



# Style Guide

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## Introduction

As 2-1-1 grows throughout Ohio, access to one another's databases and the ability to search them effectively will become more important, especially in disaster scenarios. It is crucial that agencies develop consistency in the way we enter data. The Ohio AIRS Style Guide is a collection of recommended best practices based on AIRS style coupled with actual procedures of Ohio I&Rs. It is intended as a living, breathing document, to be updated and changed as our industry evolves.

The AIRS Style Guide, published in March 2007, is a comprehensive document, intended for international use by both agencies and manufacturers. While it answers many questions, it is, by its own admission, impractical for everyday use by individual agencies. The Ohio AIRS Style Guide serves as a narrowing of the funnel: from the general recommendations of the AIRS guide, it reduces the choices to fit our needs as a state. Like the AIRS guide, it acknowledges that individual I&Rs must narrow the funnel even further with specific style conventions based on the variety of information in their own databases; thus, attempts have been made to use the terminology of different software packages currently in use throughout the state. As style decisions are made, however, the standard is always to look up: from the small decisions inherent in collecting a wide range of local information to the broader decisions required for regional consistency to the benchmark set for all I&Rs.

For the sake of convenience, the Ohio AIRS Style Guide is structured similarly to the AIRS Style Guide. Each data structure is discussed fully in a separate section. At the end of the guide are three appendixes:

- Appendix A is a preferred language guide (for example, when to use “drop in” as opposed to “drop-in,” “child care” vs. “childcare,” “southwest vs. south-west”).
- Appendix B is a guide to language usage (for example, making reference to Farsi instead of Persian, Pashto instead of Pushto).
- Appendix C is a listing of postal abbreviations for states and includes a listing of official abbreviations for mailing addresses (for example, Blvd instead of Boulevard).

In addition, the Ohio AIRS Style Guide references ReferNet software which is the primary software of I&Rs in the state as of September 2010. Field names and locations refer to this software.

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# Ohio AIRS Style Guide

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## *Data Structure: Agency*

An agency is a legally recognized organization, either incorporated or a division of government, that delivers services. In the case of large government organizations and other organizations with multiple layers, individual I&R services may choose to designate a middle level of the organization as the agency. For example, a city Department of Human Services may offer dozens of services but is often recognized by the names of its component programs such as Social Services or Health Department. It is acceptable to use those components as Agencies as long as their relationship to the larger Department of Human Services is acknowledged in the description and discernible in their name. Some I&R services may also choose to include unincorporated groups such as self-help support groups or community food pantries as agencies.

### **Data Element: *Agency – Unique Record ID Number***

**MANDATORY**

The record ID number is a unique numerical code that is affixed to every record within a resource database, whether that is an agency record, a site record or a program record. Although the organization's name might change, its unique number will remain the same.

*Automatically generated by the software.*

### **Data Element: *Agency – Record Ownership Code***

**MANDATORY**

The record or organizational ownership code is an alphabetical code that is affixed to every record within a resource database.

This code allows records to be identified according to “maintaining” or “record owning” agencies within collaborative databases that might contain the merged database records of two or more I&R agencies. The operational ownership code will be consolidated with the record ID number for comprehensive identification purposes (for example, ABCB001673 or FRAN017924). This assures there is no duplication of numbers, which would cause records to be overwritten.

*Automatically generated by the software.*

### **Data Element: *Agency – Organization Name***

**MANDATORY**

This is the full legal name of the organization that provides the programs/services that are being included within the resource database. In certain cases, rather than the full legal name, a decision can be made to use the name under which the organization is more commonly known or is “doing business as.”

*YWCA, not Young Women's Christian Association*

Sometimes the official name may make that organization harder to find in a listing of alphabetical names (for example, the official name may be Anytown Big Brothers but most users would search for – and expect to find – the name under Big Brothers, so perhaps it may be styled accordingly). Use full names without abbreviations or ampersands, except when a specific organization uses them as part of its name.

*United States Postal Service*

*Mt. Carmel East  
Hightown Children & Youth Clinic*

If the common name is an abbreviation, omit the punctuation from the official name.

*ARC, not A.R.C.*

Omit “The” at the beginning of a name. Generally, omit legal words or phrases, such as “Inc,” that are not relevant and not part of the everyday name. However, there may be occasions when it makes better sense to include “Inc.,” such as for an organization called “Food Inc.”

When naming government organizations, list the level of jurisdiction first. Use the same structure for divisions of the same level of government so they will be grouped together with a similar look/appearance. If an organization name has multiple levels, separate with commas.

*Sycamore County Public Health Department*

*Sycamore County, Mental Health Department, Outpatient Services*

**Refer Field: Agency Name**

### **Data Element: Agency – AKA**

**MANDATORY**

An AKA (Also Known As) is an alias for the organizational name or the site name. This may be an acronym, a former name or an alternative name for the agency or site with which it is associated. It may also be any sort of name under which the organization might reasonably be searched by a user.

The AKA can also be used to anticipate variations in spelling conventions that might be tried by users. For example, if the organization name is Saint Bartholomew’s Catholic Church, then St. Bartholomew’s Church and Saint Bart’s might be added as AKAs. In this example, a version without the apostrophe may also be used.

**Refer Field: AKA Name**

### **Data Element: Agency/Physical Address – Street Address** **MANDATORY**

The street address describes the physical address of the organization and the site(s) from which the organization operates. The concept of the street address revolves around three potential lines of information:

Preaddress/Building Name Line

Address Line One

Address Line Two

A preaddress line contains address information that would not be readable for a geographic mapping program such as MapQuest. The Preaddress Line can also be used when another agency is acting as the host for a smaller organization:

*c/o Anytown Mental Health Services*

*876 Blackberry Boulevard, Unit 67*

Address Line Two tends to be used for the actual street address while Address Line One is usually the apartment, suite or unit number. Line One and Line Two are usually displayed on one line:

*17 Oak Drive, Suite 17*

Generally spell out “Street,” “Boulevard,” etc. If space limitations require an abbreviation, do not use periods.

*Bldv, not Blvd.*

Some addresses will be provided by agencies in the style of “234-111 Cedar Street.” Although this is officially recognized, it is not intuitive for users and changing the style to “111 Cedar Street, Suite 234” is clearer. If you are unsure whether it is a suite, use the more flexible word “unit.”

Never use “#” as an introduction to a number.

*16 Balsam Avenue, Unit 24, not 16 Balsam Avenue, #24*

A directional following the address is abbreviated.

*453 Wood Road NW*

*67 Stone Place SE*

**Refer Field: Street Address**

**Data Element: Agency/Physical Address – City Address      MANDATORY**

The city address is the part of the physical address that describes the major city or town from which the organization and/or its site(s) operate. The city address follows the street address and precedes the state and ZIP code in conventional postal service format. *Note that ReferNet places the ZIP code field before the city and state – this facilitates data entry. After the ZIP is entered, the city and state are automatically populated.*

Use standard, full spellings.

**Refer Field: City**

**Data Element: Agency/Physical Address – State      MANDATORY**

The designation of the state/province must be part of the physical and/or mailing address of the organization and the site(s) from which the organization operates. Use the two-letter postal code, with no period. *Note that the state is set as a default in Refer to OH.*

*OH*

**Refer Field: State**

**Data Element: Agency/Physical Address – ZIP Code      MANDATORY**

The ZIP code must be part of the physical and/or mailing address of the organization and the site(s) from which the organization operates. Use of ZIP+4 is optional.

**Refer Field: Zip**

**Data Element: Agency – Mailing Address      MANDATORY**

The mailing address describes the official postal address of the organization and the site(s) from which the organization operates when that address differs from the physical address. It is constructed

from the same data components as for the physical address in terms of mailing address, city, state, ZIP code. An agency may include a post office box even though it uses a street address. Use abbreviation "PO Box." Preferably all caps, no punctuation.

*PO BOX 45  
IRONTON MA 68573*

*1389 GENERAL HIGHWAY  
PO BOX 45  
LEADAMPTON ID 86352*

**Refer Field: Mailing Address**

**Data Element: Agency/Phone – Phone Number**

**MANDATORY**

A phone number is the number assigned to a telephone line that is used to call that location. Phone number includes the area code, followed by a hyphen. Do not use a "1" before toll-free numbers. Hyphenate three-digit telephone numbers. *Note: in Refer, the phone number is divided into three boxes; no hyphens are needed.*

*250-467-9836  
800-9760-976  
2-1-1*

If there is a "named" number, such as 1-800-HELP Now, it is best to use the actual number of the service (for example, 800-435-7669) but try to transfer the 1-800-HELP-NOW reference into another area (for example, the telephone notes area).

**Refer Field: Phone number**

**Data Element: Agency/Phone – Phone Extension**

A phone extension is an element following the phone number that routes a call to a particular location. Use with neither a preceding comma nor an ending period.

*250-123-4568 ext 526*

**Refer Field: Ext.**

**Data Element: Agency/Phone – Phone Description**

A phone description modifies a phone number. It is information that clarifies the purpose of the phone number, beyond what is communicated by the phone type.

*Administration  
After Hours  
Answering Service  
Hotline/Helpline  
Information  
Intake  
Recorded Message  
Talkline  
Voice Mail*

***Refer Field: Phone Note***

**Data Element: Agency/Phone – Phone Type**

A phone type modifies the phone number. It is information that clarifies the purpose or classification of the phone number, but that applies to the mechanical type of phone into which an incoming call is connected. For example, the “phone type” describes whether the number that has been dialed is heading to a cell phone or a fax machine. If necessary, indicate that a particular toll-free phone number may be in English only or another language only. Use “TTY,” not “TTY/TDD.”

*Cell*

*Fax*

*Pager*

*Modem*

*TTY*

*Voice*

*Voice/Fax*

*Voice/TTY*

***Refer Field: Phone Type***

**Data Element: Agency – URL**

**MANDATORY**

A URL (Universal or Uniform Resource Locator) is a way of specifying the location of a file or resource on the Internet. In most instances, the fixed structure should be along the lines of www.orgname.org, without a preceding http://. However, very occasionally, the URL could be pointing to an Internet address that is technically other than a website (for example, http://mail.google.com). It is also acceptable to add information that points to a specific file/resource within an organization’s website.

*www.airs.org*

*www.airs.org/application.doc*

***Refer Field: Website***

**Data Element: Agency – E-Mail**

**MANDATORY**

E-mail refers to an electronic mail address, a place to direct online/electronic correspondence. This may refer to the main e-mail address, the e-mail of an individual such as an executive director or another e-mail address that the agency prefers. Do not use as a public field.

*info@airs.org*

*ymca@isp.net*

*swimming@ywca.org*

*executivedirector@aol.com*

***Refer Field: Email***

**Data Element: Agency – Director Name/Contact Name**

**MANDATORY**

The director name reflects the person at the head of an agency. This person is the individual who is ultimately accountable for its operation. It would not usually be someone who is directly contacted except when an issue such as a serious complaint is concerned. Generally omit honorifics, except religious titles; abbreviate “Sister” as “Sr.” Omit credentials following the name.

The contact name is the name of the person (or persons) charged with helping with the update process, and should be someone familiar enough with the agency that they are able to assist when it is time for an annual update.

*Hanif Mohammed*

*Father John Seymour*

*Sr. Selma Rodriguez*

**Refer Field: Director Name, Contact1 Name, Contact 2 Name, Contact 2 Name**

**Data Element: Agency – Contact/Title**

**MANDATORY**

The contact title reflects the formal job position of the person at the head of an agency/organization. This person is intended to be the person who is ultimately accountable for its operation. It would not usually be someone who is directly contacted except when an issue such as a serious complaint is concerned. The contact title follows the contact name. Generally, write out titles in full. The exceptions are usually CEO and COO, used without punctuation. “President” precedes “CEO.”

*President and CEO*

*Chief Medical Officer*

*Administrator*

*Executive Director*

**Refer Field: Title under each Director Name, Contact1 Name, Contact 2 Name, Contact 2 Name**

**Data Element: Agency Description/Facility Type**

The agency description is a short phrase that summarizes the organization’s prime nature and activities. The emphasis should be on brevity and not to duplicate the more detailed service records. If an agency has an affiliation or a relationship with other organizations that might not be obvious from their title, mention it here.

*Children’s mental health clinic*

*Comprehensive employment center*

*Federal government financial assistance program for income eligible older adults*

*Food pantry and meal program*

*Multiservice agency operating a variety of neighborhood programs, services and supports*

*Support services for assaulted women, including an emergency shelter*

*Social and recreational services for young people. Affiliated with Boys and Girls Clubs of America*

**Refer Field: User Created Narrative Field; typically called “Overview”**

**Data Element: Agency – Hours**

**MANDATORY\***

Hours may refer to the days and times an individual can access the service or to the administrative hours the site is open to the public. On the hour, omit place-holder zeroes. Use “noon” and “midnight,” not 12 am/pm. In combination with times, use three-letter abbreviations for days of the week. Organize in the order of the week, Monday-Sunday. Mandatory at some level, not necessarily at agency level.

*9 am, not 9:00 am*

*Mon-Fri 9 am-5 pm*

*Mon-Sun 24 hours*

*Mon-Wed 8 am-11:30 am, Thu 2 pm-8 pm, Fri 8 am-11:30 pm*

*First and third Friday of each month 9 am-2 pm*

**Refer Field: User Created Narrative Field; typically called “Hours”**

### **Data Element: Agency – License/Accreditation**

**RECOMMENDED**

If an agency operates either with or because of a license or accreditation secured through a recognized external entity, acknowledge in the I&R database record. Use field with discretion, to provide useful information when, for example, some organizations in a particular area are licensed and others are not. If possible, provide full name of the licensing body. Create an agency text field or add a user-defined field in the agency record.

*Licensed home care provider*

*Accredited by Red State Hospitals Board*

*Licensed child care center*

**Refer Field: User Created Narrative Field; typically called “License/Accreditation”**

### **Data Element: Agency – IRS Status**

**RECOMMENDED**

IRS Status refers to the particular section of the Internal Revenue Code that exempts the organization from the payment of federal income tax or designates it under an alternative status. Information is optional.

*501(a)*

*501(c)(3)*

*Registered charity*

*Commercial*

**Refer Field: IRS Status**

### **Data Element: Agency – FEIN**

**RECOMMENDED**

A Federal Employer Identification Number (FEIN), is a unique nine digit number (XX-XXXXXXX) that the IRS assigns to business entities. The FEIN is also known as an Employer Identification Number (EIN), Federal Tax Identification Number and Tax ID. FEINs are used by employers, sole proprietors, corporations, partnerships, nonprofit organizations, trusts and estates, government agencies, certain individuals and other business entities.

*87-8573645*

**Refer Field: Tax ID**

**Data Element: Agency – Year of Incorporation**

**OPTIONAL**

The year of incorporation is the official year in which the legal documents that covered an organization’s registration were processed and finalized. This is not the same as the year an agency started, as many agencies might open as unincorporated bodies and operate on an informal basis for a few years before incorporation. Optional information.

**Refer Field:** *Year Inc.*

**Data Element: Agency – Annual Agency Budget**

**OPTIONAL**

In Refer, this information can be included in the agency narrative, or in a user defined field.

The money an agency spends or plans to spend over the course of a year to deliver its services, including all of its administrative and other operating costs. If included, use round numbers.

*\$38,000, not \$37,852*

*\$560,000*

*\$1,580,000*

**Refer Field:** *User Created Narrative Field; typically called “Agency Budget”*

**Data Element: Agency – Legal Status/Agency Type**

**MANDATORY**

The legal status of an organization refers to the official designation of its recognition as an organizational entity. Optional information.

*Nonprofit, Incorporated*

*Nonprofit, Unincorporated*

*Faith-based*

*Coalition*

*Cooperative*

*Commercial, not for-profit*

*Government, City*

*Government, Federal*

**Refer Field:** *Agency Type*

**Data Element: Agency – Source of Funds**

**OPTIONAL**

The source of funds indicates the entities that fund an agency and/or the type of funding received by an agency. If this optional information is collected, concentrate on core funding rather than program or one-time funding, which may vary year to year. If an agency receives funding from two or more different areas within a particular level of government, try to identify each specific department/division.

**Refer Field:** *Agency Funded By (User Populated Field)*

**Data Element: Agency – Exclude from Web Site**

This is used to denote whether a particular record within the I&R database is or is not intended to also be displayed as part of an online directory on the agency's website. It is usually a Yes/No checkmark to include/exclude or a similar indication. An agency may ask to be excluded, for example, if it is comfortable with having information about its food pantry be shared over the phone with appropriate callers but is reluctant to having it more widely known.

***Refer Field: Do not display on website***

**Data Element: Agency – Exclude from Directory**

This is used to denote whether a particular record within the I&R database is or is not intended to also be displayed as part of a published directory of services or another publication.

***Refer Field: Do not display in directories***

## **Data Structure: Site**

Sites are the physical locations (sometimes called branches) from which clients access services provided by an agency. There must be at least one site but there could be several.

Site records contain identifying information about the specific location (such as name, address, telephone number, director, hours, and any other information that appears helpful about the specific location). Some of these elements may be styled in the same manner as their counterpart element within the “Agency” record. However, the content must be specific to that location. For example, the “Hours” must be the hours of that specific site and not of the main agency.

### **Data Element: Site – Unique Record Identification Number MANDATORY**

Unique numerical code similar to Agency ID but specific to the location.  
Automatically created by software.

### **Data Element: Site Name MANDATORY**

This is the name of the site/location. If an agency has only a single location, then to all intents and purposes, the agency name is the site name. Otherwise, the site name should be unique to the site and different from the full agency name, though often with a clear relationship to that name. For example, if Abacus operated from a second location, the agency might have an existing name that it applies to the site such as Abacus2 Child Care Center or Abacus Child Care Center, Middletown Branch.

*Grey County Social Services Department, Youth Club*  
*Lakeside Library, Riverfront Branch*  
*Ocean Hospital Outpatient Clinic*  
*Salvation Army Homeless Shelter*  
*YMCA. Mary Street Child Care Service*

**Refer Field: Site Name**

### **Data Element: Site Description**

The site description is a phrase that describes the primary activities that take place at the site. If the agency has a single site, presumably this is covered by the agency description. If the agency operates from more than one location, a site description is required for each one. In some instances, in which the same services are available from each location, the site descriptions might all be identical.

*Mental health drop-in*  
*Training center*  
*Commercial child care center*  
*Emergency shelter for homeless men*  
*Federal government financial assistance program for income eligible older adults*

**Refer Field: User Created Narrative Field; typically called “Site Description”**

Data Element: **Site, AKA** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: AKA*

Data Element: **Site, Address/Physical** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: Street Address*

Data Element: **Site, Address/Mailing** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: Mailing Address*

Data Element: **Site, Phone** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: Phone Number*

Data Element: **Site, URL** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: Website*

Data Element: **Site, E-mail** **MANDATORY**

Same as Agency record, but specific to the location.  
*Refer Field: Email*

Data Element: **Site, Director/Contact Name** **MANDATORY\***

Same as Agency record, but specific to the location. Mandatory, but not necessarily at this level.  
*Refer Field: Director Name, Contact 1 Name, Contact 2 Name, Contact 2 Name*

**Data Element: *Site, Contact/Title***

**MANDATORY\***

Same as Agency record, but specific to the location. Mandatory, but not necessarily at this level.

***Refer Field: Title under each Director Name, Contact 1 Name, Contact 2 Name, Contact 2 Name***

**Data Element: *Site, Hours***

**MANDATORY\***

Same as Agency record, but specific to the location. Mandatory, but not necessarily at this level.

***Refer Field: User Created Narrative Field; typically called “Hours”***

**Data Element: *Site, Source of Funds***

**OPTIONAL**

Same as Agency record, but specific to the location.

***Refer Field: User Created Narrative Field; typically called “Hours”***

**Data Element: *Site – Disabilities Access***

**RECOMMENDED**

This describes the factors that either help or hinder access to the site/location for people with physical disabilities. When surveying agencies on their accessibility, it is helpful to provide a specific list of options for the agency to select. An open-ended survey tends to produce broadly positive statements such as “Fully accessible” without providing any details on what exactly that means. Also remember that access for people with physical disabilities covers more issues than wheelchair access.

*Wheelchair access with main doors, ramps, lowered elevator buttons, wheelchair accessible washrooms*

*No wheelchair access*

*Accessible apartments including wheel-in shower*

*Designated parking spaces*

*Wheelchair access possible with appointment*

*Braille elevators and signage*

*Tone elevators*

*Visual alert systems*

*Wheelchair access, but call for details*

***Refer Field: User Created Picklist; field is “Accessibility”***

**Data Element: *Site – Physical Location Description***

**OPTIONAL**

This allows for a more detailed description of the location to help people get to and identify the site more easily. It is useful if the street address does not reflect a well-known location (for example, next to a shopping mall or part of a government building). It is also useful when additional information is needed to easily find the location (for example, a food pantry may operate from a church but its

actual entrance is through a side door off an adjoining street). As a general rule, intersection should be listed with the north-south street names first followed by the east-west street.

*Within Riverside Shopping Center*

*In basement at City Hall*

*Next to Lagoon Library*

*Entrance at unmarked door off Harbor Street*

*Nearest major intersection, Birch and Willow*

*At intersection Fifth Avenue West and 17th Street SW*

**Refer Field: User Created Narrative Field; typically called “Site Description”**

**Data Element: Site – Local Transit Access**

**OPTIONAL**

This field allows an agency to provide additional information about specific public transit access to locations. It is optional, as it requires a great deal of effort to properly maintain. Also, a term such as “close” is subjective: Is 100 yards close? 400 yards?

*Bus Route 20B*

*Bus Routes 16, 25, 26, 27C, 70 Express, 84*

Refer offers a checkbox for “Public Transportation Accessible.” If more information is needed, e.g., the number of the bus route, it should be put in a narrative field named “Local Transit Access.”

**Refer Field: User Created Narrative Field; typically called “Local Transit Access”**

**Data Element: Site – Latitude**

**OPTIONAL**

Latitude is the location of a place in relation to the east-west line of the equator. Latitude is expressed as the number of degrees up to 180 degrees south or 180 degrees north of the equator (0).

*38° 34.700' N*

**Refer Field: Latitude**

**Data Element: Site – Longitude**

**OPTIONAL**

Longitude is the location of a place in relation to a north-south line called the Prime Meridian. Longitude is expressed as the number of degrees up to 180 degrees eastward or 180 degrees westward of the meridian (0).

*75.756 W*

**Refer Field: Longitude**

**Data Element: Site – Public Transportation Access**

**OPTIONAL**

This is set up as a “Yes/No” option to denote whether or not a site is accessible by public transit. It is a checkbox located on page 2, “site info and text.”

## *Data Structure: Program(s) and Service(s)*

Services are specific activities that can be classified using taxonomy terms. Programs may be considered as groups of services under a specific title. For example, a job training *program* may be made up of a number of *services* such as vocational assessment, a resume preparation class and job placement assistance. While services are essentially the same across organizations, the definitions of programs may differ significantly. Program records include a narrative that offers a summary of what is provided, in addition to other key data elements such as eligibility information and application procedures.

### **Data Element: *Service – Unique Record ID Number* *MANDATORY***

The unique ID should be specific to the program at a particular location (site).  
*Created automatically by Refer*

### **Data Element: *Service - Service Group Name* *MANDATORY***

The name of the service group should be generic, yet relevant, and should reflect the taxonomy terms contained within the service group. Taxonomy terms are grouped into one service group when they have the same eligibility criteria, fees, etc.

*Family Literacy Services*

*Mental Health Assessment Services*

*Substance Abuse Prevention Services*

***Refer Field: Service Group Name***

### **Data Element: *Service - Taxonomy Service Term* *MANDATORY***

Taxonomy refers to the indexing term name and associated code drawn from the AIRS/211 LA County Taxonomy whose definition most closely matches the service being defined. Mandatory, but not necessarily at this level.

### **Data Element: *Service - Program Name* *OPTIONAL***

This refers to the specific name of the program. A program is a group of named services offered by an agency. It should be the name provided by the agency that offers the program. Do not make up program names when a program does not exist.

*Building Blocks Program*

*Brighter Futures Program*

*WIC Program*

***Refer Field: Program Name***

## Data Element: Service - Service Description

**MANDATORY**

A service description provides an opportunity to more fully describe the nature of a service in order to help someone make an informed decision on a referral.

The service description is the place to provide contextual information (for example, on secondary and ancillary services). It is also a place where other data helpful elements, such as appropriate licensing information or affiliations, can be added if there are no specific fields for those elements. If languages other than English are spoken, include them.

Service descriptions should be precise but meaningful. They should anticipate questions a client might reasonably ask but should not include details that are best addressed by the client's contacting the program directly. They should be written in concise phrases, rather than complete sentences, for easier, quick reading. Omit minor details that would be hard to consistently update and that can be left to the client to discover when contacting the program.

Try to start the description with the most distinct summary of the service/program and add details at the end. Imagine a newsletter style that starts with the most important information in a story and then goes on to the details in order of relevance, so that it can be ended at any point without losing the meaning.

Within your own database, try and standardize your descriptions for common services as much as possible.

*Self-help group for alcoholics. Regular meetings at a variety of times and locations throughout Rockland County.*

*Local branch of national organization. One-on-one meetings to assist patients and families with free advice to help solve problems related to finances, insurance, employment and costs resulting from a cancer diagnosis.*

*Alternative to court system for resolving civil and minor criminal disputes such as tenant/landlord problems, neighborhood disputes, small claims and family conflicts. Not appropriate for disputes associated with domestic violence.*

Point form is often easier to read on the computer screen. Asterisks are easier still to pick out. For example, "Congregate dining for older adults \* Kosher meals available \* Recreational activities after meal for program participants".

Avoid subjective language, such as "highly qualified staff," social service jargon and overly elaborate phrases (usually supplied by the agencies themselves) such as "Provides a family-focused model based on empowerment and individualized expression." Ask yourself, "What are they actually doing and what would a potential client really want to know?"

As a general rule, adjectives and adverbs can be eliminated.

When creating a list, use commas, not semicolons.

Write in third person.

Do not abbreviate days or months.

Use one space following a comma, semicolon, colon or period.

Don't use abbreviations such as "e.g." or "i.e." Use "for example" and "that is" or "that means."

Spell out numbers when fewer than two digits (for example, "Open nine months a year" or "Open 10 months a year").

With prefixes and hyphens, the common-sense rule is to use a hyphen only if the word looks strange without it. If a prefix ends with a vowel and the word that follows it begins with a vowel, a hyphen may be needed (for example, "pre-employment" rather than "preemployment"). Some words, however, are well enough established that they do not require a hyphen (for example, "coordinate" and "cooperate").

Use active verbs and clear language.

***Refer Field: User Created Narrative Field; typically called "Service Description"***

**Data Element: Service – Service Hours**

**MANDATORY\***

Generally housed in the service site link information

Same as Agency record, but specific to the service. Mandatory, but not necessarily at this level.

**Data Element: Service – Service Eligibility**

**MANDATORY**

Eligibility defines the people for whom a service or program is offered and any restrictions or special conditions for accessing the program. Eligibility can be based on a number of factors such as age, gender, geography, income and geographic location.

If there are no restrictions on eligibility, enter "no restrictions" or "open to all." There is no reason to state that a hospital is for people who are ill or injured, that a food pantry is for individuals who are hungry and can't afford to pay for food, or that a library is for people wanting to borrow books. However, if a library has a reading program for children of a particular age range, then that needs to be stated in the eligibility area.

Geographic eligibility, age and gender eligibility can often be handled more precisely within the Servicesite record. However, a clear textual expression of eligibility is always helpful.

Geographic eligibility is often a tricky concept within a consolidated database (that is, a database that comprises several merged regional databases). Within a single local database, there is no need to state for every single service that it is designed for people in that region – but within a larger database, this needs to be clarified.

*Medicaid recipients ages 21 years and older*

*Medina County people with compulsive eating disorders*

*Veterans and their dependents*

*People in acute mental health crisis  
Employees with injuries or illnesses connected to their employment*

Use “person first” language. For example, “People with physical disabilities,” not “Disabled people.”

Use numerals for ages. The exception is to use “birth” rather than “0.” For example, “From birth to three years.”

**Refer Field: User Created Narrative Field; typically called “Eligibility”**

## **Data Element: Service – Fee Structure**

**MANDATORY**

The fee structure is an outline of the cost of receiving a service and the means of paying for that received service.

Many services within an I&R database are free. Clients need to know that fact. They also need to know if there is a fee and, if so, approximately how much it is and/or how it is calculated. It is helpful to provide clients with some idea of fees when they are applicable, but it is difficult to effectively maintain that information. Generally, an idea of the cost is more easily maintained: “sliding fee scale” rather than \$25 per hour (fees can change many times over the course of the year; also, there are often complex ways that fees are calculated).

*No fees/not applicable*

*Sliding Scale*

*Call for details*

*Donations requested but optional*

*Nominal cost (\$ \_\_\_\_)*

*Membership fee (\$ \_\_\_\_\_)*

*Fees vary. Call for details*

*Medicare, private insurance and private payment accepted*

*Sliding scale if no insurance but no one refused service*

**Refer Field: User Created Narrative Field; typically called “Fees”**

## **Data Element: Service – Application Process**

**MANDATORY**

The application process (many times called “intake process”) provides clients with information on steps to take to access a particular program/service. In many cases, the directions are fairly obvious, such as “call or visit,” but many agencies have specific requirements, such as accepting clients only by referral.

*Referral required*

*Walk in for service*

*Intake Monday-Friday 9 am-2 pm; phone for an appointment Monday 9 am-5 pm*

*Take birth certificate*

**Refer Field: User Created Narrative Field; typically called “Application Process”**

**Data Element: Service – Required Documents**

**MANDATORY**

Documents the client will need if following up with the referrals provided; that is, material/information that needs to be taken to the agency in order to access the service.

*No documentation required*

*Call for details*

*Photo ID*

*Physician order required*

*Proof of residency*

***Refer Field: User Created Narrative Field; typically called “Required Documents”***

**Data Element: Service – Capacity Type and Capacity**

**RECOMMENDED**

Capacity Type refers to the units of services. This can often be briefly included within the description field; for example, 30-bed emergency shelter.

*Beds*

*Respite care spaces*

*Training spaces per course*

*Counseling sessions*

*Subsidized housing – One bedroom*

*Subsidized housing – Wheelchair accessible*

*Meals*

*Financial assistance payments*

Capacity refers to the number of units available. This information can be problematic. For example, obviously a 400-bed hospital cannot have 420 people staying overnight. But with only 200 people staying there it may still have shortages if the main demand is for ICU or pediatric beds and these are filled.

Generally, unless there is a compelling reason to keep this information, it is not worth the work.

***Refer Field: User Created Narrative Field; typically called “Capacity”***

## **Data Structure: Servicesite**

A servicesite record is a construct that links the service group (or program) to the site or sites at which it is available. The servicesite record also allows for the addition of specific searchable information.

### **Data Element: Servicesite – Phone MANDATORY\***

Same as Agency record, but specific to the site. Mandatory, but not necessarily at this level.

**Refer Field:** *Matchlist Phone*

### **Data Element: Servicesite – Geographic area served MANDATORY**

Geographic area served refers to the physical boundaries in which a service is available and, by definition, not available to people outside of those boundaries. The concept of “area served” is different from “location” as a service may be located in one area but serve several definable areas or only serve parts of the one area. This geographic boundary can be national, statewide, regional, countywide, citywide, comprising a single or several ZIP codes, or restricted to a narrow neighborhood.

Geographic area served may appear as a component of a service eligibility text field; however, this is not a preferred method, as it creates double data entry. The preferred method is to record service site information in a separate field, in the service site link area. This section offers a value list of cities counties, and states that automatically finds ZIP codes when a geographic area, such as a city or county, is entered. This allows I&R Specialists to search by ZIP code, city, county, or state.

**Refer Field:** *Area Served*

### **Data Element: Servicesite – Contact Name/Title RECOMMENDED**

A contact name is the name of the administrator or the contact person. A contact title is the job title or position within the organization of the person listed as the contact. Recommended, but not necessarily at this level.

*Program Coordinator*

*Assessment Specialist*

*Caseworker*

### **Data Element: Servicesite – Resource Info Elements**

Resource information elements refer to the variety of internal administrative details that are needed to create a history of the creation and maintenance of a database record. The prime information elements:

- **Resource Specialist** (name of person who edited or last changed the record)

- **Contact** (name of person at the agency who last provided and/or confirmed the information. Generally includes *title, direct phone number and e-mail address*)
- **Available for Directory Flag** (state that record can be included in a directory)
- **Available for Referral Flag** (states that record can be included for a referral)
- Available for Research Flag (states that record is available for research)
- **Date Added** (date the record was created and entered into the database)
- **Date of Last Action** (date the record was last modified; a modification is a change outside of the annual updating process)
- **Date Last Verified** (date the record was last formally updated with full confirmation from the agency involved)

**Data Element: Servicesite – Active/Inactive**

**RECOMMENDED**

Active/Inactive indicates whether a service is currently available or not available. This is useful in cases where a service is only seasonal (such as Christmas baskets or income tax preparation assistance). Rather than entering, deleting and re-entering the program, the same information can be maintained but just marked as Active during one part of the year and Inactive for the remainder.

The details should be included in service descriptions. For example, “Income tax clinics (February to June only)” and “Thanksgiving meals (registration begins October).”

An Inactive record will not be retrieved with an I&R Specialist’s database search.

**Refer Field: Service Site Status**

**Data Element: Servicesite – Age and Gender Restrictions**

Services at a particular site or sites may be restricted by the age and gender of the client. In this case, it should be entered into the eligibility text field and also put into the age and gender restriction area in the service site link area. This makes it available for I&R Specialists to use as a search parameter, assuring that results are as relevant to the client as possible.

**Refer Field: Age&Gender Restrictions**

## Appendix A: Preferred Human Services Spellings and Usages

**Abbreviations.** Spell out names completely on first reference. Acronyms or shortened names ok on subsequent references.

**Aboriginal** always capitalize

**adult day program**, not adult day care

**African American** (noun), **African-American** (adjective)

**after-school** (adjective) *Children go to an after-school program, **but** the program is after school*

**aftercare**

**also known as**, not aka

**alternative school**

**Alzheimer's disease**

**American Indian** use Native American

**American Sign Language** initial caps

**analyze**

**and/or** avoid if possible

**antiracism**

**Asian American** (noun), **Asian-American** (adjective)

**assistive technology**, not assistive devices

**audiotapes**

**audiovisual**

**baby boom**

**babysitter**

**backup**

**barrier-free home**

**biannual**

**Bible** use only for the religious text

**biblical** lower case

**bicultural**

**bilingual**

**birth weight**

**birthrate**

**bisexual**

**Braille**

**breastfeed**

**build-up** (noun) *Vent your feelings to prevent a build-up of emotion.*

**bylaws**

**byline**

**byproduct**

**cannot** always one word

**cardiopulmonary resuscitation** (CPR) use phrase with acronym on first reference

**caregiver**

**CD-ROM**

**chairperson**

**childcare**

**childbirth**

**classroom**

**clean up** (verb), **cleanup** (adjective) *Clean up a room **but** toxic waste cleanup*

**clearinghouse**

**co-directors**

**coed**

**coeducational**

**community-based** (adjective)

**company-wide** (adjective)

**consumer/survivor**

**consumers/survivors**

**Convention refugees**

**cooperation**

**cooperative**, but **co-op**

**coordinate**

**countywide**

**co-owner**

**co-pay**

**co-payment**

**co-signer**

**co-sponsor**

**co-workers**

**crosscultural**

**database**  
**daycare**  
**daylight**  
**daytime**  
**deaf-blind**  
**decision making** (noun)  
**dependent**  
**detoxification**  
**dietitian** not dietician  
**door-to-door service**  
**downtime**  
**downtown**  
**drop in** (verb), **drop-in** (adjective)  
**dropdown**  
**drop out** (verb), **dropout** (noun)

**Elders** as in Native Elders  
**elderly** use older adults  
**e-business**  
**e-commerce**  
**e-mail**  
**ensure** means guarantee; use **insure** only regarding insurance  
**ex-member**  
**ex-offender**, not **ex-inmate**  
**ex-psychiatric**  
**ex-residents**  
**eyeglasses**  
**eye-to-eye** (adjective)  
**eyewitness**

**face-to-face** (adjective)  
**family oriented**  
**farther** refers to physical distance, **further** is an extension in time or degree  
**fee-for-service**  
**ferryboat**  
**first-degree** (adjective)  
**firsthand**  
**focused**

**for-profit** (adjective)  
**follow up** (verb), **follow-up** (noun)  
**francophone** do not capitalize  
**free of charge**  
**full-time** (adjective)  
job works full time but **full-time** job  
**fundraiser**  
**fundraising**

**gender** rather than sex  
**geographic** not geographical  
**group home**

**hair care**  
**half-hour**  
**half time** works half time but **half-time** job, same with part time  
**halfway**  
**halfway house**  
**hands-on** hands-on work but prefers to work  
**hands on**, same with hands-off, hands off  
**health care**  
**helpline**  
**high school**  
**historic** important, stands out in history  
**historical** happened in the past  
**home-based**  
**home buyer**  
**home care**  
**home help**  
**home page**  
**home sharing**  
**homebound** prefer: people whose ability to leave home is limited. Avoid shut-ins  
**homelike**  
**homemade**  
**homemaker service**  
**homemaking**  
**honorarium**  
**honorary**  
**honor**

**hosteling**  
**hotel style** hotel-style if a modifier  
**hotline**  
**household**

**in-depth** in-depth conversation but talking in depth  
**in-home** assessment  
**in-house**  
**in-service**  
**inpatient**  
**inquiry** never enquiry  
**interagency**  
**intercity**  
**intergroup**  
**Internet** capitalize  
**interschool**  
**interstate**  
**intervenors**  
**intranet**

**job-ready**  
**job seekers**  
**jump-start** verb  
**jump start** noun

**kick off** verb  
**kickoff** noun  
**know-how** noun

**laid off**  
**laid-off** workers  
**layoff**  
**life skills**  
**lifelong**  
**live-in** staff  
**login**  
**logoff**  
**logon**  
**long distance** go a long distance

**long-distance** long-distance calls  
**long range** same rule as above – hyphenate when a compound modifier  
**long-term** housing  
**low cost** at a low cost but low-cost housing  
**lunchtime**

**mailroom**  
**meals on wheels**  
**MD**  
**microcomputers**  
**microelectronics**  
**Midwest**  
**more than** rather than over  
**multidisciplinary**  
**multi-ethnic**  
**multicultural**  
**multilanguage**  
**multilingual**  
**multiservice**

**nationwide**  
**Native American**  
**non...** use hyphen if a vowel follows, otherwise treat as one word  
**noncustodial**  
**nondenominational**  
**non-emergency**  
**nongovernmental**  
**nonmedical**  
**non-offending**  
**nonperishable**  
**nonprofit**  
**nonresidential**  
**nonsectarian**  
**nonstatus**  
**nonverbal**  
**nonviolent**  
**North American Native**  
**northeast**

**northwest** unless “the Northwest”

**odd jobs**

**off peak** hyphenate if a compound modifier

**off-site** facilities but: facilities **off site**

**offset**

**offshore**

**on hand**

**on premises**

**on-site** facilities but: facilities **on site**

**on-the-job**-training

**one bedroom** house has one bedroom but

**one-bedroom** house

**one-on-one**

**one-time**

**one-to-one**

**ongoing**

**online**

**onsite**

**orthopedic**

**orthotic**

**out of town** going out of town but **out-of-town** newspaper

**outpatient**

**overall**

**overeaters**

**override**

**pain relieving drugs**

**paperwork**

**parent-teacher associations**

**part time** works part time

**part-time** job

**pediatric**

**people**

**percent**

**persons** people preferred for all plural uses; use person when referring to a specific individual

**physiotherapy** never physio

**postcoronary**

**postgraduate**

**postnatal**

**postoperation**

**postpartum**

**postsecondary**

**postwar**

**preadmission**

**prebook**

**precare**

**precondition**

**pre-employment**

**premarital**

**premarriage**

**prenatal**

**preoperative**

**preplanning**

**prerelease**

**preretirement**

**preschool**

**preteen**

**pretrial**

**preventive**

**prevocational**

**private home**

**pro-business**

**pro-labor**

**pro-life**

**pro-war**

**programming**

**provide services for** rather than provide services to

**psychogeriatric**

**psychosocial**

**reapply**

**recognize**

**recur**

**recurring**

**redevelopment**

**re-entering**

**re-establishment**  
**reintegration**  
**relocate**  
**resume** not resumé or résumé  
**retraining**  
**right-to-life**  
**right-to-work**  
**RSVP**

**school-age children**  
**school-based**  
**self care**  
**self contained**  
**self-defense**  
**self-government**  
**self help group** use mutual support group  
**self improvement**  
**self managed**  
**self referral**  
**seniors** older adults  
**sexual assault** not rape  
**set up** verb  
**setup** noun  
**sexually transmitted diseases**  
**short-range**  
**short-term**  
**shut-ins** try to avoid... alternative: people whose ability to leave home is limited  
**shut off** verb  
**shut-off** notice compound modifier  
**sick room**  
**sign interpreters**  
**sign up** verb  
**sign-up** sheet  
**sizable** not sizeable  
**skill training**  
**65 years and older** not and up or and over or and above; also **18 and younger** not and under or and below  
**Social Security**  
**social service agencies**

**software**  
**sole support**  
**southeast**  
**southwest** unless “the Southwest”  
**spinal cord injury**  
**spring** never capitalize  
**staff** are not staff is  
**stand out** verb  
**standout** noun  
**start-up**  
**stepbrother**  
**stepfather**  
**stepmother**  
**stepparent**  
**subcommittee**  
**suboffice**  
**summer**

**12-step**  
**tax-exempt**  
**toll free** line call toll free but **toll-free** line  
**toward** not towards  
**tradesperson**  
**trans-positive**  
**24-hour emergency service**

**underemployed**  
**unemployed**  
**United States**

**Vice President**  
**voicemail**  
**videotapes**  
**volunteer-based**

**walk in** to register  
**walk-in** medical clinic  
**Web site**  
**well-being**  
**weekdays**

**weekend**  
**wheelchair accessible**  
**wheel-in shower**  
**widespread**  
**workplace**  
**workplan**  
**work-related organizations**  
**workshop**  
**worksite**  
**World Wide Web**

**worldwide**

**x-ray**

**year-round** activities but: operates **year round**

**ZIP code** capitalize ZIP, lowercase code; ZIP stands for Zone Improvement Program

## Other points:

### Gender-Neutral (Non-Sexist) Language

Eliminate use of “man,” (for example, man-made disaster, mankind: use disaster of human origin, humanity, people, human beings)

Occupations: firefighters, not firemen; flight attendants, not stewardesses; police officers, not policemen and police women, chair, chairperson or presiding officer, not chairman.

Pronouns: 1) Recast sentences in the plural: help people meet their needs, not help the individual meet his or her needs. 2) Reword sentences to eliminate gender reference altogether: the average person is worried about income, not the average person is worried about his income. 3) Indefinite pronouns: According to the Purdue University Online Writing Lab, “In all but strictly formal uses, plural pronouns have become acceptable substitutes for the masculine singular.” Example: “Anyone who wants to go to the game should bring their money”, not “Anyone who wants to go to the game should bring his money”. [http://owl.english.purdue.edu/handouts/general/gl\\_nonsex.html](http://owl.english.purdue.edu/handouts/general/gl_nonsex.html)

Another good one: <http://www.apa.udel.edu/apa/publications/texts/nonsexist.html>

Although “girls” is appropriate for adolescent and younger females, “women” should be used when referring to adults.

### Respectful Language

Avoid language about people with disabilities that is demeaning, (for example, afflicted, crippled, invalid, suffering from).

People with disabilities, not handicapped people, disabled people or the disabled

People who are homeless, not homeless people or the homeless

People who are blind, people who are deaf, not deaf people, blind people, the deaf, the blind

People who have epilepsy, not epileptics; people with dyslexia, not learning disabled

Uses a wheelchair, not wheelchair-bound

Accessible bathroom stall, accessible parking space, not handicapped bathroom stall, disabled bathroom stall, handicapped parking space, disabled parking space

Most disabilities are not a disease. Do not call a person with a disability a "patient" unless referring to a hospital setting. In an occupational and physical therapy context, "client" is preferred. Source for a couple of these: <http://www.realwork.com/articles.asp?filename=misplacedmodifiers.html>

Some diseases, by legal definition, are considered disabilities. Victimization imagery ("AIDS victims") or defining the person by the disease ("she is a diabetic") is still inappropriate. Use "person with diabetes" or "people living with AIDS."

"Blind" refers to total loss of eyesight; "low vision" or "visual disability" is more accurate for people who have some degree of sight. Avoid "non-sighted."

For people with speech disabilities, avoid "mute," "dumb," or "speech impediment."

Avoid "deformed," "deformity" and "birth defect." A person may be "born without arms" or "has a congenital disability," but is probably not defective.

Down syndrome is a chromosomal condition that causes developmental disability. Use "person with Down syndrome." Avoid "mongol" or "mongoloid."

Mental disabilities include cognitive, psychiatric and learning disabilities and physical head trauma. Avoid "mentally retarded," "insane," "slow learner," "learning disabled" and "brain damaged."

Cerebral palsy is a disability resulting from damage to the brain during birth that causes muscle incoordination. Avoid "palsied" and "spastic."

A seizure is an episode caused by a sudden disturbance in the brain. If seizures are recurrent, it is called a seizure disorder. Use "person with epilepsy" or "child with a seizure disorder." Avoid "epileptic," either as a noun or adjective.

Avoid "dwarf" or "midget." Some groups prefer "little people," but it's best to use "person of short stature."

Quadriplegia is a substantial loss of function in all four extremities. Paraplegia is a substantial loss of function in the lower part of the body. Use "man with paraplegia" or "she has quadriplegia." Avoid "paraplegic" or "quadriplegic" as either a noun or adjective.

Use nondisabled rather than normal for people who do not have a disability.

African American, not black

Native American, not Indian or American Indian

The term Asian American is preferable to Asian. Asians are Asian nationals; Asian Americans are Americans of Asian descent who possess their own distinct cultures in this country.  
<http://72.14.253.104/search?q=cache:7o2qNwha-NwJ:www.uga.edu/msp/msp-handbook.pdf+%22respectful+language%22+race+ethnicity&hl=en&gl=us&ct=clnk&cd=1&ie=UTF-8>

Sexual orientation, not sexual preference

Transgender, rather than transsexual

Numerals

Use figures rather than words when the number refers to a date, the time of day, an age, a percentage or money.

Use figures when there is a range of numbers (for example, people age 8 to 15).

In all other cases, spell out numbers one through nine and use figures for 10 and above.

Never begin a sentence with a figure unless it is a year.

Hyphenate the adjectival form (for example, the 10-year old boy; it was a five-day trip).

In a series, follow the above rules: They had 10 dogs, six cats and 97 hamsters; They had four four-room houses, 10 three-room houses and 12 10-room houses.

When using the ordinal form of the number, spell out first through ninth and use figures starting with 10th (for example, "first", "third", "11th", "20th")

### Punctuation

In a series, use commas to separate words in the series except for the "and" which falls before the last word in the series unless it is extremely confusing: "the agency provides X, X, X and X".

The use of a comma before "and" should be used only if one of the last two items includes a conjunction (for example, "Apples, oranges and pears" but "cheese, meat, and fruits and vegetables").

Watch your compound sentence punctuation and wording. Use "and" or the appropriate equivalent word and a comma or semi-colon between the two parts of the compound sentence when the first part of the sentence contains several elements that are connected with "and" or an equivalent. Examples: "The program provides food and shelter, and assists people who need health referrals." OR "The program provides food, shelter and clothing; and assists people who need health, family planning and employment referrals." NOT "The program provides food, shelter and assists people who need health referrals."

Hyphenation Rule: generally speaking, hyphenate two words when two words are used as one and the compound word is an adjective.

(Initially adapted with permission from Findhelp Information Services, further edited by Georgia Sales, 211 LA County)

## Appendix B: Preferred Language Spellings

(include where languages are spoken)

The following list of languages is intended as a helpful guide and does not pretend to be a definitive resource. Particularly with regard to some of the languages that are less spoken in North America, there are often alternative spellings and dialect issues that cannot be resolved here. The references below were checked through the Encarta Encyclopedia in December 2006 and [www.wikipedia.org](http://www.wikipedia.org) was used when further research and other viewpoints were required. We encourage you to verify other languages through Encarta or [www.wikipedia.org](http://www.wikipedia.org). Please alert us to languages that should be added to this list.

**Adangme** (spoken in *west Africa*)

**Adaptive American Sign Language** (*used by people who are deaf-blind*)

**Afar** (*official literary language in Ethiopia, close to but distinct from Saho*)

Afghan see **Pashto**

**Afrikaans**

**Akan** (*spoken in west Africa*)

**Albanian**

**American Sign Language** see also **Signed English**

**Amharic** (*spoken in Ethiopia*)

**Arabic**

**Armenian**

**Assamese** (*spoken in India*)

**Assyrian** (*related to Aramaic, spoken by Christians in Iran, Iraq, Syria, Turkey*)

**Awngi** (*spoken in Ethiopia*)

**Azerbaijani** (*spoken in northern Iran and Azerbaijan; the people are known as Azeris*)

Azeri see **Azerbaijani**

Bahasa see **Indonesian**

Bajuni see **Swahili**

**Baluchi** (*variant spelling: Balochi*)

**Bambara** (*spoken in west Africa*)

**Bana** (*spoken in Cameroon*)

**Bangla** see **Bengali**

**Bari** (*spoken in Sudan*)

**Belarusian**

**Bemba** (*spoken in Zambia*)

**Bengali** (*spoken in Bangladesh and India*)

Bini see **Edo**

**Bliss Symbols**

**Bosnian**

**Braille**

Brava see **Swahili (Brava)**

**Bulgarian**

**Burmese**

**Cajun French**

Cambodian see **Khmer**

Cantonese see **Chinese (Cantonese)**

Caribbean dialects see **French Creole, Spanish Creole, West Indian dialects**

**Cebuano** (*spoken in the Philippines*)

**Cheyenne** (*North American Aboriginal*)

Chaldean see **Assyrian**

**Cham** (*spoken in Vietnam and Cambodia*)

**Chamorro** (*spoken in Guam and Northern Mariana Islands*)

**Chinese** (put dialects in brackets; written Chinese is just “Chinese” – dialects are orally distinct)

**Cantonese**

**Hakka** (*also known as Kan-Hakka*)

**Mandarin** (*official spoken language of People’s Republic of China*)

**Mien** (*spoken in China and Vietnam*)

**Shanghainese**

**Taishan** (*variant spellings: Toisan, Toishan, Toishanese*)

**Taiwanese**

**Wu**

**Choctaw** (*North American Aboriginal*)

**Chipeywan** (*North American Aboriginal*)

**Cree** (*North American Aboriginal*)

Creole see **French Creole, Krio, Spanish Creole, West Indian dialects**

Creole Arabic see **Juba Arabic**

**Croatian** (*same language as Serbian, but written in Roman alphabet*)

**Czech**Czechoslovakian see **Czech, Slovak****Danish****Dari** (*a distinct dialect of Farsi spoken in Afghanistan*)**Dinka** (*spoken in Sudan*)**Dogrib** (*North American Aboriginal*)**Dutch****Edo** (*spoken in Nigeria*)**Efik** (*spoken in Nigeria*)Egyptian Arabic see **Arabic****English**Eritrean see **Tigre** or **Tigrinya****Esperanto****Estonian**Ethiopian languages see **Afar, Amharic,****Harari, Nuer****Ewe** (*spoken in west Africa*)**Facilitated Communication****Fanti** (*spoken in Ghana; dialect of Akan*)**Farsi** (*spoken in Iran*)**Fijian****Filipino** (*spoken in the Philippines; incorporates dialects including Tagalog*)**Finger Spelling** (*used by deaf-blind people*)**Finnish**Flemish see **Dutch****French****French Creole****French Sign Language****Friulian** (*spoken in Italy*)Fujian see **Chinese (Fujian)**Fukien see **Chinese (Fujian)****Ga** (*spoken in west Africa*)**Gaelic** (*use for Gaelic Scots; for Irish Gaelic use **Irish***)Galla see **Oromo****Ganda** (*spoken in Tanzania and Uganda*)**Georgian** (*spoken in Georgia*)**German****Gikuyu** (*spoken in east Africa*)**Greek****Gujarati** (*spoken in India; variant spelling is *Gujurati**)**Gwich'in** (*North American Aboriginal*)Hakka see **Chinese (Hakka)****Hand over Hand Sign Language** (*used by deaf-blind people*)**Harari** (*spoken in Ethiopia*)**Hausa** (*spoken in west Africa*)**Hawaiian****Hebrew****Herero** (*spoken in southern Africa*)**Hindi** (*spoken in India*)**Hindko** (*spoken in Pakistan*)Hokkien see **Chinese (Fujian)**Hottentot see **Nama****Hmong****Hungarian****Ibo** (*spoken in west Africa*)**Icelandic**Igbo see **Ibo****Ilocano** (*spoken in the Philippines*)**Indonesian** (*national language of Indonesia*)**Innu** (*North American Aboriginal*)**Inuinnaqtun** (*Inuit language*)Inuit see **Inuktitut****Inuktitut** (*Inuit language*)Inupiak see **Inuktitut****Inuvialuktun** (*Inuit language*)Iranian see **Farsi, Kurdish, Pashto**Iraqi Arabic see **Arabic****Irish** (*use for Gaelic Irish*)**Isoko** (*spoken in Nigeria*)**Italian****Japanese**Jewish – *do not use*, see **Hebrew, Yiddish****Juba Arabic** (*spoken in Sudan*)**Kachchi** (*South Asian language*)Kanarese see **Kannada****Kannada** (*spoken in India*)Kapampangan (*spoken in the Philippines*)**Kashmiri** (*spoken in India and Pakistan*)Kerala see **Malayalam****Khmer** (*spoken in Vietnam, Cambodia*)**Khmu** (*spoken in Laos*)Kikuyu see **Gikuyu****Kinyarwanda** (*spoken in Zaire and Rwanda*)Kirundi see **Rundi**Kiswahili see **Swahili**

**Konkani** (*spoken in India*)  
**Korean**  
 Kmhmu see **Khmu**  
**Krio** (*spoken in Sierra Leone*)  
**Kurdish** (*spoken in parts of Iran, Iraq, Turkey, Afghanistan, Russia, Syria*)  
 Kutchi see **Kachchi**

**Ladino** (*spoken in Israel*)  
 Lao see **Laotian**  
**Laotian**  
**Latvian**  
 Lebanese Arabic see **Arabic**  
**Lenje** (*spoken in Zambia*)  
**Lingala** (*spoken in central Africa*)  
**Lithuanian**  
**Luba-Kasai** (*spoken in central Africa*)  
**Luba-Shaba** (*spoken in central Africa*)  
 Luganda see **Ganda**  
**Luo** (*spoken in Kenya*)

Maay see **Somali (May May)**  
**Macedonian**  
**Malay** (*spoken in Malaysia, Thailand, Singapore*)  
**Malayalam** (*spoken in India*)  
**Maltese**  
 Mandarin see **Chinese (Mandarin)**  
**Mandingo** (*spoken in Gambia, Guinea, Liberia, Senegal*)  
 Mandinka see **Mandingo**  
 Maninka see **Mandingo**  
 Manyá see **Mandingo**  
**Marathi** (*spoken in India*)  
 Matabele see **Ndebele**  
 May-May (*a dialect of Somali*) see **Somali (May May)**  
**Mende** (*spoken in Liberia and Sierra Leone*)  
 Micmac see **Mi'kmaq**  
**Mi'kmaq** (*North American Aboriginal*)  
 Min see **Chinese (Fujian)**  
**Mohawk** (*North American Aboriginal*)  
 Mong see **Hmong**  
**Mongolian**

**Navajo** (*North American Aboriginal*)  
**Ndebele** (*spoken in southern Africa; dialect of Zulu*)  
 Neo-Syriac see **Assyrian**

Nepalese see **Nepali**  
**Nepali** (*spoken in Bhutan, India, Nepal*)  
 Nigerian languages see **Hausa, Ibo, Yoruba**  
**North Slavey** (*North American Aboriginal*)  
**Norwegian**  
**Nuer** (*spoken in Sudan and Ethiopia*)

**Odawa** (*North American Aboriginal*)  
**Oji-Cree** (*North American Aboriginal*)  
**Ojibway** (*North American Aboriginal – also known as Ojibwe, Ojibwa*)  
**Oneida** (*North American Aboriginal*)  
**Oriya** (*spoken in India*)  
 Oromiffa see **Oromo**  
**Oromo** (*spoken in Ethiopia and Kenya; formerly called Galla*)  
 Oromonia see **Oromo**  
 Orya see **Oriya**  
 Ouolof see **Wolof**

Pampangan see **Kapampangan**  
**Pangasinan** (*spoken in the Philippines*)  
 Panjabi see **Punjabi**  
**Pashto** (*official language of Afghanistan*)  
 Pashtu see **Pashto**  
 Pasthun see **Pashto**  
 Patois see **West Indian dialects**  
 Persian see **Farsi**  
**Picture Boards**  
 Pilipino see **Filipino**  
**Polish**  
**Portuguese**  
**Portuguese Creole**  
**Powhatan** (*North American Aboriginal*)  
**Punjabi** (*spoken in Pakistan and India*)  
 Pushto see **Pashto**

**Quechua** (*spoken in South America*)  
**Quiché** (*spoken in Guatemala, main Mayan language*)

**Romani** (*language of the Roma*)  
**Romanian** (*variant spelling: Rumanian*)  
**Romansch** (*one of Switzerland's four official languages*)  
 Romany see **Romani**  
 Ruanda see **Kinyarwanda**  
**Rundi** (*national language of Burundi*)  
**Russian**

**Saho** (*spoken in Eritrea, close to but distinct from Afar*)

**Samoan**

**Serbian** (*same as Croatian, but written in Cyrillic alphabet*)

Serbo-Croatian see **Croatian, Serbian**

Setswana see **Tswana**

**Shona** (*spoken in Africa; in Bantu family*)

Sign Language see **American Sign**

**Language, French Sign Language**

**Signed English** (*used by deaf students in the Canadian education system*)

**Sindhi** (*spoken in Pakistan and India*)

**Sinhala** (*spoken in Singapore and Sri Lanka*)

Sinhalese see **Sinhala**

**Slovak**

Slovene see **Slovenian**

**Slovenian**

**Somali**

**Somali (May May)**

**Sotho** (*spoken in southern Africa*)

South Pacific Pidgin see **Tok Pisin**

**South Slavey** (*North American Aboriginal*)

**Spanish**

**Spanish Creole**

Sri Lankan see **Sinhala, Tamil**

**Swahili** (*spoken in east Africa*)

**Swahili (Brava)**

**Swedish**

**Tactile Signage** (*used by deaf-blind people*)

Tagalog see **Filipino**

Tai Shan see **Chinese (Taishan)**

Taiwanese see **Chinese (Taiwanese)**

**Tamil** (*spoken in India and Sri Lanka*)

**Telugu** (*spoken in India*)

**Temne** (*spoken in Sierra Leone, Africa*)

**Thai**

**Tibetan**

Tien-chow see **Chinese (Tieuchow)**

Tieuchow see **Chinese (Tieuchow)**

**Tigre** (*spoken in Eritrea, distinct from Tigrinya*)

Tigrigna see **Tigrinya**

**Tigrinya** (*official language of Eritrea, distinct from Tigre – also known as Tigrigna, Tigrinia*)

**Tlicho** see Gwich'in

Toisan see **Chinese (Taishan)**

**Tok Pisin** (*also known as South Pacific Pidgin; official language of Papua New Guinea*)

**Tongan**

**Touch-Hand Language** (*used by deaf-blind people*)

**Tswana** (*spoken in southern Africa*)

**Tulu** (*spoken in India*)

**Turkish**

**Twí** (*spoken in Africa; dialect of Akan*)

**Two-Hand Manual**

**Ukrainian**

**Urdu** (*official language of Pakistan; also spoken in India*)

**Urhobo** (*spoken in west Africa*)

**Vietnamese**

**Welsh**

**West Indian dialects** see also **French Creole, Spanish Creole** (*use for English dialects*)

**Wolof** (*spoken in Senegal*)

Wu see **Chinese (Wu)**

**Xhosa** (*spoken in southern Africa*)

**Yiddish**

**Yoruba** (*spoken in west Africa*)

Yugoslavian see **Bosnian, Croatian, Macedonian, Serbian, Slovenian**

**Zulu** (*spoken in southern Africa*)

## Appendix C: Official Post Office Abbreviations

### States and Territories

AK Alaska  
AL Alabama  
AR Arkansas  
AS American Samoa  
AZ Arizona  
CA California  
CO Colorado  
CT Connecticut  
DC District of Columbia  
DE Delaware  
FL Florida  
FM Federated States of Micronesia  
GA Georgia  
GU Guam  
HI Hawaii  
IA Iowa  
ID Idaho  
IL Illinois  
IN Indiana  
KS Kansas  
KY Kentucky  
LA Louisiana  
MA Massachusetts  
MD Maryland  
ME Maine  
MH Marshall Islands  
MI Michigan  
MN Minnesota  
MO Missouri  
MP Northern Mariana Islands  
MS Mississippi  
MT Montana  
NC North Carolina  
ND North Dakota  
NE Nebraska  
NH New Hampshire  
NJ New Jersey

NM New Mexico  
NV Nevada  
NY New York  
OH Ohio  
OK Oklahoma  
OR Oregon  
PA Pennsylvania  
PR Puerto Rico  
PW Palau  
RI Rhode Island  
SC South Carolina  
SD South Dakota  
TN Tennessee  
TX Texas  
UT Utah  
VA Virginia  
VI United States Virgin Islands  
VT Vermont  
WA Washington  
WI Wisconsin  
WV West Virginia  
WY Wyoming

### Canadian Provinces and Territories

AB Alberta  
BC British Columbia  
MB Manitoba  
NB New Brunswick  
NL Newfoundland and Labrador  
NS Nova Scotia  
NT Northwest Territories  
NU Nunavut  
ON Ontario  
PE Prince Edward Island  
QC Quebec  
SK Saskatchewan  
YT Yukon

<b>Primary Street Suffix Name</b>	<b>United States Postal Service Standard Suffix Abbreviation</b>				
		DALE	DL	KEY	KY
		DAM	DM	KEYS	KYS
		DIVIDE	DV	KNOLL	KNL
		DRIVE	DR	KNOLLS	KNLS
		DRIVES	DRS	LAKE	LK
		ESTATE	EST	LAKES	LKS
		ESTATES	ESTS	LAND	LAND
		EXPRESSWAY	EXPY	LANDING	LNDG
		FALL	FALL	LANE	LN
		FALLS	FLS	LIGHT	LGT
		FERRY	FRY	LIGHTS	LGTS
		FIELD	FLD	LOAF	LF
		FIELDS	FLDS	LOCK	LCK
		FLAT	FLT	LOCKS	LCKS
		FLATS	FLTS	LODGE	LDG
		FORD	FRD	LOOP	LOOP
		FORDS	FRDS	MALL	MALL
		FOREST	FRST	MANOR	MNR
		FORGE	FRG	MANORS	MNRS
		FORGES	FRGS	MEADOW	MDW
		FORK	FRK	MEWS	MEWS
		FORKS	FRKS	MILL	ML
		FORT	FT	MILLS	MLS
		FREEWAY	FWY	MISSION	MSN
		GARDEN	GDN	MOTORWAY	MTWY
		GARDENS	GDNS	MOUNT	MT
		GATEWAY	GTWY	MOUNTAIN	MTN
		GLEN	GLN	MOUNTAINS	MTNS
		GLENS	GLNS	NECK	NCK
		GREEN	GRN	ORCHARD	ORCH
		GREENS	GRNS	OVAL	OVAL
		GROVE	GRV	OVERPASS	OPAS
		GROVES	GRVS	PARK	PARK
		HARBOR	HBR	PARKWAY	PKWY
		HARBORS	HBRs	PARKWAYS	PKWY
		HAVEN	HVN	PASS	PASS
		HEIGHTS	HTS	PASSAGE	PSGE
		HIGHWAY	HWY	PATH	PATH
		HILL	HL	PIKE	PIKE
		HILLS	HLS	PINE	PNE
		HOLLOW	HOLW	PINES	PNES
		INLET	INLT	PLACE	PL
		ISLAND	IS	PLAIN	PLN
		ISLANDS	ISS	PLAINS	PLNS
		ISLE	ISLE	PLAZA	PLZ
		JUNCTION	JCT	POINT	PT
		JUNCTIONS	JCTS	POINTS	PTS

PORT	PRT	STREAM	STRM		
PORTS	PRTS	STREET	ST		
PRAIRIE	PR	STREETS	STS		
RAMP	RAMP	SUMMIT	SMT	APARTMENT	APT
RANCH	RNCH	TERRACE	TER	BASEMENT	BSMT
RAPID	RPD	THROUGHWAY	TRWY	BUILDING	BLDG
RAPIDS	RPDS	TRAFFICWAY	TRFY	DEPARTMENT	DEPT
REST	RST	TRAIL	TRL	FLOOR	FL
RIDGE	RDG	TUNNEL	TUNL	FRONT	FRNT
RIDGES	RDGS	TURNPIKE	TPKE	HANGAR	HNGR
RIVER	RIV	UNDERPASS	UPAS	LOBBY	LBBY
ROAD	RD	UNION	UN	LOT	LOT
ROADS	RDS	UNIONS	UNS	LOWER	LOWR
ROUTE	RTE	VALLEY	VLY	OFFICE	OFC
ROW	ROW	VALLEYS	VLYS	PENTHOUSE	PH
RUE	RUE	VIADUCT	VIA	PIER	PIER
RUN	RUN	VIEW	VW	REAR	REAR
SHOAL	SHL	VILLAGE	VLG	ROOM	RM
SHOALS	SHLS	VILLAGES	VLGS	SIDE	SIDE
SHORE	SHR	VILLE	VL	SLIP	SLIP
SHORES	SHRS	VISTA	VIS	SPACE	SPC
SKYWAY	SKWY	WALK	WALK	STOP	STOP
SPRING	SPG	WALKS	WALK	SUITE	STE
SPRINGS	SPGS	WALL	WALL	TRAILER	TRLR
SPUR	SPUR	WAY	WAY	UNIT	UNIT
SPURS	SPUR	WAYS	WAYS	UPPER	UPPR
SQUARE	SQ	WELL	WL		
SQUARES	SQS	WELLS	WLS		
STATION	STA				