

## *eCornerstone Plans Unveiled at Conference*

by Ruth Gergeni, Communications and Member Services Associate



*Jim Nelson, Director, Division of Community Health and Prevention, Illinois Department of Human Services, speaks at the DHS Future for Kids Conference.*

The Illinois Department of Human Services, together with the Youth Network Council, and the Chicago Area Project recently sponsored a conference entitled: *Futures for Kids – All Day, Every Day: The Promise of After-School Programming*. The conference was held August 7-9, 2002, in Chicago.

A wide variety of sessions were nestled between keynote speakers such as former NBA player A.C. Green, LeAlan Jones, acclaimed co-author of *Our America: Life and Death on the Southside of Chicago*, and the Honorable Supreme Court Justice Thomas Fitzgerald. Illinois Department of Human

Services Secretary Linda René Baker gave closing comments as well.

On Thursday, August 8, a session discussing Cornerstone's future plan, "The E-Future of Youth Services" was held. The session was opened by Jim Nelson, Director, Division of Community Health and Prevention, Illinois Department of Human Services. Mr. Nelson pointed out that Cornerstone is the largest system of its kind in the nation. There are over 300 Cornerstone sites in the state, with over 3,000 workstations. Further, there are 471,000 active clients in the system, and 300,000 of those clients are active Family Case Management participants.

Mr. Nelson also provided information on Cornerstone's history and purpose, and why it is important to modernize and improve the current system. This objective will be accomplished by converting the locally distributed portion of the Cornerstone system from its current DOS FoxPro architecture to a web-based technology. The new system is being called "eCornerstone." The new architecture will allow access from the internet. Using a

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browser, the process will build on the effective business logic and database structure underlying the current system. eCornerstone will also incorporate the efficiencies and strengths of new technologies, such as Object Oriented Programming and digital signatures.

Mr. Nelson also explained that a large collaborative effort is underway to make eCornerstone a reality. One key player in the collaborative wheel is Matt Penning, Project Manager of Cornerstone Application Development for DHS/MIS.

Mr. Penning explained to the group how Cornerstone is being turned into a web-based application that will run via the internet, as opposed to a stand alone application that runs on independent personal computers. Because of the web-based nature of eCornerstone, confidentiality is of the essence. All data will be protected so that only the people with authorization to view that information will have access. Many components have been utilized to protect confidentiality, including firewall technology. The security in place is likened to security found in online banking and online shopping applications. The development team in Springfield continues to work with consultants who have experience in web-based technology and security so that users will be able to utilize eCornerstone without fearing breach of confidentiality. The eCornerstone system will require the use of a log-in name and password, which will enable an encrypting mechanism. Therefore, all information that travels from the provider to the Central Office in Springfield will be encrypted, rendering it unreadable to a third party.

Another active participant in the collaborative effort is Belinda Guyton, Director of On-Site Support Services for CQuest America Inc. (CQA). Ms. Guyton provided historical information on the involvement of the Illinois Primary Health Care Association (IPHCA) and CQA with Cornerstone support activities. She also described the functions of the Cornerstone Call Center®, Cornerstone Applications Development Team, Cornerstone On-Site Support, Cornerstone Network Support®, and Cornerstone Asset Management.

"Cornerstone Pioneer" Connie Brooks, Associate Director of DHS's Office of Prevention, then explained her personal history and experiences with the Cornerstone system. Being a provider at the time

Cornerstone was being developed, she was skeptical of a computerized, state-run system. Her feelings of skepticism turned to optimism as she learned more about the Cornerstone system and had the opportunity to use it. Ms. Brooks also described the specific objective of the MIS Division at DHS in developing new systems: "The objective is to use technology as a tool for enabling us to better serve clients, and our providers. We know that technology may make it possible, but our providers will make it happen."

The Youth Assessment and Screening Instrument (YASI) was described by Pam Johnsen, Director of the Management Information System Services for the Youth Network Council. YASI is a computerized tool that assesses the risk level and protective factors of youth, that is being used in Illinois. Using YASI, services can be assigned based on the risk level of the client. All of the functionality of YASI will be incorporated into eCornerstone.

In addition, JoAnne Durkee, Chief, Bureau of Performance Management Services and Support, Community Health and Prevention, IDHS, explained other features that will be available in eCornerstone. While the new program is still being written and finalized, eCornerstone will have features that identify the goals set in case management activities, and it will identify risks. Ms. Durkee explained the systems in place to ensure the success and security of eCornerstone. An eCornerstone Confidentiality Team has been established, as has an Implementation Team. The Confidentiality Team maintains that the system will allow providers to distinguish between consented and nonconsented information, which is especially valuable when working with children. The system will support a release of information function modeled after what is currently used. The Confidentiality Team will continue to meet with providers and make recommendations. Ms. Durkee also reported that while software is still being developed, it is hoped that the eCornerstone pilot project will begin in the early part of 2003, with a system roll-out beginning in the spring of 2003.

Barb Shipp, Region 3 Regional Administrator, Bureau of Central and Field Operations, Illinois Department of Human Services, then provided an eCornerstone Implementation Team report. The Implementation

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## Customer Service-How are we Doing?

### Mechanisms in Place for Receiving Customer Service Feedback

by Stephanie Fritcher, Project Coordinator

It is the goal of the Illinois Primary Health Care Association (IPHCA) and CQuest America Inc. (CQA), to provide quality customer service and support to Cornerstone agencies. In an effort to ensure this goal is being met, several mechanisms are now in place for receiving feedback from Cornerstone users.

For Cornerstone users with e-mail, feedback may now be sent to [customerservice@cquestamerica.org](mailto:customerservice@cquestamerica.org). The e-mail will be routed to the appropriate manager, who will then follow up.

For those without e-mail, a new "Cornerstone Customer Service Feedback Form" has been developed. The form is available in Appendix K: Cornerstone Forms of your electronic Cornerstone User Manual, or on the web at <http://www.iphca.org/Cornerstone/user/Forms/feedback.pdf>. This form can be faxed to the Customer Service fax line at (217) 541-7441, or mailed directly to CQA's Customer Service Department at 225 South College, Suite 200, Springfield, Illinois 62704.

In addition, a new Customer Service voicemail box has been added to the Cornerstone Call Center®. After calling the Cornerstone Call Center (877-447-4221), callers can now press "7" to leave a message in the Customer Service voicemail box. The message will be routed to the appropriate manager for follow-up. (Please note this voicemail box is for providing feedback regarding the quality of service you receive from Cornerstone support staff. This mailbox is not intended to be used to leave messages if you are in need of support.)

As always, you can contact the Customer Relations Specialist (CRS) for your region. Janice Carter is the CRS for Regions 1 and 2, and can be reached at (312) 692-3044, or via e-mail at [jcarter@cquestamerica.org](mailto:jcarter@cquestamerica.org); Nancy Martin is the CRS for Regions 3, 4 and 5, and can be reached at (217) 541-7319 or via e-mail at [nmartin@cquestamerica.org](mailto:nmartin@cquestamerica.org).

For any situations that warrant an immediate response, contact the Cornerstone Call Center at (877) 447-4221 and ask to speak to Jeff Gaines, Manager.

Regardless of which mechanism used to provide feedback, be assured that each suggestion, complaint, or recognition will be forwarded to the manager of the appropriate unit or units. If the caller chooses to leave their name and phone number, the

the manager will follow up with the caller.

Through the Quality Assurance program and other initiatives, IPHCA and CQA are working to provide the best customer service and support to Cornerstone sites. However, it is only through **your feedback** that we can ensure that this goal is being met. IPHCA and CQA sincerely look forward to your feedback, and pledge that the proper attention will be given to each and every comment received.

As always, please contact the Cornerstone Call Center at (877) 447-4221 with any questions.

## Important Change in the Cornerstone Authorized Vendor Program

by Belinda Guyton, Director, On-Site Support Services

As of July 1, 2002, the Cornerstone Authorized Vendor program is now administered by CQuest America Inc. The Authorized Vendor Ordering Information forms have been updated to reflect this change, and are available on the CQuest America, Inc. website at <http://www.iphca.org/Cornerstone/user/forms/avform.pdf> and in Appendix K of the electronic Cornerstone User Manual.

**Please note:** All checks, money orders, and cashiers' checks rendered as payment towards the purchase of Cornerstone equipment must be made payable to **CQuest America Inc.** Payments received after July 1, 2002, not made payable to CQuest America Inc. will be returned to the agency accompanied by a letter explaining the recent change with the Authorized Vendor program.

Any questions regarding this change can be directed to Janice Carter, Customer Relations Specialist (Regions 1 & 2) or Nancy Martin, Customer Relations Specialist (Regions 3, 4 & 5). Janice can be reached at (312) 692-3044 and Nancy Martin can be reached at (217) 541-7319.



# Cornerstone Call Center®



## "How Can I Help You?"



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.

It is the objective of the Cornerstone Call Center® (CCC) to seek out ways to enhance customer service. The CCC receives numerous calls referring to messages received with the EOD/BOD process. The staff selected a few of the most common issue types for this article. Following is a brief description of the message and what each message indicates. This information can be used as a reference guide by Cornerstone users. Please feel free to contact Julie McDaniel, Call Center Coordinator, at (877) 447-4221 with questions. We look forward to your calls!

**Message: DHS process is running on this machine.**

**Cause:** An update is being received from DHS. Please do not escape out of the system while receiving this message. If you feel that the process is taking too long, please call the Cornerstone Call Center and someone from Cornerstone Support will check the processing status.

**Message: DHS process is running on another machine.**

**Cause:** An update is being received and is running on the workstation that is used to run the automated EOD/BOD process. Please do not allow users to log into the system while this message is being displayed.

**Message: Download files not transferred. Connection error with Central Office (CO).**

**Cause:** Agency could not connect to the Central Office. A manual BOD can be run at the agency's convenience. If the problem persists, please contact the Cornerstone Call Center.

## Important Call Center Changes

**Effective Monday, August 26,** the Cornerstone Call Center will be closing at 5:00 p.m. instead of 5:30 p.m. This change is being implemented due to the fact that no second level support is available after 5:00 p.m. In addition, in order to perform necessary processes and data backups, the Early Intervention – Central Billing Office (EI-CBO) system is also unavailable after 5:00 p.m. The CCC will continue to open at 7:30 a.m.

Please note that with the implementation of eCornerstone and the Youth Services programs, the Cornerstone Call Center operations will be reviewed and possibly amended at that time. If you have any questions or comments, please call the Cornerstone Call Center toll-free at (877) 447-4221.

When calling the Cornerstone Call Center, you may have noticed a new greeting in the menu announcement. Effective August 6, 2002, a new Spanish prompt was added to the introduction message of the Cornerstone Call Center's phone system. This message instructs Spanish-speaking callers that they can now press "6" to leave a message for a Spanish speaking Call Specialist, who will return their call within one hour.

Al llamar el centro de la llamada de Cornerstone, usted pudo haber notado un nuevo saludo en el aviso del menú. Empezando Agosto 6, 2002, una nueva guía Española fue agregada al mensaje de la introducción del sistema de teléfono de Cornerstone centro de llamada. Este mensaje manda a los llamadores que hablan Español que pueden ahora presionar "6" para dejar un mensaje para un especialista que habla Español, y quien volverá su llamada en el plazo de una hora.



# eQuest: Writing and Maintaining Cornerstone Software

By Matt Penning, Project Manager of Cornerstone Application Development



The Cornerstone Support Team with co-manager Matt Penning, left to right: Becky Todd; Becky Trinkle; Matt Penning; consultant Barbara McKean; and Michelle Fawcett.

collectively known as eQuest. This unit is a part of DHS's Office of Management Information Services. The Illinois Primary Health Care Association and CQuest America Inc. provide management agent services in support of this unit. This section of DHS/MIS has four teams working on various parts of the Cornerstone System.

The Analysis and Development Team is made up of Linda Wrincik, Team Leader, with Kullawat (Po) Arjsamat, Valentina Graham, and Randy Pratt. This team is responsible for analyzing requests to change the Cornerstone program running at each of the 328 Cornerstone sites throughout the state, as well as maintaining the programs which keep the Central Office databases running smoothly.

The Second Level Cornerstone Support Team is comprised of Michelle Fawcett, Team Leader, with



The Analysis and Development Team, and the Mainframe Analysis and Maintenance Team, left to right: Carl Long; Valentina Graham; Kullawat (Po) Arjsamat; Bill James; Randy Pratt; and Linda Wrincik.

The people who analyze the business needs of various Cornerstone programs, (WIC, EI, FCM, BCCP, etc.), turn that analysis into computer programs and then maintain it, are

help desk database known as HEAT® Call Logging. If First Level Support cannot resolve a software call, the call is then assigned to eQuest for the second level team to resolve. This group has many years of experience with Cornerstone, which helps them get to the root of most all Cornerstone software problems.

The Mainframe Analysis and Maintenance Team consists of Bill James, Team Leader, along with Carl Long. Some Cornerstone data is held and maintained on

a mainframe that the Illinois Department of Central Management Services owns and maintains in Springfield.

Much of the data for WIC, which is used for Central Office reports and data analysis, is on this

mainframe. There are many reports and data extracts that run off this data.



The eCornerstone Development Team with co-manager Steve Kennedy, left to right: Rose Conklin; Vonda Ruffatto; Stephen Bell; Aaron Turner; Dave Eilering; Steve Kennedy; and Elise Prather.

The eCornerstone Development Team is the newest group. Rose Conklin is the Team Leader and is assisted by Dave Eilering, Elise Prather, Aaron Turner, Vonda Ruffatto, and Stephan Bell. This team is working on the next generation of human services delivery systems: eCornerstone. The goal is to have Phase I of eCornerstone ready to pilot in the January to April 2003 timeframe.

Finally, are the managers of the eQuest Teams. Matt Penning is the Project Manager of Cornerstone Application Development, and Steve Kennedy co-manages for CQuest America Inc., which provides many of the programmer/analysts for the various Cornerstone teams. The managers are kept busy keeping the existing systems running smoothly and making the right decisions for the future of Cornerstone.



# Cornerstone Network Support®

## Support Center Solutions



**Q: What should I do if the server is down when I arrive to work in the morning, or if it has gone down over the weekend or a holiday?**

**A:** Not only does this cause anxiety but it delays the ability to begin work. Unfortunately, this is a problem that the Network Support Group cannot totally prevent. At all sites, the network equipment is currently plugged into an Uninterruptible Power System (UPS). In almost every case, the UPS will provide power for up to 30 minutes before powering down the equipment. Some sites have lost power but did not notice because the UPS was working properly. Problems occur when the power outage is longer than 30 minutes or the UPS is not working properly. This time of year, due to the extreme weather, the UPS batteries get an extra hard workout. Sometimes the batteries will simply wear out. Most of the server-down calls received are related to power outages or "brown out" conditions in the summer. If there are problems logging into workstations, check the server monitor for messages. Ideally the "red worm" should always be bouncing on the screen. If it is not, place a call into the Cornerstone Call Center®.

Sometimes the server powers back online, but it does not fully reload the system software. The server screen will have white type on a black background. This situation requires assistance from the Network Support section. Be prepared to speak to or receive a call from a Cornerstone Network Support® (CNS) technician. If possible, try to move a telephone near the server cabinet or room. The CNS technician will need you to read the information on the server monitor. The Network Support Group depends very much on the caller's assistance in this situation. Your help can mean the difference between getting back online in a few minutes and having to wait a couple of hours for a support technician to arrive.

Occasionally, callers will be instructed to power down equipment and then power it back on. At no time will a user be instructed to do anything that would cause bodily harm. In fact, we suggest going no further than powering off equipment specified by the CNS technician. If doing so would place you in harms way, advise the CNS technician, and a qualified Cornerstone Solution Center® technician will be sent on-site to complete the troubleshooting. Our intention is to provide the fastest and most reliable service possible.

### Cornerstone Support Staff



**Ruth Gergeni**  
*Communications &  
Member Services Associate  
CQuest America Inc.*

## Cornerstone Support Staff Now Wearing Badges

In an effort to provide security measures, Cornerstone Support staff members are now wearing identification badges (see left) when traveling to Cornerstone user sites.



# Asset Tracking Update

by Yosh Golden, Manager of Asset Management

CQuest America Inc. (CQA) is responsible for tracking and accounting for all assets (equipment and software) used within the Cornerstone system. CQA uses different methods to accomplish this, one of which is the annual inventory. Each spring, records of equipment are sent to the Cornerstone liaison or agency administrator of each site, who verifies that the equipment listed is present, and reports any equipment that is not listed. However, accurate and timely reporting of Cornerstone equipment has been a focal point for recent discussions. Among other changes, these discussions have resulted in changing the software used for tracking equipment.

**New equipment tracking software.** Cornerstone Call Center® (CCC) staff logs calls from Cornerstone agencies in the HEAT® Call Logging database system, which is also used to assign tasks and responsibilities for responding to these issues to other Cornerstone support units. The new equipment tracking software – HEAT Asset Tracker (HAT) – interfaces directly with HEAT Call Logging. As a result, CCC staff are able to record and track requests for equipment repair and replacement more efficiently.

**Laser scanning Cornerstone property tags.** While Cornerstone Solution Center® (CSC) staff have used laser scanners to a limited degree, the hand-held scanners will see increased usage, enabling CSC staff to move away from hand-written tracking records. At the same time, Asset Management (AM) staff will no longer manually update the HAT database. Using the scanners has also increased accountability through a new process implemented in June 2002. The scanners are used to read bar-coded information on Cornerstone equipment as it is received at the Cornerstone warehouses in Chicago and Springfield. After scanning the assets, the data is uploaded into the HAT database.

**Cycle counting increases reliability of warehouse inventory information.** "Cycle counting" is a weekly process during which staff at the two CSC warehouses laser scan one type of equipment. AM staff then reviews information in the HAT database against the scanned inventory information, and advises CSC staff of discrepancies which will require rechecking warehouse stock and documentation. After seven weeks, each type of equipment in the warehouse will be inventoried through the cycle-count procedure. Every eighth week, the process begins again at the warehouses.

**FY 2003 initiative -- On-site laser scanning of Cornerstone equipment.** In fiscal year 2003, an important initiative involves visits to each Cornerstone site, including main offices and reachout remote sites. CQA staff will travel to Cornerstone sites to conduct laser-scan inventories of all Cornerstone equipment. The data scanned at each site will be uploaded into the HAT database. The hope and expectation is that this program will be comprehensive and totally accurate. To reach these goals, staff at Cornerstone agencies will be asked to assist on-site staff in locating **every** piece of Cornerstone equipment. However, anticipating that the inventory scans will be comprehensive, little additional follow-up activity with agency staff will be needed.

**Programming workstations and servers to self-report.** The next initiative for tracking equipment will involve programming workstations and servers to self-report. At present, discussions and testing of the programming command are taking place in order to ensure full compatibility with the Cornerstone software. Implementation is not expected until the initial scanning of all Cornerstone equipment has been concluded and the database has been updated to reflect changes to equipment information. By the fall of 2003, however, the automated reporting of workstations and servers is expected to be operational.

**Immediate next steps.** In the near future, many Cornerstone agencies will receive correspondence announcing the on-site inventory scanning project. Cornerstone support staff will be calling agencies to schedule the site visit. The length of the visit will depend upon the amount of Cornerstone equipment located at each site. It is recommended that at least one full day be set aside for the visit. If it is anticipated that the visit will take longer than one day, the Cornerstone support staff person will inform you of the estimated length of time for the visit.

Feel free to contact Yosh Golden, Manager of Asset Management, (217) 547-6016; Region 1 and 2 Customer Relations Specialist Janice Carter, (312) 692-3044, or Customer Relations Specialist Nancy Martin for Regions 3, 4, 5 (217) 541-7319, with any questions.



## *Christian County Health Department: Reaching Out to Those in Need*

*By Ruth Gergeni, Communications and Member Services Associate  
Interview with Gerry Grigsby, Administrator, Deb Jelley, Director of Nursing,  
and Marcie Evans, Maternal-Child Health Coordinator*

### **Q. What programs and services are offered at the Christian County Health Department (CCHD)?**

GG: WIC and Family Case Management are two of the larger programs, and birth control options are offered to anyone of child bearing age. Health care as far as mammograms, pap smears as well as contraceptive methods are offered for a much reduced cost. There are about 300 active clients in the family planning program. The Illinois Breast and Cervical Cancer Program (BCCP) provides free pap smears and mammograms and other diagnostic services to women that qualify, based on income and age requirements. If a diagnosis is made that requires further workup, we can assist them with payment on some of those services. If a patient is diagnosed with a cancerous condition through the Breast and Cervical Cancer program, the CCHD helps those that qualify with their medical card application. There are around 100 active clients in this program. Another grant is for a Family Resource Center, through Project Life. This is a new program in which the Christian County Health Department will be designated as a resource center. A directory of services will be compiled, and will be available for individuals caring for someone over the age of 60 as a caregiver, or grandparents raising a child up to age 18.



*Left to right: Marcie Evans, Maternal-Child Health Coordinator; Gerry Grigsby, Administrator; Deb Jelley, Director of Nursing.*

ME: The Parent Services Program is two years old. This program encourages education completion while encouraging clients to strive for self-efficiency and a productive life. Education on parenting skills and family planning is provided. Different types of financial assistance are offered to help with school costs. This program requires a lot of advocating, encouraging, and follow-up.

DJ: The Tobacco Program targets all age groups and offers programs geared to pre-schoolers, kindergartners, second, and third graders, and a smoking cessation program for adults. In addition, a Home Health program for seniors provides non-skilled nursing care. This is basically for individuals that require nursing care, but not skilled nursing care. These referrals come mostly from physicians, and there are approximately 60 to 70 home health clients.

### **Q. Does CCHD participate in any special collaborations?**

ME: The Car Seat Program is run through our WIC program, and we work with the Taylorville Fire Department, as they have certified technicians who install the seats.

DJ: A worker from the University of Illinois Cooperative Extension Office comes to the facility and teaches nutrition and education classes for our WIC program.

GG: Additionally, this department offers the Medicaid Presumptive Eligibility Program (MPE). MPE helps patients obtain a medical card quickly. Patients who apply at Public Aid for their medical card often wait up to 45 days to get a card and are not able to see a physician during that time. Through this program patients have a temporary medical card and are able to see a doctor more quickly.

### **Q. Are there other locations where Christian CHD services are offered?**

GG: A clinic opened about two years ago in Pana, after finding that about one third of our case load was from that area. Traveling to Taylorville caused a lot of patients to discontinue services. The CCHD was fortunate to receive assistance from DHS to make this happen. The office opened in January of 2000, and it is open Monday, Wednesday and Friday. WIC, Family Case Management, and the Genetics Programs are offered at that location. An immunization clinic is held in Pana every month. The expansion has been a real success.



# *Westside Association for Community Action (WACA): Youth Service Pioneers*

*By Ruth Gergeni, Communications and Member Services Associate*

*Interview with Lee Smith, Program Coordinator, Chicago Family Case Management, Health Works of Illinois*

## **Q. What population does WACA serve?**

LS: In Chicago, family case management agencies are broken down by zip codes. WACA's largest population resides in the 60632 zip code, and the largest ethnic population is Latino.

## **Q. What services does WACA provide?**

LS: WACA is known as a "Chicago stand-alone agency," meaning medical or WIC services are not provided directly from the office. WACA provides the basic services of case management and makes referrals for Health Care/WIC/Public Aid. WACA also provides Chicago Transit Authority Bus Passes for WIC and doctor visits, emergency infant formula and diapers, food and clothing referrals, and employment and training referrals.

## **Q. Does WACA have any expansion plans?**

LS: WACA is working diligently to improve its service integration by becoming a CM/WIC co-located site. Outside the city of Chicago, most WIC agencies are co-located in the same building as health departments. WACA is a stand-alone, and is therefore separated from most other services, particularly WIC. WACA's clients are referred to 35 different WIC sites. Most WACA clients already receive WIC, and it will be much easier to provide these services directly, rather than making referrals to 35 different clinics.

## **Q. Does WACA participate in any special collaborations?**

LS: WACA collaborates with WIC, Teen Parent Services, and several coalitions. Some coalitions include: Community Integrated Service System (CISS), FOXFIRE! User's Group, Breast-Feeding Task Force, and North Lawndale Symphony of Services Through a Concert of Care. However, the most important collaboration is with other case management agencies through our Community Network Coordinating Entity (CNCE), and cluster structure. Collaboration is critical to our survival.

## **Q. What is WACA's involvement in Youth Services?**

LS: Our CEO, Ernie Jenkins, and Executive Director, Gloria Jenkins, are pioneers of Youth Service Programs not only in the city of Chicago, but throughout Illinois and the country. WACA offers two DHS funded youth programs: Unified Delinquency Intervention Services (UDIS), and Communities for Youth (Pro Youth). UDIS is a youth advocacy program for adjudicated delinquents, and Pro Youth is a diversion program in collaboration with the Academy for Learning designed to divert youth from the Juvenile Court system. Other Youth Programs include the Evening Reporting Center (ERC), which is subcontracted with Aunt Martha's Youth Service Center, Inc. The ERC is for youth awaiting trial and who may be confined to their homes. The youth are referred by the Juvenile Court to report five days a week from 4 p.m. until 9 p.m. for structured activities and dinner. Advocates pick up the youth daily and take them home at the end of the day. WACA also offers Pre-Trial Services, a 24-hour support and crisis intervention program which provides intensive supervision and monitoring of youth offenders at home and in the community in which they await a court hearing. Other programs include the Juvenile Gang Intervention Program, Youth Development and Training, and Youth for Unity (Teen Reach). Teen Reach is in collaboration with Latino youth and Our Lady of Tepeyac Church. It is an after school program for youth ages 12-16 and provides recreational, cultural, computer, entrepreneurial, and mentoring activities.

## **Q. How has WACA benefitted from Cornerstone?**

LS: The system is a godsend. Cornerstone allows Case Management programs to run more effectively, both administratively and programmatically. Cornerstone is truly a blessing to any agency that uses it to implement its programs.



*Lee Smith poses with WACA's Outreach Staff in their Earl L. Durham Library. Standing left to right: Kimberly Sanders, Alicia Nieves, and Renita Sanders. Lee Smith and Luz Ayala are seated.*



## Care Force One Prepares for Lift Off

by Ruth Gergeni, Communications and Member Services Associate

Macon County residents might not have to go to local agencies for services. The services might be coming to them. Care Force One (CFO) is a multi-use community trailer for use by Macon County agencies or organizations. The CFO's mission is to, through collaboration, improve the health and quality of life of Macon County residents by increasing accessibility to community resources. The CFO is governed by a Strategy Team made up of 16 different agencies/organizations serving Macon County residents, and cannot be used for electioneering, evangelism, soliciting funds or personal use.



*Care Force One provides numerous services to urban and rural residents of Macon County.*

The idea for the multi-use community trailer was developed from the Turning Point Grant focus group meetings held throughout Macon County. Macon County residents have requested service outreach throughout the community with special emphasis on the county's outlying towns.

Many community resources have previously, and continue to contribute to the success of Care Force One. The Turning Point Grant paid for the used truck to pull the trailer, while the Macon County Health Department paid for the trailer and its renovations. Grants from the Illinois Department of Human Services are providing a Cornerstone

laptop for immunizations and well-child exams, informational flyers, and videos. The Decatur Community Partnership provided several scholarships to pay for the user fee for the first few dates where the Strategy Team Members used CFO. Decatur Memorial Hospital Foundation has purchased a TV/VCR, blood pressure cuffs, stethoscopes, scales, measure boards, and a generator. The Prostate Cancer Grant was used to purchase an adult exam table, while the Physicians Auxiliary purchased a laptop and printer. The MCHD purchased two cell phones, one with wireless Internet hook-up. The Race For the Cure is sponsoring mammography information.

The CFO has a restroom, and two exam or interview rooms. The trailer has an extra wide front door and wide doorways within the trailer to accommodate a wheelchair. The trailer has heating and air conditioning and an outside awning, and is approximately 30 feet long and almost 11 feet wide.

The CFO has already been utilized for many activities throughout the county, such as hearing screenings, blood pressure screenings, first aid station, and tobacco prevention activities at the Macon County Fair. Macon County residents can look forward to utilizing the CFO this fall, as several CFO events such as KidCare registration, immunizations, mental health screenings, and voter registration are already planned.

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### "eCornerstone..." continued from page 2

Team includes individuals from the Youth Network Council, Community Health Training Center, Regional Administration, IPHCA, and CQA. The Implementation Committee recently distributed a "site readiness survey" to youth services providers. The survey was sent to future eCornerstone users to assess all service delivery sites, obtain addresses of those locations, and find out what the current computer/internet capabilities are at each location. The survey will also help the Committee learn about provider staff to help develop a training plan. DHS is making decisions pertaining to computer equipment. Ms. Shipp also reported that some

sites have volunteered to pilot eCornerstone. The Implementation Committee will utilize a wide selection of various sites with different geographic locations, and different environments as part of the pilot group. Ms. Shipp also pointed out that there will be an on site support team at each site to help agency staff with using eCornerstone for the first time.

Overall, the session was well attended and provided insight into the exciting and bright future of Cornerstone. Based on audience participation in the standing-room only session, the excitement is felt by providers all over the state.

# Cornerstone...Keeping you Connected

by Ruth Gergeni, Communications and Member Services Associate

*Cornerstone Connection* readers will notice some changes in the September 2002 issue. In this issue, and for the first time, two Cornerstone users are profiled: the Christian County Health Department in Taylorville, Illinois, and the West Side Association for Community Action, located in Chicago, Illinois. In addition, the profiles are now one page each rather than two pages each. Since the *Cornerstone Connection* is a quarterly publication, featuring two agencies from differing geographic regions each issue will offer a greater variety of news and information that may be helpful to *Cornerstone Connection* readers.

There are also changes in the Cornerstone Network Support® and the Cornerstone Call Center® pages. More emphasis will be placed on

utilizing these pages as informational resources. New staff will continue to be featured as they come on board to both the Cornerstone Network Support team and the Cornerstone Call Center.

Does your site offer unique programs? Do you use innovative, time-saving procedures? As always, we welcome your story ideas! Please share your ideas with *Cornerstone Connection* by calling or e-mailing Ruth Gergeni at (217) 541-7417, or [rgergeni@cquestamerica.org](mailto:rgergeni@cquestamerica.org).

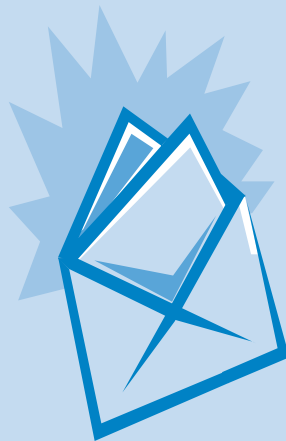
Thank you for your interest in the *Cornerstone Connection*, and please contact Ruth Gergeni, Communications and Member Services Associate, with any questions or comments.

## WE WANT TO HEAR FROM YOU!

Do you have something to share with other Cornerstone system users? Write us:

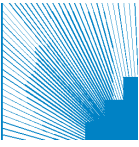
- with particular problems and how you solved them
- if you've developed a procedure relating to Cornerstone that makes life easier
- if you have any special events at your organization

Please send your tips, tricks, or shortcuts, along with your name, phone number, and photos to:



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*IPHCA retains editorial control over all works submitted.*



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*Thank you for your time! Please fax or mail to: Ruth Gergeni, IPHCA,  
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