

## Cornerstone Creator Continues Career

by Ruth Gergeni, Communications and Member Services Associate

The Illinois Department of Human Services bid farewell to Director of the Division of Community Health and Prevention, James R. Nelson, M.S., on September 30, 2002.

Mr. Nelson began a 27-year career with the Department of Public Health in 1970. For ten years, he was a Program Coordinator for the Division of Family Health and organized several statewide health and prevention programs for both children and adults.

In 1980, Mr. Nelson became Chief of the Division of Health Assessment and Screening, which consisted of several large state and federal prevention programs. He was the administrator of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), the Vision and Hearing Services Programs, the Illinois School Health Programs, and the Comprehensive Nutrition Services Programs. The genesis of Cornerstone—the automated WIC system—was conceived and implemented during Mr. Nelson's tenure as chief.



Mr. Nelson was appointed to the position of Deputy Director of Public Health, Office of Community Health. He managed six divisions and a major portion of the Department's community health programs for prevention, health promotion, and health services. The importance of service integration prompted Mr. Nelson to expand the automated WIC system into Cornerstone.

Following the creation of the Illinois Department of Human Services (DHS) on July 1, 1997, Mr. Nelson became the Director of the Division of Community Health and Prevention. In this position, he oversaw the administration and coordination of the Office of Family Health and the Office of Prevention. The two offices include the bureaus of Central and Field Operations, Performance Management, Adolescent Health, Maternal and Infant Health, Family Nutrition, Community Health Nursing, Youth Services and Delinquency

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Prevention, Substance Abuse Prevention, Sexual Assault Services Prevention, Domestic Violence Prevention and Intervention, and Community and Youth Programs.

Throughout most of his career, Mr. Nelson has had a tremendous impact on Cornerstone users all over the state. The following is a testimonial from Near North Health Service Corporation's (NNHSC) Executive Director, Berneice Mills-Thomas: "When I started at NNHSC in 1988 I remember thinking what a considerate person Jim Nelson was. I remember thinking that he was a strong advocate for the WIC program and a great supporter of Community Health Centers. As I am sure most of us understand, the Cornerstone System is his brain child. Those of us at NNHSC are proud to say that we were one of the first centers to pilot the system, and look at what it has become! In his efforts to implement Cornerstone, he was met with many challenges, but because of the visionary that he is, he persevered. Additionally, he assisted us in realizing our dream of opening our first state-of-the-art nutrition education center which included a mock grocery store, fully equipped kitchen, mother's room, computer assisted learning center and much more. We at NNHSC will greatly miss Jim and wish him well in any new endeavors."

The impact Mr. Nelson had on Cornerstone users was felt south of I-80 as well. According to Kent Tarro, Administrator at the Macoupin County Health Department, "Jim Nelson did everything in his power to make sure there were local resources that enabled us to get our jobs done. He cared a lot about people and their health, and wanted our organizations to grow accordingly to assure we meet the needs of all our participants. He is a very straightforward businessman who never quit moving forward. As a result, Illinois was recognized as a leader in the community health field time and time again. Jim is very easy to talk to and if something was needed, he made sure we got it. Because of his leadership and vision, Macoupin County, along with counties all over the state, has many valuable programs that are extremely effective. He will be a tremendous asset to the Illinois Public Health Association (IPHA), and it will be fun to watch him succeed in leading that organization. IPHA could not have made a better choice."

Mr. Nelson continues his career of service and vision as the Executive Director of the Illinois Public Health Association, in Springfield. ■

## *The Next Cornerstone User, Youth Services Program*

*By Connie Brooks, Associate Director, DHS Office of Prevention*

As a current Cornerstone user, you already know that the Division of Community Health and Prevention is committed to continually improving and refining Cornerstone. Since its inception, Cornerstone has become the database for programs such as WIC, Family Case Management, HFI, Breast and Cervical Cancer, and Diabetes. In the upcoming months, the Bureau of Youth Services and Delinquency Prevention is positioned to become the next "Cornerstone user"... via eCornerstone.

The youth served by this Bureau participate in various community-based programs designed to decrease risk-taking behaviors and delinquency. Youth services will be using the Youth Assessment Screening Instrument (YASI). It is an exciting assessment tool that measures both protective factors and risk factors of youth enrolled in programs. The eCornerstone application will use the YASI assessment tool, allowing youth-serving programs to be efficient and to gather critical service and outcome data.

It is anticipated that the pilot will occur in two "phases." During the first two months of 2003, eight Youth Service providers will be piloting the new eCornerstone application. Following this first piloting phase, implementation of the remaining YASI pilot sites will begin and continue through June 2003. It is our intent to work out all the new issues that may be encountered in a web-based environment during this phase and prior to other programs being transitioned from "Classic Cornerstone" into eCornerstone.

As eCornerstone operations are expanded, we remain committed to providing you, a valued provider, with system improvements to Classic Cornerstone that will enhance your ability to enter and collect data. The goal is to keep you fully informed as we bring additional programs and community providers into the Cornerstone/eCornerstone network. As a current Cornerstone user, we encourage you to share your experiences with, and support of, the Cornerstone system to agencies in your community that will be making the transition to Cornerstone in 2003. As you are aware, the implementation process can be very challenging!

Thank you for your continued support and commitment to prevention efforts in your communities. You truly are making a difference in the lives of the people you serve. ■



# Tips for Entering Participant Address Information in Cornerstone

By Stephanie Fritcher, Project Coordinator

When enrolling a participant in Cornerstone, it is very important to correctly complete the address pop-up box of the Participant Enrollment screen (PA03). The following are guidelines to ensure the address is entered in the standardized format required by the U.S. Postal Service.

## On the "Address" lines:

- If the address contains only a street address, enter it on the first address line. However, if the address contains additional information besides the actual street address (such as a building name), enter it on the first address line and enter the street address on the second line.
- Use one space between the street number, street name, etc.
- Use standard abbreviations without punctuation (refer to Table 1).

Street Suffixes	
AVENUE	AVE
BEND	BND
BOULEVARD	BLVD
CIRCLE	CIR
DRIVE	DR
GROVE	GRV
HEIGHTS	HTS
LANE	LN
PARKWAY	PKWY
ROAD	RD
STREET	ST
TRAIL	TRL

Table 1

Secondary Unit Designators	
BASEMENT	BSMT
BUILDING	BLDG
DEPARTMENT	DEPT
FLOOR	FL
LOT	LOT
PENTHOUSE	PH
PIER	PIER
ROOM	RM
STOP	STOP
SUITE	STE
TRAILER	TRLR
UNIT	UNIT

Table 2

For additional abbreviations, contact your local post office, or visit [http://www.usps.com/ncsc/lookups/usps\\_abbreviations.htm](http://www.usps.com/ncsc/lookups/usps_abbreviations.htm).

- For Rural Route numbers, use the format RR1 BOX 111. Do not spell out "Rural Route," do not use punctuation, and do not use the pound sign (#).
- Include any secondary unit designators (see Table 2) on the line with the address.
- The second address line should not be used to enter any information unrelated to the address (see example in Table 3).

## In the "Apt. No" field:

Enter only the apartment number, if applicable. Do not enter suite numbers, room numbers, etc. Do not include the pound sign (#).

## In the "City, St, Zip" fields:

Enter the participant's city, state, and zip code. Be sure to enter the **complete** name of the participant's city. Do not abbreviate the city name (i.e., "CHGO" for Chicago, or "SFLD" for Springfield).

## Additional Tips for CFCs

It is essential for CFC staff to correctly enter an Early Intervention participant's address(es), as this information is used to mail Explanation of Benefits and Family Fee statements.

If the financially responsible person on the Family Fee pop-up screen (PA25) is different from and lives at a different address than the contact person listed on the "R" - Residential record on the Participant Enrollment (PA03) address pop-up box, then an "S" - Secondary address record should be entered on the Participant Enrollment (PA03) address pop-up box. The financially responsible person should be listed with a relation type of "FR" - Financially Responsible, and the address should be entered. Again, this ensures that Family Fee invoices are mailed to the address of the financially responsible person.

For more information, refer to "Section 3.5 Participant Enrollment (PA03)" in the electronic Cornerstone User Manual, or contact the Cornerstone Call Center® at (877) 447-4221. ■

Table 3

Incorrect	Reason	Correct
SARA SMITH 333 N MAIN ST RM 12 CHGO IL 62707	Since there is enough space, "RM 12" should be placed on the first address line. "Chicago" should be spelled out, not abbreviated.	SARA SMITH 333 N MAIN ST RM 12 CHICAGO IL 62707
SARA SMITH RURAL RTE. #2 BOX #23A STERLING IL 61081	Do not spell out "Rural Route," use punctuation, or use pound signs (#).	SARA SMITH RR2 BOX 23A STERLING IL 61081
MR. JOHN DOE 33 NORTHEAST BAY DRIVE HOWARDS BUILDING ROOM 2 SPRINGFIELD IL 62707	Use standard abbreviations. Since the address contains a building name, it should be placed on the first address line.	MR. JOHN DOE HOWARDS BLDG RM 2 33 NE BAY DR SPRINGFIELD IL 62707
SARA SMITH 55 JONES DR CELL - 123-4567 STERLING IL 61081	Do not use the secondary address line as a comment field or to enter any other information except as described in this article.	SARA SMITH 55 JONES DR STERLING IL 61081





## "How Can I Help You?"

**Q:** One of the most common issues reported to the Cornerstone Call Center® is initiating the automated End of Day / Beginning of Day (EOD/BOD) process. The following is a description of the problem and instructions on how it may be eliminated.

**The Problem:** When agency staff attempt to initiate the EOD/BOD process, the message "Users are still logged in the system" is displayed. **The Cause:** All users are not logged out of Cornerstone when the EOD/BOD process is initiated. In order for the process to complete successfully, only the operator initiating the EOD/BOD process may be logged into Cornerstone. All other users must be logged out of Cornerstone, and should shut down their workstations completely.

The following are step-by-step instructions on how to properly shut down all workstations. For instructions on how to log out of Cornerstone, refer to section 2.3.2 "Logging Out of Cornerstone" in the electronic Cornerstone User Manual.

**Step 1:** Exit out of Cornerstone. This will take you to the main Cornerstone screen.

**Step 2:** Using the mouse, click on the START button located in the lower left-hand corner of the screen. When the menu appears, using the mouse, highlight the SHUT DOWN option and click once with the left mouse button.

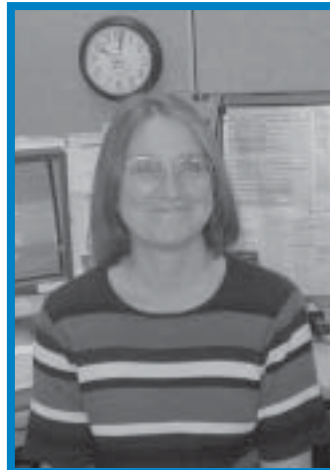
**Step 3:** The "Shut Down" pop-up window will be displayed. Select the "Shut Down Computer" option.

**Step 4:** The "Shut Down" pop-up box will be displayed, verifying that you want to perform the selected action. Use the mouse to click on the "YES" option. The workstation will now begin to shut down. A screen will appear with a message reading "Please Wait While Your Computer Shuts Down," and a final screen will appear stating "It's now safe to turn off your computer." At this

point, the monitor and workstation can be turned off.

Please feel free to contact Julie McDaniel, Call Center Coordinator, at (877) 447-4221 with any questions or suggestions on how we can better serve you. ■

### Cornerstone Call Center® Welcomes Barb Mathewson



Hello out there! My name is Barb Mathewson, and I am a new Call Specialist for CQuest America. I look forward to getting to know all of you and I hope I will be able to assist you when you phone the Cornerstone Call Center®.

I live in Athens, Illinois, with my husband and our two teenage daughters.

My oldest daughter just received her driver's license, so that is pretty exciting!

I am a registered nurse, and previously worked in ICU-CCU and more recently worked with WIC-Family Case Management, Public Health, and Visiting Nurse agencies. Like you, I have experience in the field working closely with clients. Hopefully those years of hands-on experience will help me to better serve you.

The Cornerstone Call Center is a very interesting place to work. It is fascinating to learn about the inner workings of the Cornerstone system and to meet some of the people who make it function. Come visit us when you are in Springfield, and we will show you around. Until then, I will be waiting for your call! ■



# Cornerstone Network Support®

## Support Center Update

**Q: What can I do when my printer keeps tearing up coupons or keeps jamming?**

**A:** Both laser and Okidata printers will sometimes have these problems. This is an issue that is difficult for Cornerstone Network Support® techs to solve by telephone. One of the first steps to take when a problem occurs with either printer, is to look for an error code or flashing red light. Write this code or error down so it will be handy when reporting the problem to the Cornerstone Call Center®. When opening a service ticket, the call taker should ask for these codes or errors. If for some reason they do not, please offer the information. These codes will help the CNS Technician diagnose the problem and possibly provide a solution without having to send a field technician.

Other problems will come in the form of a paper jam (this will occur in both printers) or a misaligned tractor feed (Okidata). The paper jam will need to be cleared and the printer rebooted before it will work properly again. Paper will also sometimes become jammed in the laser printer. The front cover will need to be removed, then the jammed paper will need to be cleared, and the printer will then need to be rebooted before it will work again. On the Okidata printers there are sometimes problems with the ribbons and printer head alignment. Ribbons can be replaced, which will cure a lot of the problems with print quality. However, if the print head is misaligned, damaged, or if the tractor feeds are out of alignment, a service call from a field service technician will be required. Laser printers require a new toner cartridge when the LED says "low toner." The laser printer does not have a print head so misalignment will not be a problem.

Cornerstone Solution Center® Technicians currently provide on-site preventive maintenance (PM). Each site is being visited by CSC for this service. This PM process will include checking and cleaning the Cornerstone printers. As always, if problems occur that cannot be fixed, do not hesitate to call the CCC and report printer problems. A CNS Tech will be ready to assist you. ■

**Cornerstone Network Support® Team Welcomes Erik Fenstermaker**



Hello, everyone! My name is Erik Fenstermaker. I am the latest addition to the Cornerstone Network Support® team. I was born and raised in Springfield,

and continue to live in the historic downtown area.

My career as a "techie" began in 1997 at FGInet, Inc. As a technical support representative, I was afforded the opportunity to gain valuable experience in both technology and customer service. After a few months in Support, I was given the chance to move on to Network Operations. This is where I gained the bulk of my knowledge in networking and systems administration. I helped maintain the ISP network, and the WANs and LANs of customer sites. This experience exposed me to a variety of hardware and software, and the problems those users might experience. After three and a half years at FGI, I moved on to work for the Technology Support department at the Illinois State Board of Education.

As a Network Support Specialist, I will be visiting new Greenbook sites to assist with the integration of their existing network with the Cornerstone network. This will be very exciting and challenging due to the various hardware and software configurations that will be encountered. I will also be providing hardware, software, and communications support for these sites and the others that are already part of the Cornerstone network.

I have not been with the Cornerstone Network Support team long, but I have already realized that the people here are outstanding individuals and team members that do very important work. I look forward to providing assistance to all Cornerstone users. ■

# The Winnebago County Health Department: Collaborating for Success

By Ruth Gergeni, Communications and Member Services Associate

Interview with the Health Support Division: Karen Ayala, Director Health Support Services; Cindy Frank, WIC Supervisor, Shirley DiFrancesco, Certified Lactation Educator and Lead Nurse; Mary Weyand, Pediatric Manager; Julia Boggs, Family Case Management Supervisor; Kari Nimmo, Coordinator, Health Support Services; Paula Hart, Nursing Supervisor; and Jan Juric, Family Case Management and Healthworks Supervisor.



Left to right, (standing,) Cindy Frank, Shirley DiFrancesco, (sitting,) Mary Weyand, Pediatric Manager, Julia Boggs, Kari Nimmo, Paula Hart, Nursing Supervisor, (standing,) Jan Juric, and Karen Ayala.

## **Q. What services are offered at the Winnebago County Health Department (Winnebago CHD)?**

KA: The Winnebago CHD, which serves 250,000 individuals annually, is divided into six divisions: Clinical Nursing, which provides school based health centers, pediatric immunizations, and women's health, which covers family planning and IBCCP; The Division of Communicable Disease provides travel immunizations, and acts as the lead agency for Ryan White funds, as well as the screening, tracking, and treatment of communicable diseases; the Division of Environmental Health performs food inspections, neighborhood nuisance housing inspections, ground water, well and septic testing, and lead inspections; The Health Education Division provides tobacco education, violence ATOD prevention, Black Male Health initiative, audio/visual screenings, and flu vaccines; the Health Support Division provides Cornerstone-based programs such as WIC, Family Case Management, Teen Parent Services, Breastfeeding, KidCare applications, Immunizations, HealthWorks,

Prevention Initiative, HUGS Program, Genetics, and Literacy.

## **Q. In what collaborations does the Winnebago CHD participate?**

KA: This past year, a project through the University of Illinois-Chicago on smoking cessation was completed with WIC and Family Case Management. The research program is complete, but follow-up with those clients continues. In collaboration with Crusader Clinic, an on-site primary care clinic is provided as well. As with the rest of the state, staff scrambles to find dental care for Medicaid patients. Crusader Clinic, with their new dental expansion, is certainly providing a positive outcome for those patients.

MW: An Immunization Grant from the Illinois Department of Public Health has allowed for outreach opportunities. As part of this initiative, the Winnebago CHD recently met with people at two large subsidized housing complexes in Rockford, and introduced the idea of opening clinics there. The grant will allow for additional meetings with other complexes in the future. The Winnebago CHD is working closely with the Rockford Housing Authority to help initiate this project.

SD: The State of Illinois has provided hundreds of breast pumps which has helped to increase the number of breastfeeding mothers. The breastfeeding incentive program gives away gifts to women who continue to breastfeed. In addition, a grant from the Illinois Department of Public Health will enable the Health Support Division to hold a regional breastfeeding conference. Nurses, care givers, and others who are concerned with breastfeeding issues will be invited. The conference will be held in June 2003 and will feature speaker Dr. Jack Newman, a renowned physician. Other topics at the conference will include issues teenage mothers have with breastfeeding.

## **Q. How has Cornerstone impacted the Winnebago CHD?**

JB: The current WIC and Family Case Management caseloads could not be maintained without the system. Before Cornerstone, the case management staff relied on hard copy charts, which was very cumbersome and time consuming. The shared screens are very helpful when looking up appointments and determining an office or home visit needs to be completed. There are key FoxFire! users at the Winnebago CHD. FoxFire! is used frequently for outcome measurements, and staff regularly attend FoxFire! meetings as well as Cornerstone User Group meetings.

KA: Cornerstone becomes more useful as more programs are incorporated into it. Health Support Services Programs are interested in making sure babies are immunized and that mothers receive prenatal care. It is helpful to have a centralized repository for that kind of information. ■



# Jackson County Health Department: Providing Service for Over 50 Years

Interview with Miriam Link-Mullison, Administrator; and Gwen LeBeau, Director of Family Services

## **Q. What services are offered at the Jackson County Health Department (Jackson CHD)?**

GL: The Jackson CHD provides a wide array of preventive services including Family Case Management, WIC, Teen Parent Services, immunization clinics, communicable disease monitoring, Family Planning, HIV, and other STD testing and treatment, environmental health, and health education. Jackson CHD is also the HealthWorks Lead Agency. The newest program at Jackson CHD is the Teen Parent Services Program, which was added in July 2002. Since that time, enrollment in this program has almost doubled.

MM: This organization was formed 52 years ago and has been providing WIC services for approximately 30 years. In the last few years, new programming for WIC clients has started, which includes SIU dental hygiene students teaching cavity prevention and nutrition, University of Illinois Extension Service providing monthly cooking/nutrition demonstrations, and a weekly parent/child story hour that is provided by area preschool teachers. This WIC program also boasts one of the highest breastfeeding rates in the region.

## **Q. What population is served by the Jackson County Health Department?**

GL: The organization's client population is very diverse, and represents our community well. In a telephone survey conducted in 2000, one third of Jackson County residents indicated they had used health department services in the last year. In the first six months of 2002, Jackson CHD provided services to more than 75 percent of the infants in Jackson County. Last year, the average monthly case load for the WIC program was 1455; 107 breast pumps were provided to women, and 5,540 educational contacts were provided. In Family Case Management, the average monthly caseload is 844 families. The HealthWorks program case managed 357 foster children, and 573 MPE/KidCare applications were successfully completed. Last year, 6,981 immunizations were administered to both children and adults. As a result of Southern Illinois University being located in the community, a large number of international clients are served by Jackson CHD. In addition, this area is treating a growing number of Hispanic clients. Jackson CHD provides Spanish materials and interpretative services, and cultural competency training for staff has also been provided.

## **Q. How many sites does the Jackson County Health Department operate?**

MM: Jackson CHD has one site located between Carbondale and Murphysboro. A number of programs are performed within the community, such as home visits, school programming, worksite programming, and other community presentations.

## **Q. In what collaborative efforts does the Jackson CHD participate?**

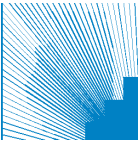
MM: Collaboration is a major priority for this agency. Examples of groups that have been formed to enhance collaborative relationships for maternal child health programming include the Jackson County Breastfeeding Task Force and Family Partnership, which focuses on early childhood issues. In addition, the Jackson CHD collaborates with Head Start, area schools, various departments at Southern Illinois University, Jackson County Mass Transit, and area physicians. Three years ago this organization was part of a collaborative effort to start a county-wide mass transit system. Since it was formed, the Jackson CHD has contracted with the transit system to provide clients with free transportation to the health department.

## **Q. What impact has Cornerstone had on the Jackson CHD?**

MM: The Cornerstone System utilizes standardized assessments and the information is gathered in maternal child programs statewide. As a result, better outcome data is available, and this helps prove our programming successes. The system also facilitates transfer of client information between agencies. ■



*The Family Services Division, left to right standing: Nancy McNitt, Case Manager; Diane Bruns, Division Secretary; Cindy Howerton, Case Manager; Deborah Golden, Case Manager; Theresa McGriff, WIC Intake; Teresa Brown, Secretary/WIC Intake; Cathy Kline, CLE, LNC. Kneeling: Gwen LeBeau, Director; Debbie Newton, Case Manager; Connie Edgar, Secretary/WIC Intake; Lori Goodwin, Case Manager.*



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## **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!***