



FY26 Plan At A Glance: Information and Referral Initiative

EVERYCHILD –

Network: Rock Island County

Information and Referral		AOK Networks implement an effective information and referral system that increases family, provider, and community knowledge of and connection to available services and resources by implementing a system wide referral process that includes consistent collaboration, information exchange, coordination of services and referring families to needed services and resources with a feedback loop to ensure referrals are completed effectively.		
Overall Result Desired:		Wabash/Edwards AOK Network is implementing an effective information and referral system that includes consistent collaboration, information exchange, coordinating services, referring people in need, and completing those referrals to increase the number of families enrolled in services.		
Objectives		Approaches		Outcome
3.1	Early Childhood Referrals By June 30, 2030, 35 system actors will use IRIS to create and manage referrals, increasing coordination of efforts between service providers, decreasing gaps, delays, and overlaps in service delivery.	3.1.3	IRIS System Guides	<ul style="list-style-type: none"> As a result of these efforts, we expect the number of AOK System Actors onboarded into IRIS to increase from 0 agencies to 8 agencies by the end of FY26. As a result of these efforts, we expect the number of AOK System Actors making regular referrals in IRIS to increase from 0% to 15% of 8 onboarded System Actors by the end of FY26. As a result of these efforts, we expect the number of AOK System Actors updating their IRIS capacity bar weekly to increase from 0 partners to 6 System Actors by the end of FY26.
		3.1.4	Community Connecters Collective	<ul style="list-style-type: none"> As a result of these efforts, we expect the number of Parent Ambassadors able to monitor and follow up on IRIS referrals to increase from 0 PAs with referral tracking access to 4 PAs actively viewing and checking referral status by the end of this fiscal year. As a result of these efforts, we expect the number of families receiving timely responses to their referrals to decrease from an average response time of 4.9 days for Q1 (Jan-Mar) 2025 to 3 days or less by the end of this fiscal year. As a result of these efforts, we expect the number of successful, completed referrals through IRIS to increase from an average of 69% completed referrals out of 83 total family referrals in Q2-Q4 of 2024 to 85% completed referrals by the end of this fiscal year. This



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				builds on progress already seen in Q1 of 2025, which showed 77% of 109 total family referrals completed.
3.3	Resource Distribution and Connection			
	By June 30, 2028, local AOK staff and 30 Network Partners will work together to reach targeted populations through use of diverse communications strategies, increasing access to quality service as a result of the approaches below.	3.3.1	AOK Family Yellow Pages	<ul style="list-style-type: none"> As a result of these efforts, we expect the number Family Yellow Pages distributed to Network Partners to increase from 1500 copies the previous fiscal year to 2000 copies by the end of this fiscal year. As a result of these efforts, we expect the number of unique visitors accessing the online Family Yellow Pages to increase from 83 unique visitors per year to 150 unique visitors per year by the end of this fiscal year.
		3.3.2	Targeted Resource Outreach	<ul style="list-style-type: none"> As a result of these efforts, we expect the number of community partners actively engaged in co-creating and delivering content to increase from 0 to 3 by the end of this fiscal year. As a result of these efforts, we expect 70% of 10 caregivers attending each session to report an increase in their knowledge of local prenatal and early childhood resources. As a result of these efforts, we expect the percentage of informational materials available in Spanish and at least one additional non-English language to increase from 30% of session materials to 100% by the end of this fiscal year.