

## *eCornerstone Pilot Underway*

*by Ruth Gergeni, Communications and Member Services Associate*

The Illinois Department of Human Services (IDHS) and CQuest America Inc. continue to bring the Cornerstone system into the 21<sup>st</sup> century by piloting eCornerstone, which uses web-based technology. While the importance and successes of Cornerstone are evident, eCornerstone will go far beyond the capabilities of the current DOS FoxPro-based Cornerstone system. eCornerstone will incorporate efficiencies and strengths of new technologies, such as Object-Oriented Programming and digital signatures.



*YSB staff, seated left to right: Angela Jones, Frances Hancock, Christian Fletcher, Katina Kooi, Cassandra Elliot. Standing left to right, Jeannette McDermit, Tammy Riggins, Jennifer Miller, Alicia Bell, Linda Tinkham, Kathleen Wright, Charity Hipkins, Andrea Ruebling.*

The first agency to pilot eCornerstone was Youth Services Bureau (YSB) in Springfield, IL. After months of preparation, the YSB went "live" on January 21, 2003. One of the selection criterions is that the pilot sites must offer Youth Services programs. These agencies were selected so that as many of the individual programs as possible would be represented. This will allow the system to be fully utilized by each Youth Services program prior to full implementation. Pilot sites must also be a current Youth Assessment and Screening Instrument (YASI) site. Early in the process, the decision was made to pilot and implement YASI sites first.

Most activities related to eCornerstone implementation will be facilitated by a team of individuals led by IDHS Regional Representatives. IDHS Regional Representative Cathy Hobson, along with many other staff from IDHS, CQuest America Inc., and the Community Health Training Center provided on-site support during the YSB implementation. All pilot sites can expect extensive training, planning, and on-site support leading up to and during their pilot phases.

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# New Faces at the Community Health Training Center

By: Cheri Hoots, Maternal Child Health Trainer/Training Supervisor



Laura Wells-Lee has joined the CHTC as a new Program Assistant.

Two new staff have recently joined the Community Health Training Center (CHTC) team. The CHTC is pleased to introduce Laura Wells-Lee and Preston Anderson. Laura joined the CHTC team in January as a Program Assistant for the Springfield Site. Laura has worked for the Springfield Urban League, Inc. since November, 1999 and recently transferred to the CHTC. She was born and raised in Springfield, lived in California for 12 years and

returned to the Springfield area with her two children. Laura will be responsible for all Springfield site training registrations. If you sign up for a Springfield class, Laura will be confirming your registration by sending a confirmation letter and other helpful documents such as a class agenda, hotel information and driving directions to the site.

Laura's duties will also include providing assistance to the Satellite Teleconference Program. She will serve as the new contact for any Satellite Teleconference or training video requests. Her previous experience includes assisting with the administration of the On-The-Job-Training Program and serving as a Program Assistant with the Road Builders Service Project. Laura's previous employment includes contractual work for the Springfield Housing Authority, Administrative Assistant and Senior Secretary with Lincoln Land

Community College and Assistant Director of the Springfield Public School District 186 Feitshans Safe Haven Program.



The CHTC welcomes Maternal Child Health Trainer, Preston Anderson.

Preston joined the CHTC team in January as a Maternal Child Health Trainer for the Chicago Site. Preston is a native of Chicago and has one son. His hobbies include playing ping pong and bowling. He is a member of the Kappa Alpha Psi fraternity. Preston is a Registered Professional Nurse and holds a Bachelor of Science Degree in Nursing from Chicago State University. His experience prior to beginning employment with the CHTC, includes duties as a nurse in the Emergency Department for six years and two years as a Level 1 Trauma Nurse. He also has one year of home health field experience and one year experience as a Triage Coordinator for Advocate Health Care. Preston also served as an Army Medical Specialist/Platoon Sergeant whose duties included training and management of other Medical Specialists.

Both Laura and Preston are proud to be a part of the Community Health Training Center team, and they look forward to meeting and working with all of the local and state agency staff.

Remember to visit [www.chtc.org](http://www.chtc.org) for the most up-to-date class listings, schedules and Satellite Teleconference information. ■

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*Continued from page 1, "eCornerstone Pilot..."*

The eCornerstone pilot began January 21, 2003, and will continue through early 2003. The following agencies were selected for this pilot using the criteria mentioned earlier:

- OMNI Youth Services (six Chicagoland area sites)
- Westside Association for Community Action (Chicago)
- Martin Luther King Jr. Community Services (Freeport)

- Grundy County State's Attorney (Morris)
- Children's Home Association of Illinois (Peoria)
- Youth Service Bureau (Springfield)
- Tri-County Counseling Center (Jerseyville)
- Children's Home and Aid Society of Illinois (Granite City, Belleville)

A complete description of pilot criteria can be found at [www.iphca.org/eCornerstone/implement.htm](http://www.iphca.org/eCornerstone/implement.htm). ■



## *Department of Human Services Welcomes Carol L. Adams, PhD*

*By: Ruth Gergeni, Communications and Member Services Associate*

On January 28, 2003, Governor Rod Blagojevich announced that Carol L. Adams, PhD, will serve as the new Secretary for the Department of Human Services (DHS).

An experienced human services administrator credited with developing award-winning community-based initiatives, Dr. Adams has served as the executive director of the Center for Inner City Studies at Northeastern Illinois University, since 2000.

In that role, she served as the administrator of the school's southside campus, which offers graduate and undergraduate programs and serves as focus of activity in the community. She has helped raise funds for the educational, technology and cultural programs, and helped organize forums for local leaders and the interfaith community.

Dr. Adams served as the director of the Chicago Housing Authority's (CHA) division of resident services and programs from 1989-1996. At the CHA, she eventually managed 13 separate departments with 400 full-time employees, more than 1,000 seasonal workers and a budget of \$500 million. Her division was the only area within the

CHA to receive the highest ratings possible from the U.S. Department of Housing and Urban Development.

Dr. Adams helped create or implement several award-winning programs while at the CHA, including programs to combat drug and alcohol abuse, conflict resolution programs for children, and after-school recreation opportunities. She also helped establish the Mental Health Roundtable/Crisis Response Team, which provided residents of public housing with important counseling in the wake of traumatic events that occurred in CHA residential units.

She also served as the director of the city's Museums and Public Schools program (1998-2000); as director of the African-American studies programs at Loyola University (1981-1988); and as director of research and planning at the Neighborhood Institute, a division of South Shore Bank (1978-1980). Dr. Adams holds graduate degrees in sociology from three institutions, including the University of Chicago. She earned her Ph.D. in 1976.

Dr. Adams joined the administration as Secretary of DHS on February 15, 2003. ■

### **HOW ARE WE DOING? SEND US YOUR FEEDBACK!**

***Please help us ensure you receive the quality customer service and support you need and deserve! Your suggestions, complaints, or recognitions can be submitted by:***

- E-Mail: [customerservice@cquestamerica.org](mailto:customerservice@cquestamerica.org)
- Complete the "Cornerstone Customer Service Feedback Form" (*found in Appendix K: Cornerstone Forms of your electronic Cornerstone User Manual*)
- Call the Cornerstone Call Center (877-447-4221), and press "7" to leave a message in Customer Service voicemail.

***If you have any questions, please do not hesitate to contact the Cornerstone Call Center at (877) 447-4221. Thank you!***



## "How Can I Help You?"

### Changes to the Cornerstone Support Line Voice Menu

As a result of the incorporation of eCornerstone into the support structure for the Call Center, changes have been made to the main greeting of the Cornerstone toll-free telephone line (877-447-4221). The current menu is illustrated below:

- ◆ Special messages may be played before the main Cornerstone greeting. For example, a message reminding users to return information regarding inventory may be activated. When the message is no longer necessary, this message will be deactivated and the caller will be sent directly to the main greeting.
- ◆ Hello, and thank you for calling the Cornerstone Call Center (recorded in both Spanish and English).
- ◆ To leave a message for a Spanish speaking specialist, please press 6. (Recorded in Spanish)
- ◆ For EOD/BOD questions, please press 1.
- ◆ For information on moves, adds and changes (MAC), please press 2.
- ◆ For misnumbered food instrument specialists, please press 3.
- ◆ For WIC and Case Management specialists, please press 4.
- ◆ To transfer to the Early Intervention menu, please press 5.
- ◆ For eCornerstone support, please press 7 (**NOTE: This option is only to be used by Youth Services users of eCornerstone**).
- ◆ To access the Customer Service voicemail box, please press 8.
- ◆ For all other calls, please press 9.
- ◆ To hear the announcement again, please press 0.

In order to have your call answered by the available agent who has the highest skill level for your call, please be sure to choose the most appropriate choice from the options above. We do our best to ensure that your calls are answered promptly and professionally, and take great pride in the quality of assistance we offer. If you have any comments about the quality of service you have received, please use the Cornerstone Customer Service voicemail box, or e-mail [customerservice@cquestamerica.org](mailto:customerservice@cquestamerica.org), and your comments will be routed to the appropriate manager. ■

### The Cornerstone Call Center Welcomes Brenda Williams



*Brenda Williams, Call Specialist II, is waiting to take your call.*

Hello, my name is Brenda Williams. I joined the CQuest America Inc. team in March 2002, as a Claim Processor I, located

at the CQuest office on the west side of Springfield. I am currently working as a Call Specialist II at the Cornerstone Call Center, where I have learned a great deal about the Early Intervention program. Although I am fairly new to this process, I assist Cornerstone users, providers, and parents with a variety of issues within the system.

Before coming to CQuest, I was employed for 7 years at the Department of Children and Family Services Licensing Division (C.O.O.L.), where I was responsible for the data entry of background clearance information for potential employees of daycare facilities. Also, I was the team leader for my department where I was responsible for a variety of tasks and overseeing several individuals to ensure that the department was functioning smoothly.

Originally from Arkansas, I have lived in Springfield for nearly ten years. Most of my free time is spent at church, where I am very active with the youth. When I do have a minute to be still, I enjoy staying home and reading and watching television.

Everyday while I learn more about the policies and procedures of Early Intervention, the challenges are both interesting and rewarding. I look forward to coming to work everyday to find out what will be my next challenge. So until then, I will be waiting to take your call. ■



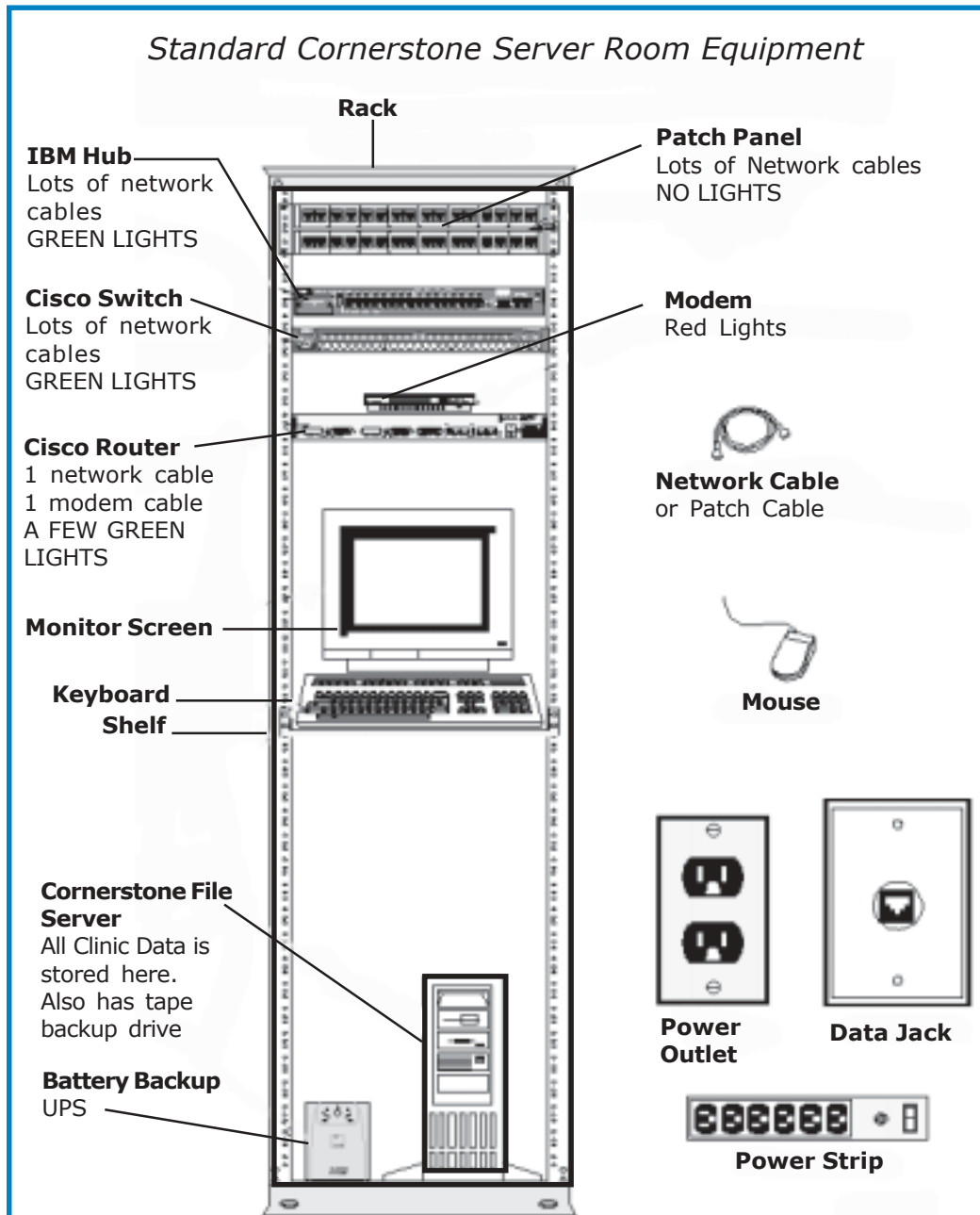
## Support Center Update

### Getting to Know Your Cornerstone Networking Equipment

On-site personnel are asked many times to assist a Cornerstone Network Support® (CNS) technician with troubleshooting network and server problems. With that in mind, this article may help you to help us better. Please note that we will not at any time have on-site user perform tests or any other items that will result in bodily harm. If you find that you are not able to perform a test or interact with the equipment without placing yourself in danger inform the technician immediately. At that time a Cornerstone

Solution Center® technician will be dispatched and will continue to troubleshoot the problem on-site.

Each main site in the Cornerstone system is equipped with a server, server monitor, keyboard, mouse and modem. These items should be plugged into the back of the UPS system. The network equipment will vary from location to location but all sites will have a router and a switch or hub. To the right is a diagram that will assist in the identification of each piece of network equipment. The Cornerstone Network Support team recommends hanging this page next to your equipment. As always, if problems occur, do not hesitate to call the Cornerstone Call Center and report printer problems. A CNS Tech will be ready to assist you. ■



# *Alivio Medical Center: Hablamos su Idioma*

*By: Ruth Gergeni, Communications and Member Services Associate*

*Interview with Lise Hauser, C.N.M., CFCM Coordinator, Certified Nurse-Midwife*

## **Q. What services does Alivio offer?**

LH: Alivio provides prenatal care, OB/GYN, nurse-midwife and nurse practitioner care, social work services, pediatrics, family practice services, immunizations, WIC, educational services, breast feeding courses, KidCare program information and enrollment, childbirth classes, nutrition counseling, adult care, internal medicine, surgery, counseling, as well as overall comprehensive bilingual and bicultural health care services. Alivio offers a Men's Health Program in which a male nurse practitioner and a community worker recruit men who accompany women coming to Alivio for pregnancy testing, which is offered for free Monday through Friday at noon. Participants in the Men's Health Program can be screened for STDs and TB, and discussion is held concerning HIV and STD risk assessment and prevention.



*Lise Hauser, C.N.M., CFCM Coordinator, Certified Nurse-Midwife for Alivio Medical Center.*

Alivio's Midwifery program is remarkable. Midwifery is wellness focused, and women who utilize midwives receive personalized, holistic attention. The program offers education, including pre-natal classes six days a week. If someone can not attend the series of four classes on Mondays through Saturdays, a home visitor will hold the class in the patient's home. In addition, Alivio's post-partum home visitors are all certified lactation consultants. These consultants/home visitors visit the patient in the hospital after delivery and make sure breast feeding is well established. Over the next two weeks, the consultant visits the patient's home. Patients are given pager numbers to contact the lactation consultants if breast-feeding problems occur.

## **Q. What are some of the challenges faced when working with an immigrant population?**

LH: People do not leave their home, their family, and their country because things are going well; they leave because there is no support for them. The patients face huge challenges, as they are often here without family or friends. Once in America, immigrants often find themselves isolated, and afraid of any encounter with the INS. Alivio makes sure patients feel safe here. Legal status has no bearing on services patients receive. Everyone who has contact with Alivio's patients is bilingual in Spanish and English. Alivio serves a predominately Mexican population (94 percent), and 90 percent of those are monolingual in Spanish. There are cultural differences, so even though I have worked with Mexican families for many years, and as much as I study and learn, misunderstandings and miscommunications occur, which presents challenges. Additionally, Alivio faces the same challenges anyone serving poor people encounter: people move around a lot, telephones are disconnected, there is difficulty with transportation, etc.

## **Q. What are some of the rewards in working with this population?**

LH: The rewards are tremendous. Hispanic families value their family and their children. As a Midwife, it is very rewarding because the patients cherish their children even if they were unplanned. Hispanic families are generally willing to do anything that is suggested to keep their babies healthy, and they do not believe that birth is impossible and the pain is unbearable. Alivio sees a very low C-section rate, as well as a very low rate of medication use, and a very high success rate with women who have had C-sections before now having normal births. I have found this community to be accepting, appreciative, thoughtful, hardworking, and kind.

## **Q. What impact has Cornerstone had on your organization?**

LH: Cornerstone is a very useful tool for case management. I have been the CFCM Coordinator for a year now and I am still learning about things that I can do with Cornerstone. Alivio's case management assistant uses one of the reports to track down which women have not yet had home visits while they are still pregnant. Between using the clinic's database and the Cornerstone database, people who could not otherwise be found are now able to be located. ■



# Coordinated Youth and Human Services: Integration is the Key

By: Ruth Gergeni, Communications and Member Services Associate

Interview with Donna Hawkins, WIC Coordinator; and, Trudy Rallo, RN, Program Director

## **Q. Coordinated Youth and Human Services (CYHS) is the largest provider of WIC and Family Case Management in Region 5. How many people are served annually?**

DH: WIC serves over 5,100, and Case Management provides services to over 2,000. These numbers are reflective of the three CYHS sites, which are located in Granite City, Alton, and Maryville. All three sites are relatively evenly spaced throughout the county.

## **Q. What is the secret to your success?**

DH: The main goal is to provide excellent service to the clients. Extra steps are taken every day with reminder phone calls and reminders as to what clients need to bring to their appointments. If someone misses an appointment, then they are placed on another list for another follow-up call. We truly try to reach everyone we know needs help.



Coordinated Youth and Human Services' Trudy Rallo, R.N., Healthy Moms/Healthy Kids, Program Director; and, WIC Coordinator Donna Hawkins.

TR: One of the best things our agency has implemented is integration. CYHS puts forth a great team effort and provide a considerable amount of cross training. The receptionists do Medicaid Presumptive Eligibility (MPEs) and set WIC appointments. All WIC staff performs case management duties, and vice versa.

DH: It has been our goal to become a fully-integrated one stop, one visit shop. Additionally, CYHS has a very good outreach record. CYHS has a good reputation in the community, where many referrals come from.

## **Q. What services does CYHS offer?**

DH: In addition to WIC and Family Case Management, the agency provides AIDS services through the Madison County AIDS Program (MADCAP). The MADCAP program strives to prevent the spread of HIV and to respond to the needs of people affected by HIV while recognizing and respecting the dignity and privacy of all individuals.

TR: Some of the AIDS services provided are anonymous HIV testing and risk reduction counseling, Case Management, Home Services, and Outreach Programs. Additionally, MADCAP clients might be eligible for financial assistance received from private donations.

DH: CYHS also provides education services for students who have demonstrated a lack of success in traditional school programs. Additionally, Prevention Services at CYHS provide education and support services to teachers, parents, youth and community members to enhance the quality of life and provide a hopeful sense of self, family, school, and community. These services include crisis intervention, marriage and family counseling, and Grief and Loss Support. CYHS also offers services in the Healthy Families Program.

## **Q. What populations are served by CYHS?**

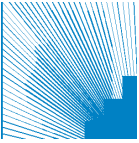
DH: For the agency as a whole, 75 percent of all clients are Caucasian, 20 percent are African-American, and 2 percent are Hispanic.

## **Q. What are some of the barriers CYHS clients face? How does CYHS help them overcome the barriers?**

TR: As in other parts of the state, the biggest barrier is transportation. CYHS does offer bus tokens for clients to use for medical business or for WIC visits.

DH: Clients face a number of challenges as they either try to find a job and/or try to keep their jobs while keeping their appointments. CYHS now sees clients at their convenience throughout the day, and staff is not rigid about clients canceling or being late. CYHS also stays open late on Monday evenings to try and accommodate those who work during the day. ■





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