FY27 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.	**2.3.3**	**IRIS New User Training**	• By June 30, 2027, AOK staff will establish quarterly IRIS trainings for new users and implement the IRIS training checklist.
		2.3.4	**IRIS Office Hours**	• Increased number of users who understand how to use IRIS appropriately.
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.	**2.4.3**	**Updating IRIS Community Standards**	• Increased number of users adhering to IRIS community standards.
		2.4.4	**Updating IRIS Referral Intake**	• Decreased percentage of completed referrals resulting in could not contact.

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