



## FY25 Plan At A Glance: Information and Referral Initiative

Network: McLEAN COUNTY

<b>Information and Referral</b>		McLean County has a systematic process for making available services known to families and providers as well as a closed-loop process for referring families to services they want, need, and for which they are eligible.		
<b>Overall Result Desired:</b>		McLean County AOK Network has strategies in place to identify, update, track, and disseminate information about available services and supports and follow-up procedures to assure that families receive the services they want and need.		
Objectives		Approaches		Outcome
<b>2.1</b>	<b>McLean County IRIS System Partner Support and Utilization</b>  By June 30, 2025, McLean County IRIS System Partners will increase their use of IRIS by 25% as a result of positive experiences using IRIS, utilizing technical assistance, and participating in offered partner activities; when compared to the usage recorded in June 2024.	<b>2.1.1</b>	<b>IRIS Partner Meetings</b>	<ul style="list-style-type: none"> <li>• 3 IRIS Partner meetings</li> <li>• Analysis of quarterly IRIS Community Referral Report and Community Dashboard</li> <li>• 65% of IRIS partner representatives participate in partner meetings</li> <li>• Resolutions to identified challenges implemented and/or completed</li> <li>• IRIS partners have an increased understanding of the benefits of using the McLean County IRIS System for all program referrals</li> <li>• IRIS partners identify and ameliorate challenges that programs face while using IRIS</li> <li>• Increased positive relationships between McLean County IRIS System Partners</li> <li>• IRIS partners have an increased understanding of the benefits of collecting and using referral data</li> </ul>
		<b>2.1.2</b>	<b>Technical Assistance for IRIS Partners</b>	<ul style="list-style-type: none"> <li>• Ten email messages to IRIS Team Members with an offer for technical assistance plus short-cuts, how-to, answers to frequently asked questions, and other helpful information</li> <li>• 3 technical assistance /coaching calls completed</li> <li>• 25% Increase (from FY24) in individual team members making referrals</li> <li>• IRIS team members have an increased knowledge of how to use IRIS more efficiently and effectively</li> </ul>
<b>2.2</b>	<b>Expanding the reach of the McLean County IRIS System</b>  By June 2025, five or more new programs and services with an emphasis on those related to	<b>2.2.1</b>	<b>Introduction of IRIS to Non AOK Partners</b>	<ul style="list-style-type: none"> <li>• Partner generated list of potential programs highlighting TP partners interested in joining IRIS</li> <li>• Meetings set-up with potential IRIS partner, current IRIS partner (ideally), and AOK Network staff</li> <li>• 3 new programs enrolled in the McLean County IRIS System as a result of this approach</li> </ul>



## FY25 Plan At A Glance: Information and Referral Initiative

Network: McLEAN COUNTY

	the Targeted Problem will be enrolled as McLean County IRIS System Partners as a result of community outreach efforts.			<ul style="list-style-type: none"> <li>• Increased agency (influence, wherewithal, authority, responsibility, ability) of current McLean County IRIS System Partners in making the system more robust</li> <li>• Non-AOK Network programs enrolled in IRIS have an increased knowledge of programs and services available to families with very young children</li> </ul>
		<b>2.2.2</b>	<b>Community Outreach Efforts</b>	<ul style="list-style-type: none"> <li>• One presentation to community human service group completed.</li> <li>• Three individual meetings with potential partners completed to discuss their needs and current practices with referral and follow-up</li> <li>• Two new programs enrolled in the McLean County IRIS System as a result of this approach</li> <li>• Non-AOK Network programs enrolled in IRIS have an increased knowledge of programs and services available to families with very young children</li> <li>• Increased human service provider knowledge of the McLean County IRIS System</li> <li>• Increased referral options for McLean County IRIS System Partners</li> </ul>