



FY26 Plan At A Glance: Information and Referral Initiative

Network: Will 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:		Will County 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
2.3	IRIS Training By June 30, 2030, more Will County IRIS referring partners will have necessary IRIS training and support to maximize its effectiveness, increasing coordination of efforts as a result of the approaches described below.	2.3.1	Providing Guidance to IRIS Users	<ul style="list-style-type: none"> As a result of these efforts, we expect the number of IRIS users who use IRIS correctly and consistently to increase from 59 to 70 by the end of this fiscal year.
		2.3.2	Creating an IRIS Training Checklist	<ul style="list-style-type: none"> As a result of these efforts, we expect the percentage of families whose referrals are rejected in IRIS to decrease from 10% of all referrals to 8% of all referrals by the end of this fiscal year.
2.4	IRIS Community Standards By June 30, 2030, more Will County IRIS referring partners adhere to the community standards increasing coordination of efforts and the number of families enrolled in services as an outcome as a result of the approaches below.	2.4.1	Pilot Uploading Intake Forms	<ul style="list-style-type: none"> As a result of these efforts, we expect the percentage of families who are enrolled in IRIS services to increase from 30% of all referrals to 50% of all referrals by the end of this fiscal year.
		2.4.2	Uncovering Barriers to Accepting Referrals	<ul style="list-style-type: none"> As a result of these efforts, we expect the percentage of providers who accept referrals within 3 business days to increase from 35% to 40% by the end of this fiscal year.



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