



AIRS:

I&R Problem/Needs National Categories

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The AIRS list of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community needs across jurisdictions.

Problem/Need Categories

1. Arts, Culture and Recreation

Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.

2. Clothing/Personal/Household Needs

Programs that provide and/or repair basic household, work-related, and personal necessities for people who need them.

3. Disaster Services

Public and private programs that provide emergency planning, preparedness, mitigation, response, relief and/or recovery services prior to, during and after a major fire, flood, hurricane, earthquake, tornado, tsunami, volcanic eruption, landslide, mudslide, snowstorm, drought, famine, explosion or nuclear accident, the outbreak of civil unrest, or other large-scale emergency of natural or human origin that disrupts the normal functioning of a community; or a localized incident such as a house fire which has made residents homeless. There are four recognized phases of disaster work: preparedness, mitigation, response and recovery.

4. Education

Programs that provide opportunities for people to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

5. Employment

Programs that provide employment opportunities for people who are searching for jobs; assist people who are able and willing to work by helping them prepare for, find, secure and retain suitable employment; provide work site evaluation and/or modification support; and/or seek to develop employment opportunities in various fields for people who need a position.

6. Food/Meals

Programs that seek to meet the basic nutritional needs of the community by providing access to food.

7. Health Care

Programs whose primary purpose is to help individuals and families achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities; and the provision of family planning, maternity and other services that relate to human reproduction and sexual health. Also includes the provision of public health services.

8. Housing/Utilities

Programs that seek to meet the basic shelter needs of the community by providing temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and a variety of housing alternatives. This category includes rent assistance and utility assistance.

9. Income Support/Assistance

Programs that provide financial assistance in the form of emergency payments, cash grants or purchase of services for eligible low-income and indigent individuals and families to ensure that they have a basic income and access to essential medical and supportive services. Also included are social insurance programs that have been established by law and are generally

compulsory in nature which provide cash income on a regular basis or payments to meet a designated need for people who are entitled to benefits based on their own or their employer's contributions to the program or their service to the country. This category also includes referrals for Earned Income Tax Credits, income tax assistance and money management programs.

10. Individual, Family and Community Support

Programs that support individuals, families and the broader community by providing services that replace, protect or supplement the care and support that is generally available through the family, assist with the settlement of new residents and advocate for changes that will have a beneficial effect on the community and its residents. Includes programs that provide for the humane care and protection of domestic animals.

11. Information Services

Programs that provide for the collection, classification, storage, retrieval and dissemination of recorded knowledge for the community. Included are electronic information resources, information and referral programs, information lines, library services, media services, public awareness/education campaigns, research data and rumor control activities. Also included in this category are referrals to an agency or services where no specific category of need can be detected (e.g. an information call where only the phone number of an organization is requested/provided and the need cannot be accurately discerned).

12. Legal, Consumer and Public Safety

Programs that promote and preserve the conditions that enable individuals to live in a safe and peaceful environment through the enforcement of laws that protect life and property; the operation of all aspects of the justice system; and the provision of public safety prevention and rescue programs. Also included are programs that protect consumers, and that issue licenses, certificates and permits for services that affect the public.

13. Mental Health/Addictions

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without excessive stress or reliance on alcohol or other drugs. Treatment may

include emotional support, introspection and problem-solving assistance using a variety of modalities and approaches, and medication, as needed, for individuals who have a physical and/or psychological dependency on one or a combination of addictive substances or for people who range from experiencing difficult life transitions or problems in coping with daily living to those with severe, chronic mental illnesses that seriously impact their lives.

14. Other Government/Economic Services

Programs that reflect the broader functions of governmental, economic and organizational development, including programs that address international issues and understanding; that promote the interests of a specific trade or profession; that provide technical assistance and support to organizations; or pursue academic research. Also included are public works projects and other activities involving the operation of basic government infrastructure services. Note that this will tend to reflect referrals for government programs that are not specific to other problem/needs categories.

15. Transportation

Programs that provide for the basic transportation needs of the community including the local and long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize public transportation.

16. Volunteers/Donations

Community organizations that are actively seeking individuals with the requisite knowledge, skills and experience who are willing to offer their services and work on a full or part-time basis without remuneration on projects or in positions that benefit the organization itself or the people it serves. Many agencies that provide volunteer opportunities also offer intensive training in the tasks that are required for the job. Also included are programs that accept donations of material goods and services or money to purchase them and which coordinate the distribution of donations to agencies, organizations and disadvantaged community residents.