

eCornerstone Implementation Support

On Tuesday, October 12, 2004, at least 100 Teen REACH service providers will be provided access to eCornerstone. At once, Teen REACH providers across the state will have eCornerstone to assist them in the delivery of and accounting for services to youth. It is an exciting event, one that will usher in changes in reporting and processes.

While the Department of Human Services anticipates a smooth implementation, several activities are planned to ensure eCornerstone's successful delivery to Teen REACH providers. First, on October 12, an implementation support team will be available through the eCornerstone Call Center. The team includes software developers, Internet support experts, program representatives, training specialists and Community Support Services Consultants. By calling **877/447-4221**, needed expertise will be made available, immediately. Follow the voice prompts and select eCornerstone support or option 7. A submenu will be provided: (1) hardware, (2) software or (3) connectivity problems. Depending on the problem, the call will be directed to a member of the support team and addressed immediately. Another option is e-mail. Problems or issues may be directed to ecornerstonesupport@iphca.org.

It is important to access eCornerstone early the day of October 12. Beginning 8:30 a.m. the implementation support team will be ready to resolve problems with USERIDs and/or Passwords. The sooner these issues are fixed, the earlier service providers can customize the system for their services.

Another implementation support activity is "eTraining". By now, the eCornerstone Teen REACH training module is available via the Internet to potential users of the module at training.chtc.org. A step by step instruction of the use of eCornerstone, this module and accompanying documents are designed to provide Teen REACH providers with a clear understanding of how to use the system. The USERID is teenreach (all one word and lower case) and the password is chtc (lower case). If any problems are encountered with the training, please call the Community Health Training Center in Springfield at 217/753-3838 or in Chicago at 312/326-4701.

Finally, DHS Community Support Service Consultants will be available either on-site or by telephone through the implementation process. The consultants are ready to answer questions about the system or refer the questions to the implementation support team if need be.

Thank you for participating in the statewide implementation of eCornerstone. DHS understands that the introduction of a new process and system can be disruptive. It is relying on the commitment of Teen REACH providers to the delivery of quality after-school services for continued patience, cooperation and partnership as eCornerstone becomes a reality for Teen REACH.