

news release

Area 9 In-Home & Community Services Agency
520 South 9th Street
Richmond, Indiana 47374-6230
765-966-1795 or 1-800-458-9345

FOR IMMEDIATE RELEASE

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Contact: *Tony Shepherd, Executive Director*
765-966-1795 or 1-800-458-9345

PROGRAMS RECEIVE NATIONAL ACCREDITATION

The letter reads, "Congratulations! You have successfully completed both the consultation and on-site assessment phases of the Alliance of Information and Referral Systems (AIRS) Accreditation process. You are now among a select group of organizations that have been accredited by AIRS."

"The AIRS accreditation involved a lot of very hard work by our staff and the 211 Advisory Board of Directors," stated Tony Shepherd, Executive Director of the Area 9 In-Home and Community Services Agency, a community service of Indiana University East. The Area 9 Agency is the designated organization for the Aged and Disability Resource Center (ADRC) which provides information and assistance services for the elderly and physically disabled and the local 211 Call Center which provides information and referral on health and human services and assistance programs to all people. The ADRC and local 211 Call Center serves five counties in east central Indiana: Fayette, Franklin, Rush, Union and Wayne Counties.

The Wayne county Foundation provided the initial seed money for the AIRS accreditation process for services to Wayne County. A large number of other partner organizations have assisted in the accreditation process.

During the onsite review, the AIRS national accreditation team cited the 211 program for having a "Best Practice" process which will be shared nationally. The team also praised the staff's caring attitude, superior organization and professionalism.

David Free is the 211 Coordinator, Robin Bowen is the ADRC Coordinator and Kathy Bridgford, Director of Administration at Area 9 Agency was the project manager for the AIRS accreditation efforts. Rachel Hughes, chair; Sue Otte, vice chair; and Fred Griffin, secretary/treasurer of the 211 Advisory Board provided leadership during the process.

The public may dial 2-1-1 24 hours a day 7 days a week for assistance. The ADRC may be contacted for information and assistance for services to help the elderly and physically disabled to continue to live in their own homes for as long as possible by calling 765-966-1795 or 800-458-9345.