



Kane County Health Department Celebrates Helping 1000 Families and Individuals in the Nine Months of Integrated Referral and Intake System

December 6, 2021- The Kane County Health Department's (KCHD) Integrated Referral & Intake System (IRIS) celebrates referring more than 1,000 individuals and families to services they need in Kane County in the first nine months of the program.

Kane County launched the IRIS System in March of this year. The Kane County IRIS community has representation from 104 local community programs including mental health & psychiatry, primary care, dental, early childhood services, K-12 education, park district programs, adult & juvenile probation, parenting resources, substance abuse services, employment resources, immigration and legal services, emergency shelter, and basic needs (food & clothing).

The implementation process started in 2019 when the All Our Kids (AOK) Network identified the need for a more streamlined referral process and started laying the groundwork to bring IRIS to Kane County. In late 2020, KCHD decided to implement IRIS through a collaboration between the AOK Network, Kane County System of Care, and the Opioid Task Force. The team gathered community partners to configure the IRIS platform to meet the unique needs of Kane County residents. Together, partners agreed on common referral practices and developed the Community Standards that dictates expectations of use for all. The Kane County IRIS System had a strong launch and continues to expand to include all sectors of support that a community needs to stay healthy.

“We knew, prior to implementation, that our provider community has strong collaborative roots and would rally around a system improvement effort like IRIS,” said Kim Peterson, AOK Network Coordinator/IRIS Community & Data Manager. “We are so pleased to see how quickly and effortlessly folks are adopting this tool. Kane County provider organizations are dedicated to improving the health of our community and the IRIS system makes their jobs easier. From food, shelter and chronic disease management to childcare, career development and financial planning, the IRIS system helps providers directly connect their clients with the right supports to meet their individual needs as they work toward their goals.”

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Katie Glomp from iGrow Coordinated Intake shared that “IRIS has made a vast difference in the day to day work of Coordinated Intake and Home Visiting agencies. The system is HIPAA compliant so we are able to bypass less efficient means to get feedback and follow up nearly instantly. Some clients are actually enrolled in services within an hour of referral. All of the time saved allows agencies to focus on the important work they do to help their clients and families. The IRIS community is constantly evolving and growing, which has led to a more collaborative community as whole.”

“My case managers are working with individuals who, for various reasons, lack the experience or resources to connect to services in the community that would help them meet their goals,” said Martha Paschke, Pre-Arrest Diversion Coordinator at the Kane County State’s Attorney’s Office. “The connectivity and responsivity that IRIS provides allows them to make referrals to a broad array of services for these folks, but more importantly, to receive timely feedback on whether that referral works for that individual or not. While our initiative is just getting started, I know that IRIS is going to play a key role in ensuring speedy and appropriate connections to services.”

For more information, contact one of the Kane County IRIS Community Managers:

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