

## Getting the Most From the Cornerstone Call Center®

by Jeff Gaines, Manager of the Cornerstone Call Center



Cornerstone Call Center Staff (from left back row): Pauline Horton, Linda Horton, Cindy Mills, Susan Newcum, Julie McDaniel, and Jeff Gaines, (from left front row) Orietta Moore, Jacquie Wolf, Daniel Cruz, and Becky Todd.

The Cornerstone Call Center® (CCC) is committed to providing the highest quality service possible to all callers requiring assistance. The Cornerstone support structure encompasses many individuals in several different support units. When the call center is given accurate information, it increases the likelihood that the caller will receive a faster response to their issue.

Since July 1, 2001, the CCC has averaged more than 3,325 inbound calls per month. With this type of volume, it is essential that the CCC call specialists receive the types of calls that most closely matches their skills and experience. For example, a person with a great deal of experience in WIC should receive calls regarding the WIC program, while another call specialist may

have a higher skill level in resolving beginning of day calls.

### **How are all of these inbound calls routed to the most qualified call specialist?**

The Call Management System (CMS) helps to facilitate this effort. CMS is a computer software package that works in conjunction with the telephone system to provide call traffic data, produce management reports, and acts as the administrative interface to the Automatic Call Distribution (ACD) portion of the telephone switch. One function of the ACD is to route calls to the most appropriate agent based upon the option selected by the caller from the Cornerstone Help Line menu. Each of the options on the main menu of the Cornerstone Help Line is referred to as a skill/set. All of the call specialists employed in the call center have a list

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# Managing the 2002 Inventory Process

By Yosh Golden, Manager of Asset Management

Ever watch ants on a picnic table? Ever try to count the little critters as they move around? At times, staff in asset management describe the equipment tracking process as trying to count ants on a picnic table – the equipment is constantly moving around – to and from the warehouses in Chicago or Springfield and numerous Cornerstone sites around the state of Illinois.

What are the numbers involved? There are approximately 350 Cornerstone sites. Most are single sites or agencies, but there are several large multi-site agencies or clinics. There are approximately 10,000 pieces of equipment such as servers, workstations, hubs, modems, monitors, uninterruptible power supplies, and racks in these active sites. In addition to preparing and testing Cornerstone system upgrades and equipment, the two Cornerstone Solution Center® (CSC) administrative offices also review and report on Cornerstone equipment. There are more than 1,700 pieces of equipment at these sites, the bulk of which may be found in the Springfield and Chicago CSC warehouses which receive and process both new and old equipment needing preventive maintenance or repair work.

The inventory process requires review and verification of equipment listings by agency staff who are in a position to "eyeball" each piece of Cornerstone equipment at a site. The process for a site or agency is complete when the verified inventory form has been returned and asset management staff update the equipment

database. This year, the deadline for returning completed inventory reports to the asset management office is Monday, April 1, 2002.

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In the last week of February 2002, Cornerstone sites and agencies should have received their individualized listings of Cornerstone equipment. Agencies that have reachout remote or

satellite sites were sent lists for those locations as well.

Updating and verifying annual inventory information is important for sites or agencies that may require repair or replacement services for Cornerstone equipment. Although the asset database is regularly updated to reflect daily equipment transactions, the annual on-site inventory of Cornerstone equipment is an important accountability function. Accurate equipment database information enables Cornerstone technical staff to respond to requests for help in a timely manner by knowing what new parts or equipment may be needed to fix reported problems. An accurate asset database also helps system planners schedule routine replacement of obsolete equipment.

If the Cornerstone contact person or designated liaison at your agency has not yet received the 2002 inventory packet or if you have any questions about your inventory materials, please contact Jessica Quam, Asset Database Specialist, at (217) 547-6058.



*If you have questions or concerns about your inventory please contact:*

Jessica Quam  
Asset Database Specialist  
(217) 547-6058



# The WIC Immunization Campaign

By Stephen E. Saunders, MD, MPH, Associate Director for Family Health Illinois Department of Human Services

"[We should] focus [our] efforts to increase immunization levels among children at risk in a place where we clearly can find them: the Special Supplemental Nutrition Program for Women, Infants and Children." – President Clinton, December 11, 2000

With these words, the President of the United States committed the U.S. Department of Agriculture and the U.S. Centers for Disease Control and Prevention to a simple and effective strategy for achieving the Healthy People 2010 goal of ensuring that 90 percent of the nation's youngest children are fully immunized before they reach three years of age. In Illinois, the Illinois Department of Human Services, which is responsible for the WIC and Maternal and Child Health programs, and the Illinois Department of Public Health, which is responsible for the Immunization Program, are collaborating to implement the WIC Immunization Campaign.

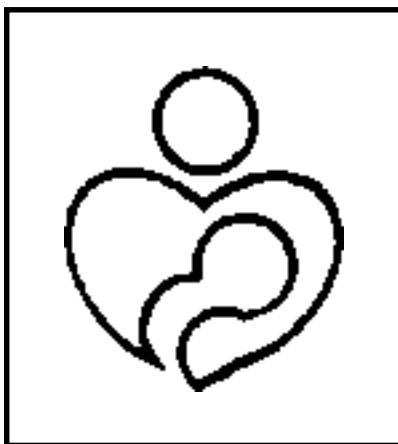
There are about 540,000 children under three years of age in Illinois. Last year, about 228,200 of them were served through the WIC program. Clearly, the Illinois WIC program brings many at-risk children into contact with the public health system.

Recent survey data from the U.S. Centers for Disease Control and Prevention found that nearly 79 percent of all children under three years of age in Illinois were fully immunized before their third birthday. In the WIC program, as of September 2001, 56 percent of children under three were fully immunized, according to data entered in Cornerstone.

The Illinois Department of Human Services is using Cornerstone and Geographic Information System (GIS) technology to measure immunization levels of children in the WIC program and presenting that information to local health departments and community-based WIC agencies. On a regular basis, the department will be distributing data and maps that indicate the proportion of the children who are one and two years of age who are active in the WIC program and fully

immunized, as documented in Cornerstone. Data on 205 WIC clinics serving over 75,000 one- and two-year-old children each month are now monitored and reported on a quarterly basis.

Cornerstone is capable of collecting all of the information necessary for this campaign. In fact, it already contains 16.2 million immunization records for 13.9 million children. Local Cornerstone users should be familiar with the PA12, PA13, PA14 and PA23 screens, which are used to review a child's immunization level, record new immunization records, identify when the child needs to be immunized and which immunizations will be needed next. Further, with the assistance of the Illinois Department of Public Aid, immunization records of Medicaid-eligible children have been imported into Cornerstone from the Medicaid Management Information System. Cornerstone now includes data on immunizations given by



providers in the private sector to Medicaid-eligible children. Further, the Department of Human Services is working with Global (a software vendor) to import immunization records from the information systems used by the Chicago Department of Public Health and Cook County Department of Public Health. The addition of this data to Cornerstone should provide Illinois with a registry that accurately depicts immunization levels of at-risk children throughout the state.

Cornerstone gives Illinois a unique advantage over the rest of the nation for achieving and maintaining effective vaccination coverage levels among young children, which is Goal 14.22 in Healthy People 2010. Local WIC agencies should review clinic protocols and staff training needs in an effort to take full advantage of Cornerstone's capabilities to record current immunizations, "forecast" dates when further immunizations are needed, and follow-up with families to ensure that these immunizations are obtained. Illinois should lead the nation in achieving the goal of having 90 percent of its children fully immunized before their third birthday. Through a concerted effort, we are confident that this immunization goal can be reached quickly.





## "How Can I Help You?"

**Q: What procedures need to be taken, if a current employee changes his/her name?**

**A:** If the name of an employee changes due to marriage, divorce, or any other reason, this information can and should be changed on the Cornerstone system. Any individual that has an ADMIN security access on the Cornerstone system can make the appropriate changes on the AD15 (employee information) screen. To make the changes, press F6 (edit) and change the name.

When this procedure is completed, the Central Office (CO) files are updated automatically through the BOD/EOD process. It is important to provide the Cornerstone Call Center® with a copy of the security access request form including the previous name and the new name. This will help the call center update our database and keep all information current.

When an individual has ADMIN RIGHTS it allows for that user to ADD, UPDATE, and EDIT the AD15. A person that does not have ADMIN RIGHTS cannot perform these functions; therefore, they cannot change the name of the employee on the AD15 (Employee Information) screen.

If there is not a user with ADMIN RIGHTS on-site, and a name change is needed, the request may be faxed to the Cornerstone Call Center, with the pertinent information to complete the requested change. The request may be faxed to Daniel Cruz at (217) 541-7475. If you have any questions about filling out the form, please feel free to contact the Cornerstone Call Center for assistance.

If you do not currently have the current Security Access Request form, please contact the Cornerstone Call Center to request a copy be faxed or mailed to your agency.

## Call Center Employee



Hi, my name is Jacquie Wolf. In November 2001, I accepted a position in the Cornerstone Call Center®

as a Call Specialist II. I am very excited about my new position and look forward to the challenges that lay ahead. As a call center specialist, I am responsible for assisting Cornerstone users that telephone the Cornerstone Call Center.

Prior to joining the team at CQuest America Inc., I was employed at Memorial Medical Center where I worked for ten years. In my last position at Memorial, I worked as a Senior Help Desk Coordinator providing customer service and network support to 3,500 employees. I truly believe that my past skills and experience at Memorial Medical Center will be a true asset in this position.

My weekends are very devoted to family time, which is the number one priority in my life. I enjoy the company of my husband, Bill, and ten-year-old son, Trevor. We stay exceptionally busy with Trevor's extracurricular activities.

I am currently pursuing a degree in Communications. My goal in my current position is to provide excellent customer service and give each caller an appropriate answer in a timely manner. It is exciting to be with the Cornerstone Call Center and CQuest America Inc., and I look forward to the years ahead with the organization.

I am eager to assist callers with any questions or problems that they experience with the Cornerstone system. I enjoy helping each of you and look forward to future calls.

# Cornerstone Network Support®

## An Introduction To Your Network Support Staff...



Greetings everyone, I am Clarence Yancy, the new network support specialist for the Cornerstone Network

Support® team. I was born and raised in Springfield, and along with my wife, continue to make my home in this area. I have already had the pleasure of speaking with many of you and look forward to providing my assistance.

I began my career in computers in 1980. For 16 years, I was employed with the Illinois State Treasurer's office in charge of supporting their mainframe, and later, their PC based networks. It was during these early days when I realized that dealing with computers and networks would be my career. Immediately prior to my employment with CQuest America Inc., I worked for a company providing computer network support for county offices throughout Illinois and the United States.

Currently, as a network support specialist, I am responsible for providing the assistance when hardware and network problems arise. One of my primary responsibilities as a member of the Cornerstone Network Support team is to assist team members supporting Greenbook sites. Greenbook sites are those sites where the Cornerstone network is inter-connected with the agency/county's computerized network allowing access to not only the Cornerstone system but the agency/county's computer applications as well. My duties include setup, customization, maintenance, and support of both the Cornerstone network as well as the communications with the agency/county's network.

In the time that I have been with the Cornerstone team, I have come to appreciate the invaluable service each of you provide for the families of Illinois. I look forward to helping each of you.

## Support Center Solutions



### Q: Why is my tape backup unsuccessful?

**A:** We continue to see many locations still having a problem getting a successful tape backup. A large amount of problems are being caused by the use of worn out tape cartridges. It is recommended if tape cartridges have not been replaced within the past year it is time to start replacing them immediately. A DDS3 – 24 GB (recommend Hewlett-Packard brand) is needed.

The tape ejecting from the server is a common problem. Most brands of tape cartridges have a maximum usage limit. When that limit is reached the tape will eject within minutes of it being placed in the server. Several other problems arise from using old tape cartridges. Some of the errors in job completion status are "aborted" due to "tape errors." The cause is due to cartridges with bad sections of tape. The recommendation is to remove the tape from the rotation and replace with a new tape. If this tape is not removed from the rotation every week or every two weeks, the same error on the same day will be reported. When this happens for more than two weeks, the Cornerstone Network Support® usually telephones the site to request that this tape be removed from the rotation.

Occasionally, there is a problem with the server equipment and it is often the tape drive unit in the server. Some sites that have replaced all tapes and will still experience a backup problem. Upon determining that the drive is bad, an assignment is made to the Cornerstone Solution Center® to have the tape drive replaced. When the cleaning light remains on after the drive has been cleaned, it is an indication that the drive is bad. A recently reported problem is a tape cartridge being stuck in the drive. All of these problems indicate a bad drive. If you are experiencing these types of problems, report them to the call center.



## ***CEDA: Educating the Community***

*By Mandy Ice, Manager of Communications & Member Services  
Interview with Margaret Saunders, Director of WIC and Family Case Management;  
Anne Zonca, Supervising Nutritionist; Angie Uzcziwek, WIC Field Coordinator*



*From left Margaret Saunders, Director of WIC and Family Case Management; Angie Uzcziwek, WIC Field Coordinator; and Anne Zonca, Supervising Nutritionist.*

### ***Q. What does CEDA stand for?***

MS: CEDA (The Community and Economic Development Association of Cook County, Inc.) is a nonprofit community action agency. CEDA provides a variety of different social services in Cook County and Chicago.

### ***Q. What population does the Diversey site serve?***

MS: This site primarily serves the northwest neighborhoods of Chicago. Our clients represent a variety of ethnicities and cultures including: Latino, Eastern European, and Asian heritages. The total for the number of clients served by CEDA in January was more than 23,000.

### ***Q. What services are provided at the Diversey site?***

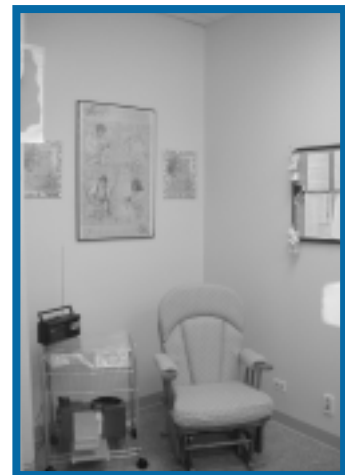
MS: WIC and FCM are the primary services provided at this site. Our Breastfeeding Promotion and Support Program is an important initiative for CEDA. Our breastfeeding rates are very good. As an agency, we have a 53.3 percent breastfeeding initiation rate after delivery, and at six months, the rate is 35.8 percent. It is our belief that we have had an important impact on improving these rates. Other services we provide include immunization tracking and education to share with the parents how important it is to have the right immunization at the right time and also to share those results with other organizations and DHS. The real success with immunization rates has been through our approach in providing parent education with a consistent message and diligently recording data. It is really an effective method of ensuring children are immunized. CEDA's immunization rate for two-year-olds is just under 80 percent agency wide. Currently, CEDA receives funding from the Illinois Department of Public Health to help promote and support immunization activities. IDPH has been an important partner in achieving these rates.

### ***Q. Can you tell us about your Breastfeeding education program?***

MS: Within the WIC system, we have always geared breastfeeding training for Nutritionists because they provide assessment and counseling. However, our WIC Interviewers are very effective at communicating with clients. Therefore, we thought it would be very advantageous for all persons involved with WIC and FCM to be provided the tools and opportunity to be breastfeeding advocates. Sarah Sullivan, CEDA Regional Manager, and Michele Chase, CEDA Field Coordinator, developed a training curriculum for WIC and FCM frontline staff to become Breastfeeding Peer Counselors. Our efforts have been supported through a DHS Breastfeeding Enhancement Grant. We have conducted three trainings over the last two years and have graduated 42 staff (16 of which are CEDA staff). The program has truly been an exciting addition for all of us. Additionally, this spring we will be piloting a new Breastfeeding training program for Family Case Managers to become Breastfeeding Support Counselors. We have already enrolled 30 people for this training.

### ***Q. How has Cornerstone helped CEDA?***

MS: One of the major differences is that all of the other programs are integrated into the same database. For example, to be able to look up immunization records is especially helpful. To have the capability to share information decreases duplication and increases the availability of targeted client data. Also, the flexibility of the schedules; there are more options, and you can create your own schedule based on the needs of your own site. Cornerstone provides us with better access to information, and it is statewide.



*The WIC breastfeeding area helps many new mothers adapt to breastfeeding their children.*

of skill/sets entered into the CMS program. Calls are then distributed to the individual call specialists by the ACD based on their skills. Some Cornerstone programs, such as WIC, will have more than one call specialist with that primary skill, and this is why it is extremely important that the option chosen from the help line menu be closely related to the call. The call center staff would like the most qualified personnel addressing calls that match their skill and experience level. It is essential that call center staff provide the most accurate and timely response to assist callers during their busy days.

The skill/sets for the Cornerstone Help Line menu are :

- 1.Beginning or End of Day processing (BOD/EOD)
- 2.Moves, Adds, and Changes (MAC)
- 3.Misnumbered Food Instruments
- 4.WIC and Family Case Management
- 5.Go to the Early Intervention (EI) Menu
- 9.All other issues (Any Agent)

Upon connection with a call specialist, it is important that the caller have the site ID number available. This number allows the call specialist to have quick access to the information available on the site that is calling. HEAT call logging software is used to track calls through the Cornerstone support structure.

When calling the CCC for assistance, there are several items to keep in mind that will help the staff deliver the best service:

1. Have the site ID available. If the site ID is not known, look at the main menu of Cornerstone, and the site ID is located to the right of the user name.
2. If calling to check on an existing ticket, have the HEAT ticket number available.
3. Choose the selection from the automated telephone menu that most accurately fits with the reason for the call.
4. Be patient. It is possible that all CCC staff can be assisting other callers at one time and you may have to wait in queue. Also, the

CCC staff may ask many questions of the caller in an attempt to diagnose the problem. The more information that is available and noted in the call logging software, the better the chances for a quick resolution to the issue.

5. Ask questions of the CCC staff. If you are unsure how or why, please ask.

6. Before ending the call, make sure that a reference number is given for the Call Ticket.

This number is very important, to obtain

additional information about the call or to know the status of a particular call.

When calling, if you do not get through to a call specialist immediately, please wait in queue. Hanging up your call and calling again to try another skill/set may actually lengthen the amount of time before you are able to talk to a call specialist. First, the other skill/set may be busy with other callers. Second, it is possible that the call specialist on the other queue may not be the most appropriate to address the question or problem. The best practice is to wait in queue (the wait is less than five minutes) or leave a voice mail message.

When leaving a voice mail message, please leave all information specific to the call along with your name and a telephone number where the call center staff can reach you. Our goal is to return voice mails within 30 minutes during normal business hours and in all but a very few cases, that goal is met.

Additionally, when faxing information to the call center, please make sure that the call center is aware the fax is being transmitted. It is imperative that the call center staff are aware of a fax transmission, because, often times, faxes may be lost or misdirected, slowing down response time.

If you have any questions or feedback regarding support from the Cornerstone Call Center, please contact Jeff Gaines through the toll free hotline at (877) 447-4221. You may direct e-mail to [jgaines@cquestamerica.org](mailto:jgaines@cquestamerica.org).

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