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Rod Blagojevich, Governor

Carol L. Adams, Ph.D., Secretary

To: IDHS Youth Service Provider Support Staff

From: Ed Pruitt, Data Analyst
Bureau of Performance Support Services

Date: September 6, 2005

Re: Combined eCornerstone User Group Minutes

A series of statewide eCornerstone User Group Meetings were held:

Regions One & Two on August 10th, 2005
Regions Three and Four on August 17th, 2005
Region Five on August 24th, 2005

The participants were pleased with the overall format and content of the meetings. They appreciated the opportunity to address their questions, comments and concerns directly to the MIS and IDHS staff.

The information gathered from the meetings has been beneficial for the users as well as the IDHS staff. It has opened discussion on how to improve the eCornerstone system and how to assist the users to better meet the needs of the youth that they serve.

There were 62 {47 youth service provider representatives and 15 IDHS staff members} participants present at the August 10th, 2005 meeting, representing 27 youth service agencies from Regions One and Two.

The following youth service providers were represented at the August 10th, 2005 meeting:

Ada S. McKinley
Albany Park Community Center
Alternatives
Better Boys Foundation
Center for Family Services
Chicago Commons
Circle Family Care
Community Health Training Center
DePaul University

Girl Scouts of Chicago
Good Hope Foundation
Holy Cross-THM Parish
L.C. Juvenile Probation & Detention Center
Lutheran Social Services of IL
Metropolitan Family Services
Nicasa
Omni Youth Services
Sullivan House
The Success Center
Three Fires Council
Unity Parenting Counseling
UNO
West Chicago PD
Westside Youth Network
Y.O.U.
YMCA Chicago
Youth Service Bureau- DeKalb

The user group brought the following items from Regions One and Two:

- The users stated that the academic data entered is not helpful to all programs.
- The users can not get the data from eCornerstone system in a useable format.
- The users would like a format to allow them to query their data.
- The users would like a format to allow them to import data into their Profiler database for their reporting to United Way. Jeff Butler of the MIS Implementation Team explained that this could be addressed through a web service.

- The users would like to add the format requirements to change a password added to the “Change Password” screen.
- The users requested to have “N/A” (Not Applicable) available as an option on the YASI pages. One example is for school related questions – all questions are required for the YASI score, but some clients haven’t been in school for 2 years or more so the questions really do not apply.
- The users requested the ability to print the “Pre-assessment” screen.
- The users would like “To-Do” messages for 6-month follow up (6 months after termination) for the Crossroads and CCBYS programs.
- A request was made for the “Case Plan” to be available for print in multiple languages (Spanish, Lithuanian, etc.).

One major finding was that users aren’t filling out the YASI assessment in front of the client. It is more of a clinical interview for them to draw the information out of the client. They enter the data later. There should be a quality control system in place at each provider agency to protect the integrity of the data entered into the YASI.

Another issue, which was confirmed by at least three users, is that occasionally they can see a YASI assessment for a participant at another agency. The MIS Implementation Team confirmed with the Help Desk that no calls have come in regarding this issue. It was stressed

that the users should call the Help Desk with these types of issues in a prompt manner.

There were 31 {20 youth service provider representatives and 11 IDHS staff members} participants present at the August 17th, 2005 meeting, representing eight youth service agencies from Regions Three and Four.

The following youth service providers were represented at the August 17th, 2005 meeting:

Adams County Health Department
Cass County Health Department
Catholic Charities of Peoria
Children's Home
Midwest Youth Service
YAP
Youth Service Bureau
YWCA

The user group brought the following items from Regions Three and Four:

- The users requested a means to electronically manage paper documents, which must be kept due to accreditation requirements for case planning.
- The users requested the ability to print the "Pre-assessment" because a pre-screen with "low" results is actually "completed" to the user and they need to print it for their files.
- The users would like a report that shows "High/Medium/Low" participant status from the Pre-assessment by domain, on a monthly or quarterly basis.
- The users would like an aggregate report to compare YASI actual scores (not H/M/L) over a period of time to various e-Cornerstone domains.
- The CCBYS users would like to be able to backdate the enrollment "start/cert." date. The way it is currently is deceiving because it appears that when the case is "closed" it seems as if the participant was not in the program very long.
- The users would like the "To Do" message for an "unassigned participant" to show the name displayed of the staff member who entered the enrollment for the participant.
- The CCBYS users would like to add a termination reason for a person, who is closed successfully, but didn't go through the case plan program. Need "successful crisis" instead of using "successful completion".
- The users would like to show "Township" data in the address for the participant. Some agencies must report to the counties by township in order to get money for their services (708 County Mental Health).
- The users questioned what is meant by the Homeless Youth term question "Number of Days Arranged Placement"?
- The users would like the ability to interface with the eCornerstone system and to convert data into Excel and Access formats.
- The users would like a report of the number of clients in the Mental Health domain.
- The users would like a report showing the number of days a client appears in the "No child attended" status.

The participants were pleased with the overall format and content of the meeting. They appreciated the opportunity to address their questions, comments and concerns directly to the

MIS and IDHS staff.

There were 25 {18 youth service provider representatives and 7 IDHS staff members} participants present at the August 24th, 2005 meeting, representing eight youth service agencies from Region Five.

The following youth service providers were represented at the August 24th, 2005 meeting:

Delta Center
Egyptian Public & Mental Health Department
Family Counseling Center, Inc.
Franklin-Williamson Human Services
Human Service Center
Lessie Bates Neighborhood House
Lutheran Children & Family Service
Shawnee Adolescent Health Center
SIRSS (Southern IL Regional Social Services)
St. Clair County Health Department

The user group brought the following items from Region Five:

- The users were confused about the language and meaning of the eCStone consent form. They are afraid of a breach of confidentiality.
- The users would like to receive data from the eCStone system, primarily summarization data for responses to RFP's and applications for grant funding.
- The users are frustrated with the system of training. They said that the training hasn't changed much from last year and there were many things they weren't taught, for instance, how to access to reports in eCStone.
- The users were unaware of the many avenues to access helpful information.
- The users requested to have a drop down list of addresses to select from for family members and groups to prevent repetitive address entry.
- The users requested PERMS reports, Statistical Reports, Closing Reports and Monthly Reports to summarize data.

Overall, it seems that the eCornerstone system performs exactly as it was designed to do and it will only get better over time.

I have included the survey questions and responses that were presented at the eCornerstone User Group meetings.

On June 14, 2005, the Youth Service Providers of Illinois were asked to complete a survey on the eCornerstone web-based data system. The survey asked a series of quantitative and

qualitative data related questions regarding the user perspective of the data system.

The following analysis of the data collected from the survey was distributed at the statewide user group meetings.

Regions One and Two Findings:

There are 131 (98 in Region One and 33 in Region Two) youth service providers in Regions One and Two that utilize the e-Cornerstone web-based data system. Surveys were submitted by 34 of the youth service providers (26 in Region One and 8 in Region Two) from the combined regions, for a 26% combined participation ratio.

Survey Question Summary

3) How long have you used the E-Cornerstone web-based data system?

The average length of time the youth service provider E-Cornerstone web-based data system user for Regions One and Two combined is one year.

4) Do you enter the same client data into a separate in-house database system that is specific to your provider agency?

There were 21 (15 in Region One and 6 in Region Two) youth service providers who answered “No” to this question and 13 (11 in Region One and 2 in Region Two) youth service providers who answered “Yes” to this question.

5) Does your provider agency collect the social security numbers of clients?

There were 21 (16 in Region One and 5 in Region Two) youth service providers who answered “No” to this question and 13 (10 in Region One and 3 in Region Two) youth service providers who answered “Yes” to this question.

6) Does your provider agency use E-Cornerstone to account for staff time?

There were 31 (23 in Region One and 8 in Region Two) youth service providers who answered “No” to this question and 3 (3 in Region One and none in Region Two) youth service providers who answered “Yes” to this question.

7) What do you like about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ The eCornerstone system gets easier to use with every revision. I like being able to enter a YASI assessment and get results, client lists and the ability to filter clients by program/funding source.
- ❖ We can input data from any computer, the wheel is a good indicator of treatment goals that should be a priority and I can monitor my staff's workload and case management.
- ❖ I think that the YASI is a helpful tool for assessment. The enrollment lists and attendance for Teen Reach could be helpful, but we do not have faith in the data because it seems like some of the data that we have entered has been lost.

8) What do you dislike about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ It does not account for the time we spent trying to engage resistant clients; it is time consuming to enter all the data that we also enter internally as an agency. We do not use the system to account for staff time because it would be inaccurate to do so.
- ❖ Time, repetitiveness (have to enter the same information for our own records that we have to enter for e cornerstone.
- ❖ We believe that the system is not user-friendly. There is no continuity, which is confusing to staff. The system is constantly changing and at times it is hard to access. It is also difficult to figure out how to close a case. At times, I feel that the staff is guessing what to do next. It would be helpful if the system lead the worker to the next screen.

9) What enhancements would you like to see in the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ Ability to export data into Excel or Access.
- ❖ Better administrative reports. When we close a case I'd like the case to be moved off of the to do list. Currently, they show up as unassigned participant. I'd like to close a case with out needing to do a closing assessment if I never had the opportunity to meet with a client for a full assessment.
- ❖ It would be helpful to have a tutorial that could guide the worker through the process.

10) What type of reports would you like to be able to generate from the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ I like to be able to get more outcomes data. For example to see domain results over time. I'd also like to be able to get a print out of all the clients we have ever seen and their results instead of just current clients.
- ❖ Attendance linked to grades, youth percent of time in programs.
- ❖ We would like to be able to access queries easily. We would like to be able to easily access what clients are currently enrolled and closed. We would also like to know what is missing or incomplete and how to correct it.

Regions Three and Four Findings:

There are 41 (21 in Region Three and 20 in Region Four) youth service providers in Regions Three and Four that utilize the e-Cornerstone web-based data system. Surveys were submitted by 16 of the youth service providers (10 in Region Three and 6 in Region Four) from the combined regions, for a 39% combined participation rate.

Survey Question Summary

3) How long have you used the E-Cornerstone web-based data system?

The average length of time the youth service provider E-Cornerstone web-based data system user for Regions Three and Four combined is one year.

4) Do you enter the same client data into a separate in-house database system that is specific to your provider agency?

There were 9 (6 in Region Three and 3 in Region Four) youth service providers who answered "No" to this question and 7 (4 in Region Three and 3 in Region Four) youth service providers who answered "Yes" to this question.

5) Does your provider agency collect the social security numbers of clients?

There were 7 (3 in Region Three and 4 in Region Four) youth service providers who answered "No" to this question and 9 (7 in Region Three and 2 in Region Four) youth service providers who answered "Yes" to this question.

6) Does your provider agency use E-Cornerstone to account for staff time?

There were 15 (10 in Region Three and 5 in Region Four) youth service providers who answered "No" to this question and 1 (None in Region Three and 1 in Region Four) youth service providers who answered "Yes" to this question.

7) What do you like about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ Once I became comfortable adding the attendance, it was a fairly easy process but I never had enough time to utilize any other part of the system. The Call Center always tried to help...I called a lot!
- ❖ It is an easy way to pull up data on specific children without pulling their paper files.
- ❖ Easy and handy to use. Most of the operations are self-explanatory.

8) What do you dislike about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ It is often difficult to get into the system. It often seems that it has a mind of its own. I am often bumped out of the system and I have to log in again and again, taking a lot of my time.
- ❖ I, as the administrator, cannot make corrections or delete info if a worker makes a mistake. Some of the drop down lists still has choices that don't make sense.
- ❖ The system is way too slow and it times you out while doing attendance. With overwhelming workloads the 30-minute period to do thing is too short. Another dislike is that you have to keep attendance on every core element.

9) What enhancements would you like to see in the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ Plain and simple...simplify, simplify, simplify.
- ❖ I would like the system to be quicker and more accessible. It would be helpful to have a tutorial that could guide the worker through the process.
- ❖ I would like to see drop down lists to make more sense.

10) What type of reports would you like to be able to generate from the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ More demographics. Attendance linked to grades, youth percent of time in programs.
- ❖ I would like to be able to get school reports. I would like to be able to sort the children by grade levels. I would like to be able to get a quarterly report and see if programming is correct, average daily attendance is where it should be, and to see open days are correct.
- ❖ Number of students enrolled, attendance, days open in a month.

Regions Five Findings:

There are 24 youth service providers in Region Five that utilize the e-Cornerstone web-based

data system. Surveys were submitted by 12 of the youth service providers from the region, for a 50% participation rate.

Survey Question Summary

3) How long have you used the E-Cornerstone web-based data system?

The average length of time the youth service provider E-Cornerstone web-based data system user for Regions Five is one year.

4) Do you enter the same client data into a separate in-house database system that is specific to your provider agency?

There were five youth service providers who answered “No” to this question and seven youth service providers who answered, “Yes” to this question.

5) Does your provider agency collect the social security numbers of clients?

There were five youth service providers who answered “No” to this question and seven youth service providers who answered, “Yes” to this question.

6) Does your provider agency use E-Cornerstone to account for staff time?

There were ten youth service providers who answered “No” to this question and two youth service providers who answered “Yes” to this question.

7) What do you like about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ It is a faster system than ORBIS; more users friendly; the pictorial YASI wheel is helpful.
- ❖ The fact that we have a centralized system to help our agency keep track of enrollees, programming, and attendance.
- ❖ I like the YASI b/c we did not have a universal assessment before. I like that all of the information can be found on existing clients in one place.

8) What do you dislike about the Cornerstone web-based data system and why?

The top three responses to this question are:

- ❖ I have some issues with the validity and reliability of the YASI especially in the Alcohol/Drug section. The tedium of the entire system (since it mimics what we do in house) becomes annoying.
- ❖ I do not know all the steps it takes to terminate or reenroll a participant in the program.
- ❖ It goes down too much and not being able to find information that has been put into the system.

9) What enhancements would you like to see in the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ I would like the “look-up” portion of the program to be smoother and list more than one child at a time.
- ❖ Speed would always be beneficial.
- ❖ I would like to see agencies that work with probation to be able to use that information that probation has entered on the youth. Collaboration would be made so much easier.

10) What type of reports would you like to be able to generate from the E-Cornerstone web-based data system?

The top three responses to this question are:

- ❖ To be able to get our own agency PERMs report would be beneficial, including a breakdown of the ages we serve.
- ❖ Here is my pipe dream...A closing report and monthly reports that summarize the data. If we had the ability to type these reports within eCornerstone, it would help me be more efficient with my paperwork.
- ❖ Statistical reports. Right now quite some time has passed since our training and we feel unsure about our ability to navigate the system and find the reports that we need.