



FY25 Plan At A Glance: Information and Referral Initiative

Metropolitan Family

Network: Services

Information and Referral		Metropolitan Family Services 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.		
Overall Result Desired:		Metropolitan Family Services 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
3.1	System Assessment By January 2025, Network partners will understand the strengths and challenges of current local information and referral processes and practices as a result of conducting surveys and connecting with local referral services to map referral workflows.	3.1.1	Information and Referral Survey	<ul style="list-style-type: none"> Network partners have a better understanding of the current referral practices used in their community. (Document describing what was learned and who participated)
		3.1.2	Collective Definition of Referral	<ul style="list-style-type: none"> Network partners have a shared definition of what constitutes a referral. (Definition with signatures showing agreement)
		3.1.3	Families' Perspective	<ul style="list-style-type: none"> Network partners better understand families' experiences of navigating the service and support system, especially the strengths and challenges of getting referrals and connecting to appropriate services.
		3.1.4	Referral Workflow	<ul style="list-style-type: none"> Network partners know which programs and services receive the most referrals.
		3.1.5	Identifying Community Level Referral Services and Tools	<ul style="list-style-type: none"> Network partners understand the referral system's current strengths and opportunities for improvement.
		3.1.6	Introduction to IRIS	<ul style="list-style-type: none"> Potential partners increase their understanding of how IRIS may enhance current information and referral practices Increase the number of referral families receive for services they need and want through the use of IRIS Increase provider knowledge of community services through use of IRIS



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3.2 Contract Expectations By June 2025, the AOK Coordinator and Family Engagement Specialist will meet all the required contract expectations outlined in the FY25 contract.	3.2.1	Monthly Newsletter	OUTPUTS/OUTCOMES <ul style="list-style-type: none"> • AOK members and partners will create and distribute 11 newsletters (documented in AOK connect and Uploaded in the box) • AOK members will create a resource directory QR code to include in the monthly newsletter • 10 agencies distributing the Monthly Newsletter (list of contributing agencies (documented in AOK connect and uploaded to the box)
	3.2.2	Annual Updated Resource Directory	OUTPUTS/OUTCOMES <ul style="list-style-type: none"> • AOK members and partners will divide resource directory among each other to make revisions and additions. • Resource guide updated (Documented in AOK connect and uploaded in the box) • AOK members and partners will distribute the updated resource directory by the monthly newsletter to have it quickly accessible for the community.