

**Florida Alliance of Information and Referral Services (FLAIRS)**

**www.flairs.org**

**Florida 211 Network Provider Certification**

Application Form – Updated August 19, 2010

Pursuant to s.408.918, F.S., for consideration as a Florida 211 Network Provider all candidates must complete the following form certifying that all criteria have been met. This form and accompanying documentation must be submitted to the Florida Alliance of Information and Referral Services.

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**Submit Application to:**

**Robert Arnold**

**FLAIRS President**

**c/o United Ways of Northeast Florida 2-1-1**

**1301 Riverplace Boulevard, 4<sup>th</sup> Floor**

**Jacksonville, FL 32207**

**904-390-3278**

**boba@uwnefl.org**

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**Date:**

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**Name of Candidate Organization:**

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**Address:**

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**County or Counties to be Served with the 2-1-1 number by the Candidate:**

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**Person Completing the Agency's Florida 211 Network Provider Certification Application Form**

**Name:**

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**Title:**

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**Telephone Number:**

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**Fax Number:**

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**E-mail Address:**

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**Authorized Signature**

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**Title**

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**Printed Name**

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**Telephone Number**

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**Florida 211 Network Criteria and Documentation Requirements**

To be certified by FLAIRS as a Florida 211 Network Provider, a candidate shall certify that the organization meets all the criteria listed below.

Provide a brief narrative after each criterion listed below explaining how it has been achieved. Documentation which must be submitted with this application includes signed written agreements with collaborating agencies, a sample of an automated telephone system data report, and a sample of a resource database record. If you are accredited by AIRS, please provide your accreditation certificate.

**If the candidate does not fully comply with any of the following criteria, a statement that clearly delineates a specific plan and timeframe for compliance must be provided.**

1. Provides 24-hour coverage, 7 days a week either on-site or through written arrangements with organizations for after hours coverage, that shall be provided by personnel monitoring the 211 phone line and shall not be answered through an answering service or answering machine
2. Adheres to the Alliance of Information and Referral Systems (AIRS), Incorporated *Standards for Professional Information and Referral and Quality Indicators*, Version 6.0, revised January, 2009, and is AIRS accredited, or will become accredited within three years.
3. Has 25 percent or more of eligible staff with AIRS certification as information and referral specialists (CIRS) or resource specialists (CRS)
4. Works collaboratively and has written agreements with specialized information and referral systems, which shall include crisis centers, child care resource and referral programs, elder help-lines, homeless coalitions, designated emergency management systems, 911 and 311 systems. Please attach signed copies of these written agreements.
5. Has an established automated information tracking system that maintains call center data that shall include the following statistics: call volume, number of abandoned calls, average speed of answering, and average call length. Please attach the first page of a report from this automated system.

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6. Maintains a computerized information and referral system database that has up-to-date information and resource data and the capacity to collect caller information. Indicate the name and version number of the software and the software vendor's name.
  
7. Uses the AIRS/211 LA County Taxonomy of Human Services and has incorporated the taxonomy into its resource data base. Please print a record contained in the resource data base that illustrates that the Taxonomy is used and attach it to this application.
  
8. Publicizes 211 services through a written public awareness, marketing, advertising, and education plan to inform the public regarding available services
  
9. Provides teletyping (TTY) services for speech and hearing impaired individuals and multi-lingual accessibility either on-site, or through access to translators
  
10. Has formal agreements with clearinghouse agencies that provide volunteer or donation management services. Please attach signed copies of these written agreements.
  
11. Ensures quality of service and caller and customer satisfaction through follow-up and written outcome evaluations
  
12. Shares resource database information with other Florida 211 Network Providers
  
13. Tracks information on inquirer needs, unmet needs, and barriers to services and shares this data with other 211 providers, and local and state organizations
  
14. Uses a method common to all Florida 211 Network Providers to measure and evaluate outcomes for the operation of a 211 call center
  
15. Submits to FLAIRS an annual report documenting the information and referral services provided. The annual report shall include: geographical areas served, call volume, number of abandoned calls, average speed of answering, average call length, information on inquirer needs, unmet needs, and barriers to services. This report shall cover the previous year's activities and shall follow the state's fiscal year from July 1<sup>st</sup> through June 30<sup>th</sup>. The report shall be due to FLAIRS on or before August 30<sup>th</sup> of each year.