...

AFTER COMPLETING THE FORM, ADD UP ALL YOUR ANSWERS FOR ALL SECTIONS...

YES = 1

ISH = 1/2

NO = 0

	Yes / ish / No
Do you have a Policy and Procedures document (or documents)?	
Do you have the funding to pay the associated fees?	
Are you familiar with the AIRS Standards <u>and</u> 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 (PGS 12-47)

After completing the form, add up all your answers for all sections...

Yes = 1

ish = 1/2

No = 0

- Service Delivery
 - Do you distinguish the call/contact types by activity? (Information, Referral, Advocacy)
- Resource Database
 - Are all resource database procedures written down?
- Cooperative Relationships
 - Do you actively engage in community issues? (housing, transportation, etc)
- Disaster Preparedness
 - Do you have an Emergency Operations Business Contingency Plan?
- Organizational Effectiveness
 - Do you have job descriptions and a hiring/evaluation process?

REMOTE DATABASE REVIEW (PGS 54-68)

After completing the form, add up all your answers for all sections...

Yes = 1

ish = 1/2

No = 0

- Inclusion/Exclusion Criteria
 - Has your policy been reviewed in the last 12 months?
- Data Elements
 - Are all required data elements utilized in the I&R Software
- Taxonomy
 - Do you have a target term rule/policy?
- Applying Style Guide Rules and Indexing
 - Do you follow rules set in your Style Guide?
- Disaster Resources
 - Do you have protocols for including disaster related resources?
- Searching the Database
 - Are required search methods accommodated by I&R software?
- Maintaining the Database
 - Do you have a process for identifying new resources?

ON SITE REVIEW (PGS 12-47)

After completing the form, add up all your answers for all sections...

Yes = 1

ish = 1/2

No = 0

- Staff/Building Maintenance
 - Do you feel your I&R staff is able to answer the call to the best of their ability?
- One on One Meetings
 - Will key I&R Staff be able to communicate with reviewers?
- Documentation Examination
 - Do you have a form signed by I&R staff agreeing to confidentiality?
 - Is your emergency evacuation plan clearly posted?

AIRS ACCREDITATION FREQUENT CHALLENGES

- Over time, there are common pitfalls with various stages of Accreditation Process. Be sure to thoroughly read each section, documentation lists and practice what's written in your application.
- Review common challenges in each section:
 - Consultation Section
 - Resource Database Section
 - On-Site Review

CONSULTATION SECTION

- Formatting and organizing errors.
- Referencing document rather than actually providing a response or description.
- Not reading questions carefully and missing the point of what is being asked.
- Too many adverbs, not enough facts.
- Inserting documentation into descriptions or responses.
- Assigning parts to different staff resulting in confusing and conflicting information.
- Assigning project to unqualified person, or not having a qualified person check their work.
- Missing pieces, especially items on the documentation list.

CONTENT RELATED EXAMPLES:

- Follow Up Types
 - Difference between Customer Service & Outcomes
- Understanding your I&R Service's Reporting Capabilities

RESOURCE DATABASE SECTION

- Preparedness for remote review process
- Adherence to Inclusion/Exclusion Policy
- Documentation & Consistency of Taxonomy system customization
- Over-indexing, double indexing and secondary/indirect service indexing are avoided
- Consistent record structure
- Avoid disconnects between service description and terms indexing
- Style Guide Adherence
- Database management process for seasonal, new, outdated resources

ON-SITE REVIEW

- Not having the submittal and supporting materials available for reviewers.
- Not forwarding the staff list (matrix template) in a timely manner.
- Disorganization during review. Identify who has to be interviewed, create agenda for onsite review, including interviews.

VALUE OF ACCREDITATION

- Standards based practices
- Sets thresholds for quality and accountability
- Helps stay up to day with the changes and evolutions with in the field
- Supports funding requests
- Provides tools to tell your story and market your service

QUESTIONS?

