FY27 Plan At A Glance:
Information and Referral Initiative

Network: YOUTH CROSSROADS- Cicero Berwyn

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**
2.4	**IRIS Utilization** By June 30, 2030, 70% of programs with active IRIS profiles are utilizing IRIS to make and/or receive referrals as measured by yearly IRIS referral reports and number of active IRIS Partner profiles.	**2.4.4**	**Strengthening Family Access**	• Increase engagement and information sharing while identifying and addressing community barriers that impact families' access to services.
		2.4.5	**IRIS Partner Meetings**	• Increase IRIS System utilization, gather partner feedback on system effectiveness, and strengthen partner engagement to improve referral outcomes.
2.5	**IRIS Expansion** By June 30, 2030, the AOK Local Staff have engaged more organizations and/or programs in streamlining their referral practices by joining the Cicero-Berwyn IRIS Community resulting in new programs becoming IRIS partners.	**2.5.3**	**New Partner Identification and engagement**	• Increased knowledge of the benefits of becoming an IRIS partner. • Increase in community partners committed to using IRIS to make referrals.
		2.5.4	**Onboarding New IRIS Partners**	• Increase the number of active IRIS Partners.

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