



# Integrated Referral and Information System (IRIS)

- ▶ In order for a state to become a Help Me Grow affiliate a data collection system needs to be identified
- ▶ The University of Kansas is developing a communication tool that can be used as a back and forth referral process for communication among various systems
  - ▶ Web based system
  - ▶ 2 levels of users
  - ▶ Gathers information on the client
  - ▶ Sends an electronic referral to provider – provider can accept or decline a referral – information is sent back to referring HMG person



IRIS

*helping families thrive through connected communities*

*Integrated Referral and Intake System*

**KU** CENTER FOR  
PUBLIC PARTNERSHIPS  
& RESEARCH  

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The University of Kansas



# Our Vision for Connected Communities



- Empower and encourage others to seek AND see the difference they are making in the lives of at-risk children, youth, and families
- Inspire improved coordination of family services at the local level to “close the referral loop” and encourage warm handoffs among community partners
- Position communication to be a part of the solution, not a part of the problem - easy to use tools that support best practices and connect families to services
- Shift mindset and lead change efforts – with families at the center, focus is on relationship building and true collaboration efforts in communities

# IRIS



- Communication tool to support best practices in social service referral and coordination among community partners
- Consistent referral and acceptance protocol to facilitate family outreach and enrollment
- Easy to use web application and email notification system to connect partners within a community to better serve families no matter which 'door' they enter
- A tool that closes the communication loop of engagement, intake, referral, and service acceptance among partners
- A tool that facilitates a warm handoff of a family to a partner agency for additional services
- Focused and lean function and purpose-driven

# What Success Looks Like



## Clear Communication

Improved  
communication  
among partners

Referral loops are  
completed

Partners are  
informed of what  
happens to families

## Coordinated Services

More families are  
successfully  
connected to the  
right services

Warm handoffs and  
family  
empowerment

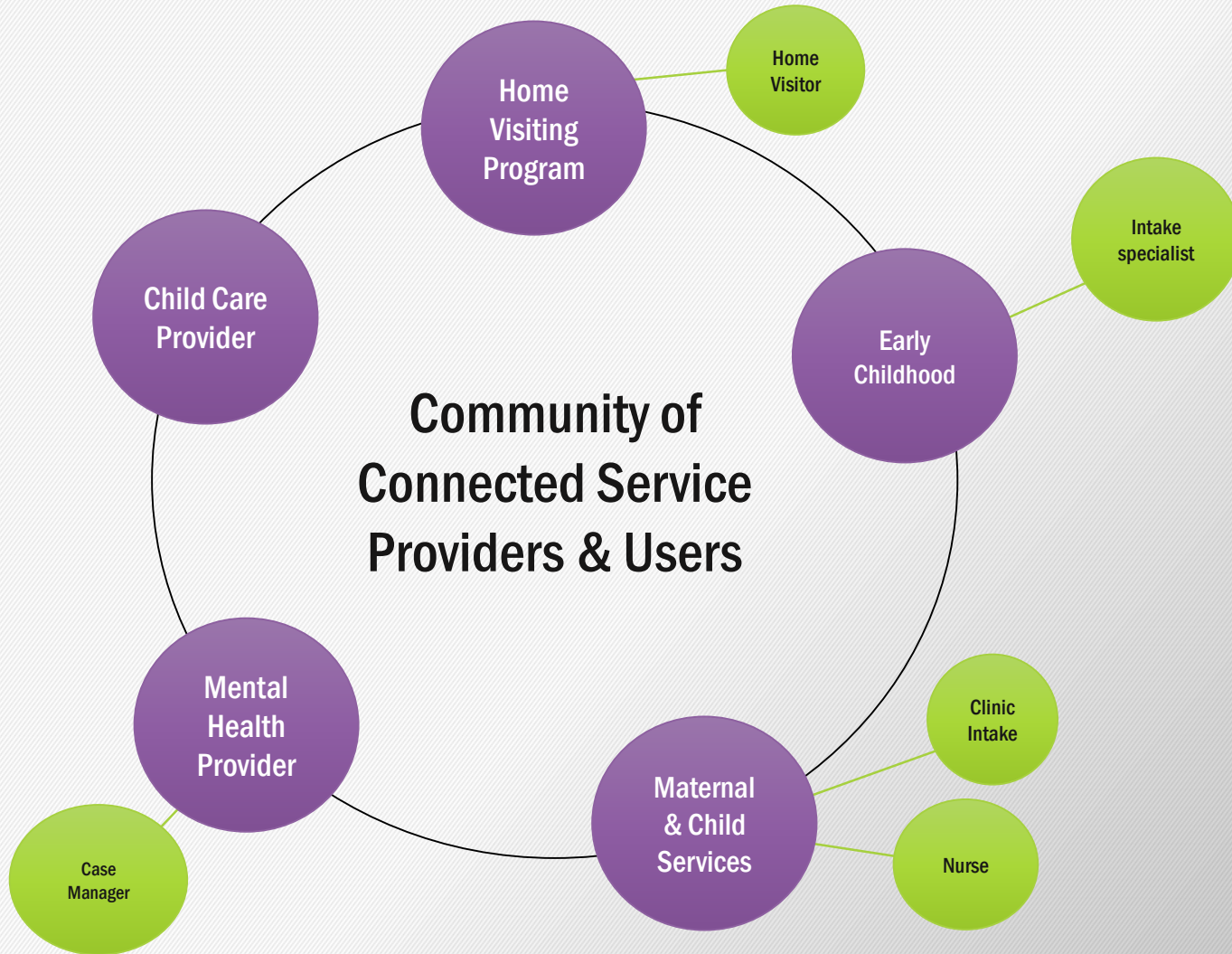
Families are  
engaged in services

## Community Capacity

Connected  
communities that  
have the capacity to  
better serve families

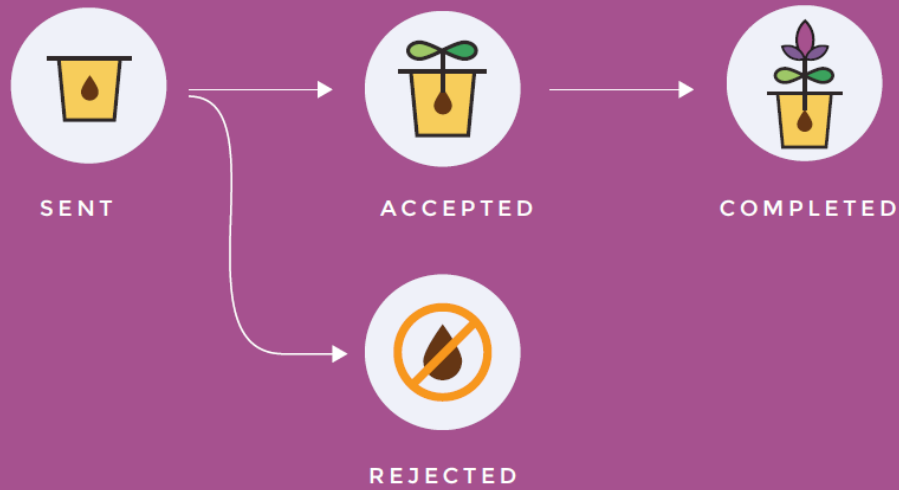
Communities have  
clear, data-driven  
picture of service  
capacity and  
partnership

Resources are  
mobilized based on  
community need





## THE LIFE CYCLE OF A REFERRAL





# Welcome back, Nathan

YOU HAVE 2 INCOMING REFERRALS THAT REQUIRE ACTION.

Your Organization's capacity as of about 2 hours ago



"We have adequate capacity to accept new referrals."

- My Home
- My Profile
- My Organization
- All Families
- All Referrals
- New Referral
- Team Members
- Log Out
- Help

## Referrals

2 Incoming

46 Outgoing

1 Recently Complete

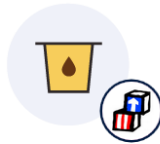
Make a New Referral

NEWEST FIRST



**Matt Mark**

referred by Head Start  
about 2 hours ago



**Destany Armstrong**

referred by Head Start  
14 days ago



IRIS

helping families thrive through connected communities







My Home

My Profile

My Organization

All Families

All Referrals

New Referral

Team Members

Log Out

Help



## Create a new Family Profile

Complete the form below to create a new Family Profile.

Client consent

I verify that the individual below has given me their consent for their name, date of birth, email and phone number to be shared within the IRIS system.

First name

Last name

Email

Phone

Birth date

October ▼ 4 ▼ 2016 ▼

Save





My Home

My Profile

My Organization

All Families

All Referrals

New Referral

Team Members

Log Out

Help



Make a New Referral



Family



Partners



Details



Send

## Where do you want to refer Mary Jones?

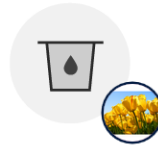
Select a Partner to continue the referral.



Toy Group



Healthy Families



Family Services



Parents as Teachers



Head Start



Kids First



Success for Students





- My Home
- My Profile
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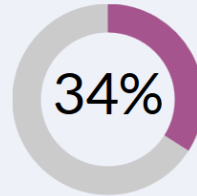


## All Referrals

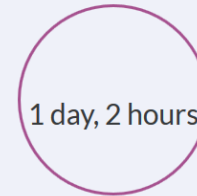
View details for all referrals in your organization.



referrals this week



% accepted



avg response time

| Name              | From          | To            | Sent Date ▼        | Status    |
|-------------------|---------------|---------------|--------------------|-----------|
| Destany Armstrong | Brand New Box | Toy Group     | September 25, 2016 | sent      |
| Oliver Smith      | Head Start    | Brand New Box | August 31, 2016    | sent      |
| Mary Brown        | Head Start    | Brand New Box | August 31, 2016    | sent      |
| Valentin Kling    | Brand New Box | Head Start    | August 31, 2016    | rejected  |
| Oliver Smith      | Head Start    | Brand New Box | August 31, 2016    | sent      |
| Brain McDermott   | Brand New Box | Head Start    | August 22, 2016    | completed |
| Valentin Kling    | Head Start    | Brand New Box | August 17, 2016    | completed |
| Arnoldo Gutmann   | Head Start    | Brand New Box | August 17, 2016    | rejected  |
| Jevon Hirthe      | Head Start    | Brand New Box | August 17, 2016    | rejected  |

### Search

Referred by

Referred to

Status

Search





IRIS

My Home

My Profile

My Organization

All Families

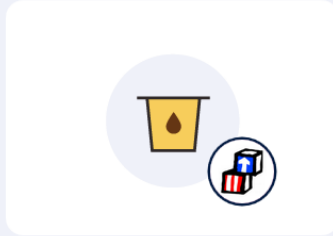
All Referrals

New Referral

Team Members

Log Out

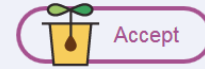
Help



## Mary Brown

referred by Head Start  
about 1 month ago

Referred by Test Person at Head Start on August 31, 2016 at 10:19AM



## Referral Details

**Phone**  
888-888-8888

**Email**  
mary@email.com

**Birthday**  
08/19/1999

**Primary Language**  
English

**Is the client currently pregnant?**  
Yes

**Expected Due Date**  
12-30-2016

