



AIRS: I & R Problem/Needs National Categories

FINAL

I &R Problem/Needs National Categories

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.

Principles

- This is a voluntary guide and not a mandatory requirement!
- Agencies must maintain the ability to categorize I&R problem/needs according to the requirements of their local community and funders. However, it is envisioned that all I&R agencies should eventually develop an ability to report their inquiries in accordance with the national problem/needs categories and that this ability may become mandatory for 2-1-1 services.
- The problem/need categories are drawn from the hierarchy, terms and definitions of the AIRS/ 211 LA County Taxonomy of Human Services.
- The coding endeavors to not go lower than the second level of the Taxonomy's hierarchy and to reflect all of the terms "below" that second level term. However, on a few occasions, an important source of I&R inquiries requires that a Taxonomy branch be split below the second level.
- The number of categories has been restricted in order to remain manageable and understandable. There is no merit in having 48 categories that will only serve to confuse people trying to use the information.
- The problem/need categories do not directly reflect Taxonomy target terms or the demographic groups for whom services are designed. The system focuses on *what the need is* rather than *who it is for*.
- Agencies who currently report their problem/needs according to the Taxonomy code of the referral provided, should find ways to "point"

the terms to the higher level categories of the AIRS list. Agencies that are not currently using problem/need categories that directly relate to Taxonomy indexing, should develop equivalencies/crosswalks that are as close as possible to the definitions of the AIRS problem/needs categories. It does not always have to be a perfect match as any percentage effect on aggregate totals is likely to be minimal.

- There is no desire to have these hard-coded into any I&R software as the sole option for defining and recording problem/needs. I&R agencies must maintain the ability to define their own problem/needs.
- There will be instances where closely related calls will be included in different areas even though they are really more alike than not. The technical challenges of addressing this would probably prevent the project from ever being completed and it is expected that the overall impact on call percentages will be marginal.
- Note that the structure of the problem/needs categories is now an "External System" within the Taxonomy and available to software vendors who want to structure a "big count" report using data in the XML file.

Problem/Need Categories

1. Arts, Culture and Recreation

Taxonomy Codes:

PL	Leisure Activities
PS	Social Development and Enrichment
PV	Spiritual Enrichment
TA	Arts and Culture

Definition:

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

Taxonomy Code:

BM	Material Goods
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Definition:

Programs that furnish and/or repair basic household, work-related, and personal necessities for people who cannot afford to purchase and/or repair these items at retail prices and who qualify for this service on the basis of income, age or disability.

3. Disaster Services

Taxonomy Code:

TH	Disaster Services
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Definition:

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.

Note: There needs to be an awareness of how disaster calls are coded as they may not always be related to disaster Taxonomy codes. For example, people trying to find employment after losing their jobs following a disaster. There may need to be a separate "tag" created by I&R services for all calls handled during a disaster and its aftermath.

4. Education

Taxonomy Codes:

HD	Educational Institutions/Schools
HH	Educational Programs
HL	Educational Support Services
HP	Postsecondary Instructional Programs

Definition:

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

Taxonomy Code:

ND Employment

Definition:

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

Taxonomy Code:

BD Food
NL-6000 Nutrition Related Public Assistance Programs

Definition:

Programs that seek to meet the basic nutritional needs of the community by providing access to free or low cost food and meals.

7. Health Care

Taxonomy Codes:

JP Public Health
LD Emergency Medical Care
LE General Medical Care
LF Health Screening/Diagnostic Services
LH Health Supportive Services
LJ Human Reproduction
LL Inpatient Health Facilities

LM	Medical Laboratories
LN	Outpatient Health Facilities
LR	Rehabilitation/Habilitative Services
LT	Specialized Treatment
LV	Specialty Medicine
PH-5000.3000	Health Related Support Groups

Definition:

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

Taxonomy Code:

BH	Housing/Shelter
DD-5000.1800-200	Mortgage Delinquency and Default Resolution Counseling
DD-5000.1800-220	Mortgage Foreclosure Information
DD-5000.1800-850	Tax Foreclosure Assistance

Definition:

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

Taxonomy Codes:

BR	Temporary Financial Assistance
NL	Public Assistance Programs (Excluding NL-6000 Nutrition Related Public Assistance Programs)
NS	Social Insurance Programs
FX	Tax Organizations and Services

Definition:

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 and income tax assistance.

10. Individual, Family and Community Support

Taxonomy Codes:

JB	Domestic Animal Services
PB	Death Certification/Burial Arrangements
PH	Individual and Family Support Services (Excluding PH-5000.0500 Addictions/Dependencies Support Groups; PH-5000.3000 Health Related Support Groups and PH-5000.5000 Mental Health Related Support Groups)
TD	Community Groups
TF	Community Services (Excluding TF-5600 Military Service; TF-6600 Public Officials Offices; TF-9000 Volunteer Development)

Definition:

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

Taxonomy Codes

TJ Information Services

Definition:

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).

Note: There was much discussion on what to do about "information only" calls or calls relating to the I&R agency ... and the proposed solution is the above category which also includes referrals to other information services/sources. How this is handled logistically might vary between agencies as these types of calls are not registered in Taxonomy – although at least one agency has created a Taxonomy term of convenience for this sole purpose.

However, in the fulfillment of "information only" transactions when an agency has multiple services, all I&R Specialists should always engage in some gentle probing (for example, "We have a lot of numbers for that agency – if you can tell us the service you are looking for, we can provide the most direct number."). This reduces bad referrals, gives better data and affords higher customer satisfaction. This does not always work, but often does. If the agency is a single-purpose (single need/taxonomy coded)

agency, then the I&R Specialists should confirm that they are giving the caller the number to x service to ensure that they are getting what is expected and to facilitate correct coding of the problem/need that was the subject of the information request.

12. Legal, Consumer and Public Safety

Taxonomy Codes:

DD	Consumer Assistance and Protection (Excluding DD-5000.1800-200 <i>Mortgage Delinquency and Default Resolution Counseling</i> ; DD-5000.1800-220 <i>Mortgage Foreclosure Information</i> ; DD-5000.1800-850 <i>Tax Foreclosure Assistance</i>)
DF	Consumer Regulation
FC	Courts
FF	Criminal Correctional System
FJ	Judicial Services
FL	Law Enforcement Agencies
FN	Law Enforcement Services
FP	Legal Assistance Modalities
FR	Legal Education/Information
FS	Legal Insurance
FT	Legal Services
JD	Environmental Protection and Improvement
JR	Public Safety

Definition:

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

Taxonomy Codes:

LX	Substance Abuse Services
PH-5000.0500	Addictions/Dependencies Support Groups
PH-5000.5000	Mental Health Related Support Groups

RD	Counseling Approaches
RF	Counseling Settings
RM	Mental Health Facilities
RP	Outpatient Mental Health Care
RR	Psychiatric/Mental Health Support Services
RT	Special Psychiatric Programs

Definition:

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. Treatment may include emotional support, introspection and problem-solving assistance using a variety of modalities and approaches, and medication, as needed, for individuals who range from the severely chronically mentally ill through those who are experiencing difficult life transitions or who are having problems in coping with daily living. Included are treatments, supports and prevention programs specific to addictions.

14. Other Government/Economic Services

Taxonomy Code:

JF	Municipal Services/Public Works
TB	Community Economic Development
TF-5600	Military Service
TF-6600	Public Officials Offices
TL	International Affairs
TN	Occupational/Professional Associations
TO	Organizational Development and Management Delivery Methods
TP	Organizational Development and Management Services
TR	Research

Definition:

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

Taxonomy Code:

BT Transportation

Definition:

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

Taxonomy Code:

PX Volunteer Opportunities
TF-9000 Volunteer Development
TI Donation Services

Definition:

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.

Summary Tables

Taxonomy Codes for each Problem/Need

Problem/Needs Category	Taxonomy Code Group
Arts, Culture and Recreation	<ul style="list-style-type: none">• PL Leisure Activities• PS Social Development and Enrichment• PV Spiritual Enrichment• TA Arts and Culture
Clothing/Personal/Household Needs	<ul style="list-style-type: none">• BM Material Goods
Disaster Services	<ul style="list-style-type: none">• TH Disaster Services
Education	<ul style="list-style-type: none">• HD Educational Institutions/Schools• HH Educational Programs• HL Educational Support Services• HP Postsecondary Instructional Programs
Employment	<ul style="list-style-type: none">• ND Employment
Food/Meals	<ul style="list-style-type: none">• BD Food• NL-6000 Nutrition Related Public Assistance Programs
Health Care	<ul style="list-style-type: none">• JP Public Health• LD Emergency Medical Care• LE General Medical Care• LF Health Screening/Diagnostic Services

	<ul style="list-style-type: none"> • LH Health Supportive Services • LJ Human Reproduction • LL Inpatient Health Facilities • LM Medical Laboratories • LN Outpatient Health Facilities • LR Rehabilitation/Habilitative Services • LT Specialized Treatment • LV Specialty Medicine • PH-5000.3000 Health Related Support Groups
Housing/Utilities	<ul style="list-style-type: none"> • BH Housing/Shelter • DD-5000.1800-200 Mortgage Delinquency and Default Resolution Counseling • DD-5000.1800-220 Mortgage Foreclosure Information • DD-5000.1800-850 Tax Foreclosure Assistance
Income Support/Assistance	<ul style="list-style-type: none"> • BR Temporary Financial Assistance • NL Public Assistance Programs (Excluding NL-6000 Nutrition Related Public Assistance Programs) • NS Social Insurance Programs • FX Tax Organizations and Services
Individual, Family and Community Support	<ul style="list-style-type: none"> • JB Domestic Animal Services • PB Death Certification/Burial Arrangements • PH Individual and Family Support Services (Excluding PH-5000.0500 Addictions/Dependencies Support Groups; PH-5000.3000 Health Related Support Groups and PH-5000.5000 Mental Health Related

	<p><i>Support Groups)</i></p> <ul style="list-style-type: none"> • TD Community Groups • TF Community Services (Excluding TF-5600 Military Service; TF-6600 Public Officials Offices; TF-9000 Volunteer Development)
Information Services	<ul style="list-style-type: none"> • TJ Information Services
Legal, Consumer and Public Safety	<ul style="list-style-type: none"> • DD Consumer Assistance and Protection (Excluding DD-5000.1800-200 Mortgage Delinquency and Default Resolution Counseling; DD-5000.1800-220 Mortgage Foreclosure Information; DD-5000.1800-850 Tax Foreclosure Assistance) • DF Consumer Regulation • FC Courts • FF Criminal Correctional System • FJ Judicial Services • FL Law Enforcement Agencies • FN Law Enforcement Services • FP Legal Assistance Modalities • FR Legal Education/Information • FS Legal Insurance • FT Legal Services • JD Environmental Protection and Improvement • JR Public Safety
Mental Health/Addictions	<ul style="list-style-type: none"> • LX Substance Abuse Services • PH-5000.0500 Addictions/Dependencies Support Groups • PH-5000.5000 Mental Health Related Support Groups • RD Counseling Approaches

	<ul style="list-style-type: none"> • RF Counseling Settings • RM Mental Health Facilities • RP Outpatient Mental Health Care • RR Psychiatric/Mental Health Support Services • RT Special Psychiatric Programs
Other Government/Economic Services	<ul style="list-style-type: none"> • JF Municipal Services/Public Works • TB Community Economic Development • TF- 5600 Military Service • TF-6600 Public Officials Offices • TL International Affairs • TN Occupational/Professional Associations • TO Organizational Development and Management Delivery Methods • TP Organizational Development and Management Services • TR Research
Transportation	<ul style="list-style-type: none"> • BT Transportation
Volunteers/Donations	<ul style="list-style-type: none"> • PX Volunteer Opportunities • TF-9000 Volunteer Development • TI Donation Services

Summary Tables

Problem/Needs addressed by all Taxonomy codes

Taxonomy Code Group	Problem/Needs Category
BD Food	Food/Meals
BH Housing/Shelter	Housing/Utilities
BM Material Goods	Clothing/Personal/Household Needs
BR Temporary Financial Assistance	Income Support/Assistance
BT Transportation	Transportation
DD Consumer Assistance and Protection	Legal, Consumer and Public Safety
DD-5000.1800-200 Mortgage Delinquency and Default Resolution Counseling	Housing/Utilities
DD-5000.1800-220 Mortgage Foreclosure Information	Housing/Utilities
DD-5000.1800-850 Tax Foreclosure Assistance	Housing/Utilities
DF Consumer Regulation	Legal, Consumer and Public Safety
FC Courts	Legal, Consumer and Public Safety
FF Criminal Correctional System	Legal, Consumer and Public Safety
FJ Judicial Services	Legal, Consumer and Public Safety
FL Law Enforcement Agencies	Legal, Consumer and Public Safety
FN Law Enforcement Services	Legal, Consumer and Public Safety
FP Legal Assistance Modalities	Legal, Consumer and Public Safety
FR Legal Education/Information	Legal, Consumer and Public Safety
FS Legal Insurance	Legal, Consumer and Public Safety
FT Legal Services	Legal, Consumer and Public Safety
FX Tax Organizations and Services	Income Support/Assistance
HD Educational Institutions/Schools	Education
HH Educational Programs	Education
HL Educational Support Services	Education
HP Postsecondary Instructional Programs	Education
JB Domestic Animal Services	Individual, Family and Community Support
JD Environmental Protection and Improvement	Legal, Consumer and Public Safety

JF Municipal Services/Public Works	Other Government/Economic Services
JP Public Health	Health Care
JR Public Safety	Legal, Consumer and Public Safety
LD Emergency Medical Care	Health Care
LE General Medical Care	Health Care
LF Health Screening/Diagnostic Services	Health Care
LH Health Supportive Services	Health Care
LJ Human Reproduction	Health Care
LL Inpatient Health Facilities	Health Care
LM Medical Laboratories	Health Care
LN Outpatient Health Facilities	Health Care
LR Rehabilitation/Habilitative Services	Health Care
LT Specialized Treatment	Health Care
LV Specialty Medicine	Health Care
LX Substance Abuse Services	Mental Health/Addictions
ND Employment	Employment
NL Public Assistance Programs <i>(Excluding NL-6000 Nutrition Related Public Assistance Programs)</i>	Income Support/Assistance
NL-6000 Nutrition Related Public Assistance Programs	Food
NS Social Insurance Programs	Income Support/Assistance
PB Death Certification/Burial Arrangements	Individual, Family and Community Support
PH Individual and Family Support Services <i>(Excluding PH-5000.0500 Addictions/Dependencies Support Groups; PH-5000.3000 Health Related Support Groups and PH-5000.5000 Mental Health Related Support Groups)</i>	Individual, Family and Community Support
PH-5000.0500 Addictions/Dependencies Support Groups	Mental Health/Addictions
PH-5000.3000 Health Related Support Groups	Health Care
PH-5000.5000 Mental Health Related Support Groups	Mental Health/Addictions
PL Leisure Activities	Arts, Culture and Recreation

PS Social Development and Enrichment	Arts, Culture and Recreation
PV Spiritual Enrichment	Arts, Culture and Recreation
PX Volunteer Opportunities	Volunteers/Donations
RD Counseling Approaches	Mental Health/Addictions
RF Counseling Settings	Mental Health/Addictions
RM Mental Health Facilities	Mental Health/Addictions
RP Outpatient Mental Health Care	Mental Health/Addictions
RR Psychiatric/Mental Health Support Services	Mental Health/Addictions
RT Special Psychiatric Programs	Mental Health/Addictions
TA Arts and Culture	Arts, Culture and Recreation
TB Community Economic Development	Other Government/Economic Services
TD Community Groups	Individual, Family and Community Support
TF Community Services (<i>Excluding TF-5600 Military Service; TF-6600 Public Officials Offices; TF-9000 Volunteer Development</i>)	Individual, Family and Community Support
TF-5600 Military Service	Other Government/Economic Services
TF-6600 Public Officials Offices	Other Government/Economic Services
TF-9000 Volunteer Development	Volunteers/Donations
TH Disaster Services	Disaster Services
TI Donation Services	Volunteers/Donations
TJ Information Services	Information Services
TL International Affairs	Other Government/Economic Services
TN Occupational/Professional Associations	Other Government/Economic Services
TO Organizational Development and Management Delivery Methods	Other Government/Economic Services
TP Organizational Development and Management Services	Other Government/Economic Services
TR Research	Other Government/Economic Services

Overview of Process

A review team was assembled and volunteers added whenever someone showed exceptional interest. The final members were:

Anne Fogoros, United Way of Allegheny County
Beth Wick, 2-1-1 Texas I&R Network
Carolyn Counterman, 2-1-1 Texas I&R Network
Charlene Hipes, AIRS
Clive Jones, AIRS
David Smith, 2-1-1 Arizona
Diane Barrett, 2-1-1 Cleveland
Ellen Shannon, 2-1-1 LA County
Georgia Sales, 2-1-1 LA County
John Allec, 2-1-1 Toronto
Linda Daily, United Way of America
Lucinda Nord, Indiana 2-1-1 Partnership
Maribel Marin, 2-1-1 LA County
Nathan Salzl, 2-1-1 Minnesota
Tino Paz, United Way of America

Initial ideas were exchanged and the problem needs categories maintained by Texas, LA, Cleveland and Minnesota were compared prior to the development of the first draft. Comments received on that draft combined with a review of codes used in Indiana, created a second version. A teleconference reviewed issues in more detail, producing a 3rd draft. Sample reports were produced in alignment with the draft categories and resulted in a few adjustments being made to create a 4th and then 5th draft. The 5th draft went to the field and resulted in many comments and the creation of a 6th draft. A 7th draft went to the entire field via the Networker and produced minor changes. And then there was the 8th draft. Then the 9th. And 10th. There then followed a plethora of excellent comments, many of which completely contradicted each other and led to the evolution of draft 14. The intention was field tested through a national 2-1-1 information gathering process that involved aggregated data from over 90 agencies. This led to some more minor suggestions and a 15th and final draft.