



## Selecting an eCornerstone Liaison

The benefit of having a local Cornerstone contact person at each agency became obvious with the implementation of Classic Cornerstone. The presence of an individual who is comfortable with computer technology, vested with authority to make decisions, and who has a good understanding of the system is undoubtedly an integral part of helping an agency to maximize the benefits of Cornerstone.

Therefore, it is strongly recommended that the administration of each eCornerstone agency identify a local "eCornerstone Liaison" to assist in the implementation of the system. Ideally, a local liaison and a back-up person for the liaison should be identified for each site that will receive the system. This individual should have a general understanding of computer technology, good communication skills, the ability to make decisions, and the opportunity to use eCornerstone on a regular basis.

### **Purpose**

- Serve as local resource to assist with implementation.
- Expertise available on site at all times during and after implementation.
- Acknowledge ongoing resources required to function effectively in information systems environment.

### **Role/Functions**

- Participate in pre-training visits/meetings at agency site.
- Assume primary operational responsibility for having agency prepared to receive eCornerstone Support Staff on all scheduled visits to the agency relating to eCornerstone implementation (site preparation, pre-training, installation, and site support).
- Assist local users during and after implementation.
- Act as the primary point of contact with the Cornerstone Call Center.

### **Enabling Factors**

#### *Training*

- A. eCornerstone training.
- B. Completion of required case planning training for Youth Service agencies.
- C. Liaisons should be trained in the first group of staff scheduled for training at the agency.

#### *Agency Recognition*

- A. Liaison role should be formally recognized and sanctioned as important by the local Agency Administrator and Department.
- B. The liaison should be provided with the time necessary to perform these new duties.



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### **Requirements**

- Excellent grasp of eCornerstone
- Good communication, enabling and interpersonal skills
- A problem solver, vested with agency authority to make decisions and/or able to have decisions processed in a timely manner
- Respected by co-workers
- A regular user of eCornerstone
- Access to an email account

### **Selection Process**

The liaison should be selected by the Local Administrator in accordance with the above requirements.

Prior to implementing eCornerstone within your agency, please identify an eCornerstone Liaisons at each eCornerstone site location by faxing the attached form to the Cornerstone Call Center at (217) 541-7475. These individuals will be scheduled to participate in an Agency Orientation Meeting, at which time they will meet members of the implementation team and learn the steps involved in implementing eCornerstone. This information will enable the local liaisons to anticipate the system's effect on agency activity during the training, hardware installation (if applicable), implementation, and post-implementation phases of eCornerstone.



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## eCornerstone Liaison Selection Form

Please use this form to identify your agency's eCornerstone Liaison(s), or to submit any changes in your current eCornerstone Liaison information. Information provided will be used to update mailing lists and databases maintained by the Illinois Primary Health Care Association. IPHCA will, in turn, provide any updated information to the Illinois Department of Human Services.

**Initial Selection**

**Change in Liaison / Information**

**Agency Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**eCornerstone Liaison Name** \_\_\_\_\_

**Title** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Email** \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**After completing this form, please mail or fax it to:**

Illinois Primary Health Care Association  
Attn: Cornerstone Call Center  
500 South 9th Street  
Springfield, IL 62701  
Fax: (217) 541-7475