



Action Plan Workgroups Summary

Action & Family Council Members

Date: December 6th, 12th, 14th

Attendees

Workforce Workgroup present: Gennifer Humphries, Lisa Williams, Natalie Doyle, Cindy Mahr, Michael Terry, and Jamie Nordling. Guest Present: Cassie Stewart

Affordability and Access Workgroup present: Riley Gerst, Melanie Herrera-Ortiz, Katy Henderson, Danen Busch, Melissa Gravert

Streamline Service Coordination Workgroup members present: Jenni Swanson, Angela Herrington, Mitchell Walker, Janet Hill, Jess Lovera-Matter

Minutes

1. Group agreements.
2. Review recommendations.
3. Is there anything in the SMART goals matrix that needs to be changed/updated based on this discussion?
 - a. Workforce Workgroup: Worked on details such as the name of the award, award criteria, and the nomination and selection process.
 - i. Discussion centered on the program capacity- do we want to award many or make it more prestigious and highlight fewer? The group voted to highlight fewer individuals but to ensure nominees were also recognized.
 - b. Improving Affordability & Access: Worked on reviewing, editing, and finalizing SMART goal steps, including specific tasks, roles, and potential timelines.
 - i. Review of local IRIS Leadership team: Birth to Five Illinois staff, AOK Rock Island County staff, and Quad City Open Network staff.
 1. Review of IRIS platform, and recent updates and collaboration efforts of local IRIS Leadership team.
 - ii. Review of "Screening Toolkit" examples from Kane County.
 1. Categorized screener questions based on Social Determinants of Health categories.
 2. Evaluated and gathered feedback and suggestions for potential questions that could be included in the "Screening tool".
 - c. Streamline Service Coordination Workgroup: Reviewed steps involved in accomplishing SMART goal, created list of prioritized service providers, addressed



barriers and solutions, identified allies within the community, and predicted the outcomes of full implementation of SMART goal.

- i. Prioritized list of service providers.
 1. Publicly-funded ECEC services, screeners, CCR&R, child care providers.
 2. School district social workers/family support staff.
 3. Healthcare providers, mental health care providers.
 4. Local government infrastructure, specifically health departments, police departments, libraries, county justice center.
 - ii. Barriers and proposed solutions.
 1. Privacy concerns – legal documentation provided by IRIS.
 2. Overburdening front-line workers – proves to show time saved and data to show need and success.
 3. Organizations unable to receive referrals – can utilize IRIS as a resource hub and only make outgoing referrals.
 4. Resistance due to 2019 launch – provide regular supportive check-ins and troubleshooting sessions.
 - iii. Engaging local individuals.
 1. Libraries – social workers? Funding?.
 2. School social workers.
 3. Police department social workers.
 4. Project NOW.
 5. Refer to Tazewell County AOK/IRIS, utilize local flagship organizations for testimonials.
 - iv. Prediction of outcomes.
 1. Organizations share regular communication with one another.
 2. Families rebuild trust in systems.
 3. Diminish family crisis.
 4. Prevent duplication of service.
 - a. Save money.
 - b. Best use of resources.
 5. New approach to case management.
 6. Families will have their needs met with minimal turbulence.
 7. Data.
 - a. Show prominent community needs.
 - b. Guide and prioritize efforts/strategic planning.
4. Optional: Community member, agency/organization, caregiver share-out.



- a. Workforce Workgroup: Cassie Stewart shared that United Way is in the middle of Strategic Planning and that in her role as the Vice President of Early Childhood Learning and Education, she is working to connect the early childhood systems on both sides of the river.
- b. Workgroup 2: Shared highlights from recent interviews with two different agency staff members that are currently listed as active IRIS partners- Davenport Public Library and SAL Community Services.
 - i. Challenges faced include lack of training and support for front facing staff whose roles encompass using IRIS, lack of updated information within the platform, and length of time from inputting client information into system and time services are accessed.
- c. Streamline Service Coordination Workgroup: Shared updates of lesser-known community programs.
 - i. Diaper insecurity – 47% of families report diaper need; intersects with food insecurity.
 - 1. Hiney Heroes.
 - 2. Salvation Army.
 - 3. Churches.
 - 4. Facebook – share diaper drive information (Jess Lovera-Matter).
 - ii. Dolly Parton Imagination Library.
 - 1. Not currently available in Rock Island County.
 - 2. Need organization to carry administrative backing.