



Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties

Area 4 Agency on Aging

Information and Assistance – Specifications and Standards: FY07 – FY10

In order to assure that I&A services are provided in a professional manner by our contractors, A4AA included the following language in our FY 07-10 RFP:

Staffing: I&A Specialist(s) must be computer literate, able to input and access data, and have the skills to meet the needs of difficult inquirers (e.g., people who are lonely, despondent, or angry), and special populations (e.g., older adults, people with disabilities, culturally diverse populations, etc.). Familiarity with the IRis or similar database software program is desirable. Primary I&A personnel should be willing to work towards AIRS certification. I&A Coordinator/Manager must recruit, train, supervise, and evaluate I&A staff and volunteers.

AIRS: Provider shall administer services in accordance with the *Standards For Professional Information and Referral* developed by the Alliance of Information & Referral Systems (AIRS), and maintain AIRS membership as well as the statewide affiliate, the California Alliance of Information and Referral Services (CAIRS). Membership costs should be reflected in the applicant's budget.