



## FY26 Plan At A Glance: Information and Referral Initiative

Network: DuPage County

<b>Information and Referral</b>		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.		
<b>Overall Result Desired:</b>		DuPage 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
<b>3.3</b>	<b>Communicating with Families</b>  By June 30, 2026, IRIS partners will review and update Community Standards as needed and develop clear ways to communicate with families on the type of services they are being referred.	<b>3.3.1</b>	<b>IRIS Partners Using Standard Practices</b>	<ul style="list-style-type: none"> <li>As a result of these efforts partners increase their understanding and implementation of community standard and develop communication methods that increase families' understanding of the referral process.</li> </ul>
		<b>3.3.2</b>	<b>Enhance Internal Workflow</b>	<ul style="list-style-type: none"> <li>As a result of these efforts we expect the percent of IRIS positive referral outcomes to increase from last year.</li> </ul>
<b>3.4</b>	<b>Improve IRIS Engagement and Partner List</b>  By June 30, 2026, 120 IRIS partner organizations will use IRIS to coordinate referrals, increasing coordination of efforts as a result of the approaches below	<b>3.4.1</b>	<b>Conduct Outreach</b>	<ul style="list-style-type: none"> <li>As a result of these efforts, we expect the number of IRIS partners to increase from 94 to 120 by the end of this fiscal year</li> </ul>
		<b>3.4.2</b>	<b>Engage Current IRIS Users</b>	<ul style="list-style-type: none"> <li>As a result of these efforts, we expect for the number of participants in IRIS quarterly meetings to increase from 20 to 30 this fiscal year</li> <li>As a result of these efforts, we expect the number of organizations not following Community Standards to decrease from 20 to 15</li> </ul>



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