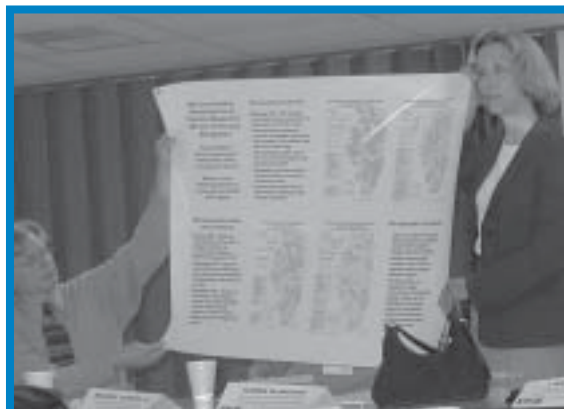


## *Immunization Initiative Partnership Meeting Held* *by Ruth Gergeni, Communications and Member Services Associate*

The Division of Community Health and Prevention's Region 4 Team presented "Immunizations: Success is Up to All of Us!" a WIC/Immunization Initiative Partnership meeting on Tuesday, May 7, 2002. The meeting was hosted by Region 4 to showcase the partnership between the Illinois Department of Human Services, Illinois Department of Public Health, Illinois Primary Health Care Association's Cornerstone Development Team, and the local health department. Approximately 100 people attended the meeting, and there were 17 Region 4 counties represented.



*Michael Larson, MS, Chief, Bureau of Family Nutrition, Illinois Department of Human Services, and Karen McMahon, Acting Chief, Immunization Section, Illinois Department of Public Health, share immunization data with the group.*

The objectives of the meeting were to:

- Develop strategies to achieve successful integration of immunization service delivery across all programs including direct service provision, education, counseling, and referral.
- Increase awareness of the need for comprehensive immunization coverage.
- Improve awareness of incentives for successful progress towards the 90 percent immunization goal.

The group enjoyed a powerful video, "Vaccines: Separating Fact from Fear," following welcoming remarks from Kent Tarro, MS, RD, Administrator of the Macoupin County Health Department in Carlinville, Illinois, and Maureen Zimmerman, MA, Region 4 Regional Administrator, Illinois Department of Human Services. The video was a

*continued on page 2*

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*Linda Wrincik, Cornerstone Development Team, answers a question directed to the Immunization Initiative Partnership Panel.*

production of the Childrens Hospital of Philadelphia, and addressed the importance of vaccination against common diseases, such as chicken pox, and forgotten diseases, such as polio. The video also demonstrated the fact that vaccination is safer than natural exposure to disease; the MMR vaccine does not cause autism; the safety of vaccines are constantly monitored and studied; and that vaccines keep healthy children healthy. Two copies of the video may be obtained at no cost, by calling the Vaccine Education Center at The Children's Hospital of Philadelphia at (215) 590-9990, or e-mail your request to [vaccines@email.chop.edu](mailto:vaccines@email.chop.edu).

Meeting participants also heard from the Immunization Initiative Partnership Panel of Michael Larson, MS, Chief, Bureau of Family Nutrition, Office of Family Health, Illinois Department of Human Services; Karen McMahon, Acting Chief, Immunization Section, Illinois Department of Public Health; and Linda Wrincik, Cornerstone Development Team, CQuest America, Inc./Illinois Primary Health Care Association. Ms. Wrincik provided information on revisions in the way the HSPR0305 Immunization Coverage Levels Report is generated. These revisions will be made in the June 2002 release of Cornerstone. Currently, the report generates two sections and the user has the option to print immunization detail on the first section and the option to print a third section. With the new version, there will be a pop-up window listing the three sections of the report, along with a new fourth section. Users will be able to select one or all of the sections they would like to generate. In addition, sub-headings have been added to the report to distinguish the four separate sections, which will allow the user to print the summary section only. The new section of the report is a listing of those participants with no immunization history.

The Successful Strategies for Immunization Integration Panel presented their success stories and explained how they have overcome barriers such as transportation needs and case load division. Panel members included: Chris Staake, RN, MS, Director of Nursing and WIC Coordinator, Morgan County Health Department; and Carolyn DeWerff, RN, Maternal Child Health Coordinator, Montgomery County Health Department.

Following the panel discussion, Marcella Martinez, a Biological Products Specialist with Aventis Pasteur in Springfield, Illinois, provided information on vaccine education resources and spoke on the availability of biologics to the agencies.

As a result of this meeting, agencies will have the ability to develop strategies to achieve successful integration of immunization service delivery. The meeting also helped increase awareness of the need for comprehensive immunization coverage. Additionally, agencies will benefit from an improved awareness of incentives for successful progress towards the 90 percent immunization goal.

### ***Vaccine Online Reference Guide***

- Centers for Disease Control and Prevention (CDC).....[www.cdc.gov/nip](http://www.cdc.gov/nip)
- Vaccine Adverse Events Reporting System (VAERS).....[www.vaers.org](http://www.vaers.org)
- American Academy of Pediatrics.....[www.aap.org/new/immpublic.htm](http://www.aap.org/new/immpublic.htm)
- National Network for Immunization Information...[www.immunization.org](http://www.immunization.org)
- Parents of Kids with Infectious Diseases (PKIDS).....[www.pkids.org](http://www.pkids.org)

# ***Reality Check - The Importance of Tape Backup***

*By Belinda Guyton, Director, On-Site Support Services*

There have been many articles written about the importance of tape backup and the need for Cornerstone agencies to maintain a two-week supply of tapes for the purpose of rotation. However, there are still some agencies that may ask, "Why is it so important to change the tapes every day?" or, "Why do we need a two-week supply of tapes?"

Within the last year, there were incidents at two Cornerstone agencies which demonstrated the importance of the tape backup. Cornerstone agency number one experienced a fire at their site, which caused significant damage. Several pieces of Cornerstone equipment were damaged beyond repair, including the file server. The site was closed down temporarily and the clients were transferred to other agency sites to receive Cornerstone services. However, the fact that the agency had been properly performing the tape backup functions minimized the devastation caused by the fire. Even though the agency's Cornerstone file server had been damaged, their data had been maintained and was able to be restored due to the successful tape backups the agency had faithfully been performing.

Cornerstone Agency number two had been experiencing some hardware problems, which were being addressed by the Cornerstone support staff. However, during the course of troubleshooting, it was determined that their data needed to be restored. It was discovered that a successful tape backup had not occurred and tapes were not being rotated on a daily basis. The only data available for restoration was data that had been sent to the Central Office during the Beginning of Day process. Agency-specific data such as client assessments, case notes, provider information, and agency scheduling information was lost and had to be manually re-entered into the system by agency staff. The agency lost approximately 6 - 12 months of information, which had a significant impact on the agency's operation.



## **Helpful Hints**

Cornerstone Agency staff often inquires as to whose responsibility it is to provide the backup tapes. It is the responsibility of the agency to purchase and maintain a two-week supply of tapes. It is recommended that a new supply be purchased once a year, so each agency should make sure that the cost of tapes, along with the other supplies needed for the Cornerstone equipment, is included in their budgets. Tapes can be purchased at many of the major retail stores

which sell computer equipment or from many of the major office supply companies. For those agencies that have the option to purchase equipment and supplies as a government entity, there may be additional outlets available with cost benefits. The recommended brand for the tapes and the cleaning tape is the Hewlett Packard HP DDS 24GB (tape: HP C5708A, and cleaning tape: HPC5709A).

It can not be emphasized enough how important the tape backup is to an agency's daily Cornerstone operations. As you can see from the experiences of these two Cornerstone agencies, the performance of the tape backup function is truly worth the effort. However, there are many agencies that continue to risk the loss of critical data because of the lack of knowledge or concern for the tape backup. It is hoped that the information provided will be helpful to those who need it and will encourage others to begin to take the need for tape backup seriously.

If you have any questions regarding tape backup, review the Cornerstone User Manual or contact the Cornerstone Call Center®, at (877) 447-4221.

A special thank you is extended to Stan Sandidge of Cornerstone Network Support for serving as the catalyst for this article.



## "How Can I Help You?"

**Q: Why is the reference number important for tracking purposes?**

**A:** Every time a Cornerstone user calls the Cornerstone Call Center ® (CCC) with a problem, a reference number is issued for that particular problem. This reference number is used to track the problem from the time the call is placed through its resolution.

The CCC highly recommends agencies track all the calls that they make to the Call Center. By tracking calls, agencies have a detailed record they can refer to if they need to call the CCC back for any reason.

The use of the reference number allows instant access to the previously recorded details of a call. If an agency calls to check on the status of a call and is able to give the reference number associated with the initial call, it can be quickly determined which unit is currently working on the call and what steps have been taken to resolve the situation.

This reference number is also used to assist the CCC with the Outbound Call Program. The Outbound Call Program is one of the methods used by the CCC to measure quality of services provided. During the Outbound Call Program, a member of the Call Center will place a follow-up call to a site in regard to a problem that was called in to the CCC. The Cornerstone user will be asked several brief questions about the call to determine if the resolution was adequately explained, resolved in a timely manner, and if the Cornerstone user might have any questions about this call. The CCC uses the information from these outbound calls to determine if there are any areas needing improvement.

The quality of the support services which the CCC provides is very important. Cornerstone users with any comments are encouraged to call the CCC at (877) 447-4221. We look forward to your call.

## Call Center Employee



Hello, my name is Pauline Horton. I joined CQuest America Inc. in November 2001 as a Call Specialist

II. I am very excited to join CQuest America and begin a new career. As a Call Specialist II, I assist Cornerstone users in resolving the various problems they encounter when working in the system.

Before coming to CQuest America, I was the Manager of the Springfield branch of Chattel Mortgage Reporter, Inc. (CMR). This organization assists individuals and companies in incorporating businesses throughout the United States.

Prior to working at CMR, I served as the Subsidy Director at Community Child Care Connection (CCCC). CCCC handles the Illinois Department of Human Services' Subsidized Child Care Program in nine counties in the central Illinois area. This program was designed to assist low-income families with the expense of child care so the parents can work and attend school. Both were very challenging and rewarding positions, and I believe I have found the same with CQuest America and my new position in the Cornerstone Call Center®.

I would like to take this opportunity to say **thank you** to all Cornerstone users for the amazing work you do for the children and families of Illinois. You are making a difference in thousands of lives.

Also, I extend a sincere thanks to all of you for making me feel welcome. I look forward to your calls!

# Cornerstone Network Support®

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



H e l l o  
everyone!  
I a m  
William  
Richard,  
the new  
Network  
Support  
Specialist  
f o r  
Cornerstone.

I w a s  
born and raised in the Springfield area. I have had the opportunity to take support calls and have enjoyed talking with some of you.

My computer career started about six years ago, when I worked at the Division of Specialized Care for Children (DSCC). I started out as a Data Entry Operator which was part of the Help Desk Department. At this time, I was given the chance to take calls while filling in for another employee, and I found that I enjoyed solving computer problems. I stayed there for more than three years and then moved on to EMI Music Distribution. At EMI, I was the Help Desk Analyst, and I received all help desk calls for the Jacksonville location. In this position, I was able to gain exposure to different systems and hardware. While at EMI, I began receiving more training on software such as Windows 2000. Before leaving EMI, I was able to obtain one MCP certification. Now at CQuest America Inc., I am ready to fulfill my job responsibilities as a Network Support Specialist.

As a Network Support Specialist, I will be responsible for providing support on hardware and network issues as these problems arise. In addition, I will handle calls ranging from tape backup errors to a server being down. Another duty will be to provide backup coverage for the CNS Call Coordinator. One duty of the CNS Call Coordinator is to route calls to the proper Cornerstone Network Support personnel. I will also be involved in the Netware 5.1 conversion project. I look forward to assisting you in the future.

## *Support Center Solutions*



***Q: What is the UPS unit, and what does it do?***

***A:*** UPS is an acronym for Un-interruptible Power Supply. As the name implies, it is made to provide un-interrupted battery power when the regular utility power goes out.

This battery power will keep a server up for an estimated 30 minutes, which will provide enough time to log out of Cornerstone and shut down all workstations. This is important because if power is lost, and the workstations are instantly shut down, there is the risk of losing valuable information that has been entered. Or worse, data on the workstation and/or server could be corrupted. The UPS has been designed to shut down servers in a controlled manner to avoid problems with data corruption.

After the batteries have almost discharged completely, the Powerchute Program begins normal shut down procedures for the server. (The UPS will usually start beeping when the batteries are almost completely discharged.) After the server shuts down, it will stay down until the utility power has been restored. When utility power has been restored, the batteries will begin to re-charge. At that time, the Powerchute Program will start the server and begin reloading the server's software. In most cases it will restart the server completely. Often times, it will require additional assistance to bring it to full service. In either case, please report the power outage to the Call Center. This will give the network technician an opportunity to prepare to assist you in getting the server back online.

Remember, if a beeping sound is coming from the server equipment, it will most likely be the UPS warning that the batteries are discharging for some reason. Please report this to the Call Center so a network technician can check the server for problems.

If it is suspected that there are problems with the utility power or UPS unit, please report the problem to the Cornerstone Call Center.

## *Fayette County Health Department: A Cornerstone Success Story*

*By Ruth Gergeni, Communications and Member Services Associate*

*Interview with Jan Forbes, Administrator; Debbie Lay, Director of Maternal Child Health; and Debra Phillips, Executive Assistant*

### ***Q. How long has your facility been serving Fayette County?***

DL: The Fayette County Health Department (FCHD) has served Fayette County for approximately 26 years. Last year, we celebrated our 25<sup>th</sup> Anniversary with an open house. There was a free luncheon, tours, and door prizes.

JF: Additionally, we also had a special 12-page section in *The Leader-Union* newspaper. The FCHD has been at this location for 14 years, after outgrowing the space at the courthouse.

### ***Q. What kind of programs and services does the Fayette County Health Department offer?***

JF: Among many others, the department offers the WIC program, Family Case Management, Teen Parent Services (TPS), Hearing and Vision Screening, Childhood Lead Poisoning Prevention Program, the Tobacco Prevention Program. Another program is Healthy Families Illinois. This program is designed to enhance parenting skills, promote wellness, and empower the families of Fayette County. The FCDH also completes genetics screening on all maternal/child health clients, paternity testing, and anonymous AIDS testing. The STD program offers counseling and follow-up for cases of Gonorrhea, Syphilis, and Chlamydia. Adult and childhood immunizations are offered, as are foot care clinics. Additionally, the FCHD has visiting nurses for any homebound resident of Fayette County whose condition warrants skilled health care, as ordered by a doctor. Medicare, Medicaid, or private insurance usually covers the cost of the Home Health services, but services are available regardless of ability to pay.

DL: The TPS is a program that has generated a lot of excitement. It started in July 2001, and is an enhanced case management program that encourages teen parents to stay in school or return to school to get a high school diploma or G.E.D.

JF: TPS is a great fit, as we already have access to teen parents. The department treats the teen patients when they are pregnant or they may have an older child already participating in one of our programs, so TPS services are offered to them. The response has been very good.

DL: The FCHD also offers the Healthy Families Program. This program is very beneficial and provides a lot of support. Many people feel isolated and have no support. The Health Families Program gives them frequent visits where they are checked on and their child's development is monitored.

### ***Q. What is the biggest barrier in accessing services faced by citizens of Fayette County?***

JF: Fayette County is geographically a large county with a small population, so public transportation is virtually non-existent.

DL: Because there is little public transportation, we offer evening clinics for people who use the family car for working during the day.



*Left to right: Fayette CHD's Debra Phillips, Executive Assistant and Co-Chair for the FoxFire! Users Group; Debbie Lay, Director of Maternal and Child Health, and FCHD Administrator Jan Forbes.*

***Q. Are there collaborations in place with other community organizations within Fayette County?***

DL: The FCHD sits on the Fayette County Interagency Council which is made up of 19 social service and educational agencies. The council meets once a month and has started developing projects. In sitting on the council, we learn about member's new services and new providers that may impact and help improve services for the people we serve.

JF: Some of the agencies involved in the council are CEFS (a community action agency that provides senior meals and transportation), the Regional Office of Education, University of Illinois Cooperative Extension Office, the local DHS Office, and the Southern Illinois Health Care Foundation just to name a few. The FCHD also has a close working relationship with the Regional Office of Education through the TPS program.

***Q. When did FCHD make the transition to Cornerstone?***

DP: We all traveled to Springfield for training in 1997.

***Q. How was the conversion?***

DP: It went well. The challenging part was the backup of the Family Case Management, Computer Data Program System. However, we had a lot of state support which helped it run pretty smoothly.

JF: Cornerstone is a great improvement!

***Q. How has Cornerstone helped the Fayette County Health Department?***

DL: The continuity of care has improved greatly with the multiple programs offered: immunizations, the well child tracking, family case management, and the WIC opportunities that are provided. All documentation, including the scheduling is all in one place. As a result of Cornerstone, the case load has grown. Last year, the FCHD gave almost 8,000 immunizations, 968 unduplicated WIC Clients were served, and 444 families received Family Case Management services. Additionally, 24 clients were served through Teen Parent Services.



*Fayette CHD's Dee Sanders, HFI Supervisor and Breastfeeding Coordinator, poses with the "FCHD Family Tree," which consists of photos of FCHD staff who have breastfed their own children, or were breastfed as children. In an effort to promote the importance of breastfeeding, the FCHD also displays a photo collage of clients who have participated in the Breastfeeding Support Group.*



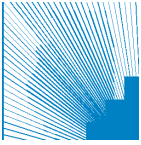
*The Fayette County Health Department is housed in this 100-year old building on 509 West Edwards Street, Vandalia, Illinois.*

***Q. What are the benefits of FoxFire! for your agency?***

JF: FoxFire! is well-liked, and is used to measure outcomes and help achieve goals with tracking of client data. All the information received from utilizing FoxFire! will be helpful in grant writing as well.

***Q. Your agency recently became a Greenbook site. What potential benefits do you see with Greenbook?***

DP: Greenbook is new to the agency, but it will greatly increase efficiency for agency staff. It will enable us to use our resources more efficiently and enhance our agency's operations. We are extremely grateful that we are now a Greenbook site.



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