FY27 Plan At A Glance:
Information and Referral Initiative

Network: TAZEWELL 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:	Tri-County 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
3.3	**Building Consistency in IRIS Communication and Use** By June 30, 2028, all active Tri-County IRIS partners are using clear and aligned communications on IRIS processes among partners through staff transitions and program improvements.	**3.3.1**	**Current IRIS Onboarding**	• Increased understanding of current IRIS onboarding practices. • Increased confidence of IRIS partners to onboard new IRIS team members.
		3.3.2	**Partner Spotlight**	• Increase in IRIS partners' understanding of how to refer families, who experience food insecurity, to services and supports, such as Food Pantry Network - HOI.
3.4	**Understand IRIS Benefits** By June 30, 2028, more TPW IRIS partners will use IRIS to its full potential which will increase coordination of efforts.	**3.4.1**	**Local IRIS System & Data Manager Team Participation**	• Increase confidence in TPW team by IRIS Partners. • Increase shared agenda and Network Governance among TPW IRIS team.
		3.4.3	**Onboarding New IRIS Partners**	• Increase the number of IRIS partners.

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