



Rod R. Blagojevich, Governor

Carol L. Adams, Ph.D., Secretary

100 South Grand Avenue East • Springfield, Illinois 62762  
401 South Clinton Street • Chicago, Illinois 60607

August 27, 2003

Dear Cornerstone Liaison:

In an effort to utilize technology, economize resources, and provide information in a timely manner, a new procedure is being implemented for communicating with Cornerstone users. Future information regarding the Cornerstone system, including version letters, will no longer be mailed to each Cornerstone site. Instead, information will be shared with Cornerstone users via BOD messages, email, and IPHCA's Cornerstone web site ([www.iphca.org/Cornerstone](http://www.iphca.org/Cornerstone)).

Illinois Primary Health Care Association staff, along with the DHS Regional Consultants, will be working together to gather email addresses for appropriate Cornerstone users at each site. **Email addresses should be collected for the Cornerstone Liaison and one back-up staff person at each agency.** Additional users can be added to the distribution list if desired. If the Cornerstone Liaison does not have email access, an internal procedure must be implemented to ensure those with email access (i.e., Agency Administrator) receive and distribute information to all Cornerstone users in a timely manner.

In order to begin collecting email addresses, enclosed is a survey for each site to complete. Please list all Cornerstone users with email who would like to be included in the distribution list. The completed survey should be faxed to Cornerstone Customer Service at (217) 541-7441, or mailed to the following address:

Cornerstone Customer Service  
Illinois Primary Health Care Association  
225 South College Street, Suite 200  
Springfield, IL 62704

In addition, the survey information for your agency can be emailed to [customerservice@cquestamerica.org](mailto:customerservice@cquestamerica.org). Please ensure all the requested information on the survey is included in your email. **Please use one of these methods to submit email addresses for your agency by Friday, August 29, 2003.**

Email correspondence will be distributed from the account "[cstonesupport@iphca.org](mailto:cstonesupport@iphca.org)". Due to email box size limitations, attachments will generally not be included in the email. Instead, the email will include a brief overview of the information being distributed, and will provide a link to information posted on IPHCA's Web site. There users will find information in the form of both a web page (HTML format) and an Adobe PDF file. The software needed to access PDFs (Adobe Acrobat Reader 5.0) can be downloaded for free from [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).

If you have any questions regarding the new Cornerstone Communication Procedure, please contact the Cornerstone Call Center at 1-877-447-4221. Thank you for your quick response and assistance!

Sincerely,

A handwritten signature in black ink that reads "Connie J. Brooks". The signature is written in a cursive style with a large, prominent "C" at the beginning.

Connie J. Brooks, R.N., M.P.H., Director  
Division of Community Health and Prevention