

Indiana 211 Partnership, Inc.

**Standards Committee Criteria used in reviewing applications to become IN211 Centers,
reaffirmed and approved by IN211 Board 5/10/05**

Criteria Considered for Applicant Organizations:

Indiana 211 Partnership, Inc. established Standards for IN211 Centers and the IN211 System in January 2001, which are based on the AIRS Standards for Professional I&R. The application process for organizations desiring to offer 2-1-1 service was established in fall 2001. Review Teams and the Standards Committee use the criteria listed below when reviewing applications and requests for changes in endorsement status. The Standards Committee reserves the right to alter criteria to meet the changing environment as IN211 seeks to assure quality 2-1-1 service for all Hoosiers.

Review Teams and the Standards Committee shall consider:

- Quality of application submitted
- Compliance with five areas in AIRS Standards--current, future and ability to sustain
- Call-handling and resource database practices
- Call saturation within the proposed area to be served and capacity to handle anticipated call volumes with 2-1-1 (Call saturation is determined by dividing the annual number of callers served by the total population for that service area; number is expressed as a percentage.)
- Budget, including sources of revenue, funding mix and sustainability
- Reputation in local communities and related cooperative relationships
- "Fit" within larger 2-1-1 system
- Participation in IN211, AIRS-IN and AIRS, and use of available training and technical assistance, as appropriate
- Commitment to providing quality 2-1-1 service

For additional information about Standards Committee processes, see

- IN211 Application for Organizations Applying to be a Multi-county 2-1-1 Center Hub
- AIRS Self-Assessment on AIRS Accreditation Criteria
- IN211 Center and System Standards, including values, assumptions and Human Services Definition
- IN211 Center Agreement and IN211 Operations Manual