



FY22 Plan At A Glance: Information and Referral Initiative

Network: KANE COUNTY

Information and Referral		Kane 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.		
Overall Result Desired:		Kane 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
4.5	IRIS Utilization By June 2022, a baseline is established to gauge AOK IRIS Partners' knowledge and use of the Kane County IRIS System and standards of use as measured by IRIS referral reports (sent, received, status, completion of feedback loop) and IRIS Annual Survey. Implementation and tracking of strategic communication efforts (newsletter, quarterly meetings, etc) will provide data/feedback on effectiveness of strategies and implications for future system improvements.	4.5.1	Evaluation & Adaptive Action	<ul style="list-style-type: none"> Baseline established for annual total amount of referrals made using the IRIS system as indicated by IRIS referral report. (7/1/21-6/30/22). 10% increase in the percentage of COMPLETED referrals relative to total referrals as indicated by IRIS referral/status report. (baseline FY21: 38% of total referrals designated as completed/FY22 Goal: 48% of total referrals designated as completed from 7/1/21-6/30/22) 10% increase in the percentage referrals that are designated as "enrolled in services" relative to total completed referrals as indicated by IRIS referral/status report. (baseline FY21: 45% of completed referrals designated as enrolled in service/FY22 Goal: 55% of total referrals designated as enrolled in service from 7/1/21-6/30/22)
		4.5.2	IRIS Partner Survey	<ul style="list-style-type: none"> Network partners increase their understanding of the current information and referral systems and determine progress.
		4.5.3	Kane County IRIS Communication	<ul style="list-style-type: none"> Communication with Kane County IRIS users is streamlined. Kane County partners are informed and updated on IRIS changes, new partners, and upcoming trainings.
4.6	Establish IRIS as the main tool for AOK Social Determinants of Health Screening and Referral Protocol (Child & Family Initiative)	4.6.1	Inventory and Categorization of Social Determinants of Health Services	<ul style="list-style-type: none"> AOK/Kane IRIS partners will have knowledge of SDOH support services in Kane County (including if they are using IRIS or not).



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<p>By June 2022, the AOK Network develops and releases final AOK Social Determinants of Health Screening and Follow-Up Protocol/Toolkit, recognizing IRIS as the primary tool for referrals and corresponding standards of use for this pilot.</p>		(Child & Family Initiative)	
	4.6.2	Social Determinants of Health, referral and service partners. (Child & Family Initiative)	<ul style="list-style-type: none"> • Pilot for AOK Social Determinants of Health Screening and Follow-Up Protocol will be ready for launch in FY22 with all crucial partners committed to using IRIS.
	4.6.3	Configure data system (IRIS) and amend community standards to maximize effectiveness as indicated by the AOK Social Determinants of Health Screening and Follow-Up Protocol (Child & Family Initiative)	<ul style="list-style-type: none"> • <i>Pilot for AOK Network AOK SDOH Screening and Follow-Up Protocol will launch in FY22 with all the necessary IRIS updates in place (configuration and community standards).</i>