

# Chapter 1: Introduction

## 1.1 Purpose of the eCornerstone System

eCornerstone is a management information system that supports the following programs: Communities for Youth (CFY) – Diversion, CFY – Intervention, Comprehensive Community Based Youth Services (CCBYS), Crossroads, Delinquency Prevention, Homeless Youth, Juvenile Justice Title V Delinquency Prevention (JJTVDP), Juvenile Justice Alternatives to Detention (JJATD), Juvenile Justice Intervention, Juvenile Justice Station Adjustment, Release Upon Request, Unified Delinquency Intervention Services (UDIS), and Illinois' Teen REACH program.

The eCornerstone system is built upon the success of the Illinois Department of Human Services' current Cornerstone system. Also referred to as "Classic Cornerstone", this management information system supports essential programs for Division of Community Health and Prevention within the Department of Human Services. It is crucial to the delivery of services and effective program management.

Of the 10 programs currently supported in Cornerstone Classic, eight are provided mainly to mothers, infants and children. Cornerstone operates at over 330 sites for about 175 local agencies across Illinois. Begun in 1989 as a WIC-only information system, it has evolved to include many additional programs and functions. Cornerstone Classic now supports the WIC, Family Case Management, Healthy Families Illinois, Healthy Start, Prenatal, Pediatric Primary Care, Immunization, Early Intervention, Diabetes Control and Breast and Cervical Cancer Prevention programs. On a daily basis, the system processes approximately 200,000 transactions and is the repository for individual service files for 450,000 WIC clients, 200,000 Family Case Management clients and 2,000,000 immunization recipients. The system is central to the mission of DHS in that it enables the delivery of integrated family oriented services, promotes prevention and quantifies performance.

While Cornerstone is a successful model for service integration, it was built according to industry standards of the time using a distributed DOS-based architecture. Although the system has continued to evolve programmatically and functionally, Cornerstone's service integration, community-based design and present day functionality have outpaced the system's technical architecture.

Bringing Cornerstone into the 21st century is now a critical objective of the Department of Human Services. This objective is being realized by converting the locally distributed portion of the system to web-based technology - eCornerstone. Accessed via the Internet, eCornerstone builds on the effective business logic and database structure underlying the current system, as well as incorporates the efficiencies and strengths of new technologies such as Object Oriented Programming and digital signatures.

A user-friendly, uniform data-capturing system, eCornerstone holds many benefits for those who use the system. eCornerstone enables agencies to use and manage data for collaboration with local partners, and will provide information for RFPs, program evaluation, and program planning. Not only can eCornerstone agencies accumulate vital information in an efficient manner, but a reduction in paperwork results in staff better utilizing their time. In addition, eCornerstone helps avoid duplication of enrollments and work efforts while offering convenience, as it is easily accessible from on-site or off-site computers. Finally, the eCornerstone system adapts readily to change. Input will always be sought from program staff and those who use the system on ways eCornerstone can be further enhanced to benefit those who use it. Because of its web-based nature, system modifications are easy to implement and cause minimal interruption.

Because of the web-based nature of eCornerstone, confidentiality is of the essence. All data is protected so that only the people with authorization to view that information have access. Technology and policy protect clients' confidentiality. The security in place is likened to security found in online banking and online shopping applications. The eCornerstone system requires the use of a log-in name and password,

which enables an encrypting mechanism. Therefore, all information that travels from the provider to the Central Office in Springfield is encrypted, rendering it unreadable to a third party.

The system also allows providers to distinguish between youth clients for whom parents/legal guardians have consented that information may be shared, and those clients for whom no consent was obtained. The system prevents information for youth without consent from being shared with any other service provider. (Refer to the Preparing Participant for Intake and Consent sections.)

Modernizing Cornerstone benefits service recipients, those who use eCornerstone, and program administrators. Immediately, the new architecture provides long desired capabilities such as real-time data access and agency-wide information sharing and reporting. A revitalized Cornerstone will continue to foster integrated service delivery, which has demonstrably reduced infant and early childhood morbidity and mortality for DHS customers. Since converting all of Cornerstone to eCornerstone will require several years and substantial resources, a multi-phase development approach will be used to capitalize on technological innovations. The Bureau of Youth Services and Delinquency Prevention was first incorporated into eCornerstone, followed by the Teen REACH program, then the existing Cornerstone programs in future phases.

## 1.2 eCornerstone Partners

**Illinois Department of Human Services.** The Illinois Department of Human Services (DHS) helps Illinois families achieve self-sufficiency, independence, and health to the maximum extent possible. Through the Division of Community Health and Prevention (DCHP), DHS improves the quality of life of thousands of Illinois families by providing an array of comprehensive, coordinated services. The 40 programs within the DCHP address individuals' needs in the areas of maternal and child health, family support, youth development, juvenile justice, substance abuse prevention, and violence prevention and intervention.

A guiding principle of DHS is that the integration of programs and services result in better health outcomes for clients. At the heart of this effort is "eCornerstone," a new web-based system that incorporates the Youth Services and Juvenile Justice programs and, very soon, the Teen REACH program. Eventually, eCornerstone will embrace most of the programs within the Division of Community Health and Prevention, including WIC and Family Case Management. Through its various partnerships, DHS is overseeing all aspects of the development and implementation of eCornerstone.

**Community Health Training Center.** The Community Health Training Center / Springfield Urban League provides computer-based training for the following program areas: WIC, Family Case Management, Healthy Families Illinois, Immunization, Healthworks, and Early Intervention. Beginning this fall, CHTC will introduce the first eCornerstone web-based training, which utilizes the Internet to provide training for the Teen REACH service providers. Questions or concerns about eCornerstone instruction may be directed to either Cheri Hoots, (217) 753-3838 or Joi Wright, (312) 326-4701.

**Illinois Primary Health Care Association.** The Illinois Primary Health Care Association (IPHCA) is a not-for-profit trade association representing Illinois' community-based and migrant health centers. IPHCA's experience in creating health care collaboratives and belief in the benefits of Cornerstone made the Association an ideal partner.

Through its grant with the Department of Human Services, IPHCA is involved in the following activities: developing new web-based architecture; testing eCornerstone; providing site-survey and installation services; facilitating communications between the various partners, as well as with the new eCornerstone sites, via eCornerstone bulletins and Web sites; providing first and second level help desk support to all eCornerstone sites post implementation; and developing and updating the "User Help" function within the eCornerstone application.

**Community-based Service Providers.** The most important partner in implementing eCornerstone is the community-based service provider. Without the willingness to learn and patience displayed by its providers, DHS could not usher in a system like eCornerstone.

### **1.3 Concepts and Terminology**

(Version 2.8)

#### **Absences**

The number of days a participant was absent within the applicable Academic Reporting Period.

#### **Academic - ACT**

Academic Achievement Test . A standardized test typically taken by Junior and Senior High School students.

#### **Academic - IMAGE**

Illinois Measure of Annual Growth in English (and Math)

Reading: grades 3 through 8 and 11

Math: grades 3 through 8 and 11

#### **Academic - ISAT**

Illinois Standards Achievement Test.

Reading: grades 3 through 8

Math: grades 3 through 8

Science: grades 4 and 7

#### **Academic - PSAE**

Prairie State Achievement Examination.

Reading: grade 11, grade 12 optional

Math: grade 11, grade 12 optional

Science: grade 11, grade 12 optional

#### **Academic - SAT**

Scholastic Achievement Test. A standardized test typically taken by Junior and Senior High School students

#### **Academic Courses**

Various areas of concentration within a given subject area for Academic Progress (predefined)

<i>Advanced</i>	<i>Advanced Placement</i>
	<i>English/Language Arts</i>
	<i>Mathematics</i>
	<i>Science</i>
<i>Electives</i>	<i>&lt;none&gt;</i>
<i>Language Arts</i>	<i>&lt;none&gt;</i>
<i>Mathematics</i>	<i>Pre-Algebra</i>
	<i>Algebra I or Equivalent</i>
	<i>Algebra II</i>
	<i>Geometry</i>
	<i>Calculus</i>
<i>Science</i>	<i>Chemistry</i>
	<i>Physics</i>
<i>Social Science</i>	<i>&lt;none&gt;</i>
<i>Writing</i>	<i>&lt;none&gt;</i>

#### **Academic Course Grade**

Description of the participant's evaluation for the course taken; could be a numeric or text grade.

**Academic Course Pass/Fail Indicator**

Indicates if the participant has successfully passed the related course by meeting all the requirements established by the stated school.

**Academic Data End Date**

Date that the applicable Academic Reporting Period was completed.

**Academic Data Start Date**

Date that the applicable Academic Reporting Period began.

**Academic Progress Results**

An evaluation/documentation of the comparison of two Academic Reporting Periods. The user will need to make a determination if the academic performance between the reporting periods was the Baseline, Positive, Negative, No Change or No Data available to base the evaluation.

**Academic Reporting Period**

A user determined description of the Academic Reporting period used in the evaluation of the participant's academic progress (Examples – First Quarter, Second Semester, and Third Trimester). This description should be represented by the Academic Data Start Date and End Dates. The system will ensure that Academic Reporting Periods do not overlap.

**Academic Subject Area**

Core academic areas:

- Advanced*
- Electives*
- Language Arts*
- Mathematics*
- Science*
- Social Science*
- Writing*

**Academic Test Outcome**

Description or summary of the participant's test score as it compares to other students within the same category:

- Academic Warning*
- Below Standard*
- Exceeds*
- Meets*

**Academic Test Score**

Description of the participant's evaluation for the test taken; could be numeric or text

**Action Step**

A task(s) for the participant to complete in order to reach a goal defined in the case plan. The purpose of the action step is to reduce risk and build strengths of the participant. Tasks should be achievable in the short term.

**Action Step Actual Completion Date**

The date when the action step was actually completed. No default date. Required at completion time. Not editable after save. Must be greater than the Action Step Begin Date.

**Action Step Begin Date**

The date when the action step began. No default date. Required. Not editable after save. Must be equal to or later than the Case Plan Start Date.

**Action Step Review**

A process that the Case Worker performed to analyze and update the current progress and status of an action step defined in the case plan.

**Action Step Review Date**

The date when the action step was actually reviewed. No default date. Required. Editable. Must be greater than the Action Step Begin Date or the most recent Review date for that Action Step and can not be a date greater than the current date.

**Action Step Review Frequency**

The scheduled time period for an action step to be reviewed (weekly, monthly, etc). The frequency set will utilize the Action Step Begin date as the beginning point of the calculation and will generate To Do reminders for the Case Worker.

**Action Step Review History**

A listing of all the dates (see Action Step Review Date) that an action step was reviewed by a Case Worker.

**Action Step Status**

An indicator of the current progress and condition of an action step. When a valid Action Step Completion Date is entered the system will only accept a Status selection of "Achieved" or "Not Achieved". Upon completion of the first Action Step Review the "Active" Status selection will not be accepted.

**Action Step Target Completion Date**

The date determined by the worker to when this action step should be completed. No default date. Required. Editable. Must be greater than or equal to the Action Step Begin Date.

**Activity**

Actions recorded by a worker at an agency that has time associated for tracking worker's hours. These actions can be participant related and non-participant related.

**Activity Contact Type**

Indicates if the activity performed with the participant was in a group environment or on an individual basis with the participant.

**Activity Indicator**

States if the activity performed with the participant was done on-site (at the agency) or off-site (outside of the agency).

**Adjudication**

Means the Juvenile Court has entered an order declaring that a child is neglected, abused, dependent, a minor requiring authoritative intervention, a delinquent minor or an addicted minor.

**Advocacy services**

Means para-professional assistant to youth and families in coping with or resolving personal, family or social institutional problems.

**Agency**

The site that provides a specific program implementation for participants that need the services.

**Agency Arranged Placement**

The number of days the agency arranged a place for the Youth Service CCBYS participant to stay while enrolled in the Youth Service CCBYS program. When Family Generated Placement is not an option then Agency Arranged Placement is used. Agency Arranged Placement must be a licensed setting.

**Agency Manager/Supervisor**

A person at each agency that manages or supervises the staff and the caseloads along with many other tasks needed to provide service to participants.

**Allergy End Date**

The date the participant ceased being allergic to the particular allergy.

**Allergy Start Date**

The date the participant first developed the allergy.

**Allergy Type**

A description of the type of allergy the participant has. Such as airborne, insect bites, etc.

**Assessment**

A defined set of questions and answers used to help someone evaluate a participant.

**Assessment - Closing**

A completed assessment linked to a managed program at the completion of the program enrollment. This assessment is used to document the status of the dynamic risk and protective factors at the end of the program.

**Assessment - Full**

The full assessment focuses on all ten areas/domains that are risk or protective factors for the participant. The full assessment will ask questions in each of the ten domains. All pre-assessment responses are carried forward into the full assessment.

**Assessment Full-Completion Date**

Defaults to current date on successful submit of completed full-assessment. Cannot edit.

**Assessment - Initial**

A completed assessment linked to a managed program at the start of the program enrollment. This assessment is a baseline to help evaluate progress with the structure of the program.

**Assessment - Initial Administered Date**

The date the assessment was initially administered to the participant by a worker. A participant can only have one initial administered date. No default date. Required. Cannot edit after initial save. Must be equal to or greater than the participant date of birth.

**Assessment - Pre**

The pre-assessment focuses on six of the ten sections/domains that have risk and/or protective factors for the participant. The pre-assessment will establish a legal and social history and an overall risk. The questions that are supplied during the pre-assessment will become part of a full assessment.

**Assessment Pre-Completion Date**

Defaults to current date on successful submit of completed pre-assessment. Cannot edit.

**Assessment - Reassessment**

A completed assessment linked to a managed program that is used to evaluate participant changes during the program involvement.

**Assessment Results**

Numeric scores generated by the eCornerstone application based upon the responses to each of the Assessment questions within the ten sections/domains. Each section will have its own set of results generated. The generated scores are then categorized into levels of High, Medium and Low to assist the worker in evaluating the protective and risk factors for a participant. Results can only be generated upon the completion of all the questions for a pre-assessment or a full assessment.

**Assessment Type/Domain**

A unique description to identify what category the assessment questions belong in; such as nutrition, financial, general, YASI, environmental, etc.

**Assignment**

Establishing a relationship, or linkage, between a participant's program enrollment and a case worker. The assigned case worker is responsible for monitoring the progress of the participant within the assigned program.

**Assignment End Date**

The date the assignment ended between a participant's program enrollment and a case worker. Defaults to current date on re-assignment save. Cannot edit.

**Assignment Start Date**

The date the assignment was established between a participant's program enrollment and a case worker. Defaults to current date on assignment save. Cannot edit.

**Attendance Core Services**

Pre-defined services or activities for a given program. These are services the program must provide for the participants being served

*Teen REACH Core Services:*

- Academic Achievement
- Life Skills
- Mentoring
- Non-Core Service
- Parental Involvement
- Sports/Recreation/Arts & Culture

*GEAR UP Core Services:**Student:*

- Academic Enrichment
- College Visits/Student Shadowing
- Computer Assisted Lab
- Counseling/Advising/Academic Planning/Career Counseling
- Cultural Events
- Educational Field Trips
- Family Events
- Job Site Visit/Job Shadowing
- Mentoring
- Summer Programs
- Tutoring/Homework Assistance
- Workshops

*Parent:*

- College Visits
- Counseling/Advising
- Family Events
- Workshop on College Preparation/Financial Aid

**Attendance Date**

The date the Teen REACH participant attended a Teen REACH activity at a given site or agency

**Attendance Presets**

Allows the worker to set a number of minutes to use for each daily attendance in each of the core service areas. These preset minutes will be used automatically for each participant attending the appropriate service if desired.

**Broadcast Message**

Provides a means for the Central Office Administrator to communicate with agencies for various reasons, such as version releases, or procedure changes by displaying the text on the Home Page for the workers at the agencies.

**C & A LANs**

Child and Adolescent Local Area Networks. Local Area Networks (LANs) are voluntary, inclusive and community based bodies with the express purpose of improving the welfare of children. Membership on the LAN reflects a balance of formal systems that operate in a community along with community stakeholders.

**Cable Modem**

A device that allows a computer to connect to a cable television system and connect to a computer network - cable modems work at speeds approaching Ethernet connections - probable wide-spread future way to connect to the Internet

**Case**

The collection of artifacts and rules used on behalf of a participant in a program.

**Case Plan**

The collection on risks, goals, action steps, services, and other data that will help [mitigate life risks for a](#) participant to improve their quality of life.

**Case Plan Agreement**

A summary of the Case Plan which is printed and signed by the case worker and the participant after it is reviewed and both parties agree to the plan.

**Case Management**

Assistance either in the form of access or care coordination in circumstances where the youth needs, competency, capacities, personal conditions or other characteristics which require the provision of services by service providers.

**Category**

A description to identify the type of participant in a specific program; such as pregnant, breastfeeding, infant, mandated, diversion, etc.

**CCBYS (Comprehensive Community-based Youth Services)**

Youth service program, which serves youth age 10 - 17 at risk of involvement in the child welfare or juvenile justice system.

**Clinic**

Any agency granted location that a participant can show up at to work together with workers who provide human services.

**Communities for Youth**

Youth service program which serves youth at risk of delinquency, station adjusted, on probation, or adjudicated delinquent.

**Community Resource**

Local facilities or individuals that can help a participant, but are not under contract to provide service.

**Conceptualization Process**

Summarize information from the participant's case file and the YASI.

1. Process all information gathered from the YASI.
2. Prioritize which domains present the greatest risk for problem behavior
3. Define the major risk factors by clearly defining what contributes to risk
4. Identify protective factors across each domain of the YASI
5. Begin to reflect on motivation...include importance and confidence
6. Reflect on the incentives and any solutions that can be generated to overcome barriers and obstacles to change

**Confidence**

The level of belief or optimism the participant has in their ability to succeed in a goal established in the case plan.

**Confidential Indicator**

An indicator set by the worker when a progress note is entered for the selected participant. Progress notes with a Private indicator are viewable only by the worker that entered the information and their supervisor. When an Agency indicator is used the data is viewable by all workers at the agency. Progress notes are not viewable outside the agency where they are entered.

**Consent**

A contract signed by the participant, or a legal guardian of the participant, to agree that an agency may collect data related to the participant and enter that data into the system.

**Consent Begin Date**

The date the worker indicated in the eCornerstone application that the participant, or a legal guardian of the participant, had signed the consent contract at the agency. Defaults to current date on initial save. Cannot edit.

**Consent End Date**

The date the worker indicated in the eCornerstone application that the participant, or a legal guardian of the participant, had declined the consent agreement after at one time consent had been given to the agency. Defaults to current date on un-consent save. Cannot edit.

**Contracted Agency**

An agency that the state has entered into a relationship with to oversee the provision of service for participants.

**Crisis intervention worker**

Employees of CCBYS youth service providers who provide crisis intervention and family preservation and reunification services to youth and their families and attempt to remediate adolescent misbehavior.

**Cross Reference ID**

An identification number for another program, outside of this system, in which the participant is, or has been a part of.

**Cross Reference System Code**

A description to identify other systems in the agency when used for cross referencing old or existing Ids for a participant.

**DHS**

Means Illinois Department of Human Services and does not include any contractor, grantee, nominee agency or service provider.

**Delinquent**

Means any minor who prior to his/her seventeenth birthday violated or attempted to violate, regardless of where the act occurred, any federal or state law or municipal ordinance.

**Delinquency Prevention**

Youth service program, which provides intake assessment, community outreach, advocacy, counseling, employment, and recreation to delinquent youth

**Demographic**

The documenting of the characteristics of a participant, such as sex, race, ethnicity, address, distribution, and financial statistics

**Dial up**

A computer connection that is brought up and brought down as needed - a simple version is dialing in to a service provider over a modem as a dumb terminal - SLIP and PPP can also be dial-up connections - also known as a switched connection

**Direct Service Activity**

The amount of time contributed by a worker on behalf of the participant

**DNS**

The Domain Name System, which identifies each computer as a network node on the Internet using an Internet protocol, address system to translate from domain names to IP numbers and vice-versa.

**DNS Server**

The computer you use to access the DNS to allow you to contact other computers on the Internet.

**DSL**

Digital Subscriber line. A method of providing connectivity at speeds up to 9Mbps using the existing POTS copper wiring

**E-Cornerstone**

Web based case management and assessment tool.

**E-Cornerstone the Training**

Training specific to e-Cornerstone the web based program.

**Education Status**

Evaluation of the education condition the participant is currently experiencing.

**Enrollment**

The process a worker goes through to get a participant signed up to receive a specific program's services.

**Event Description**

A refinement of a Service or a specific instance of a Service provided on a specified date and time..

**Event Location**

A place within a Site that can be scheduled for a service/event.

**Expulsions**

The number of times a participant was expelled from school within a given Academic Reporting Period.

**External Activity**

Actions recorded by a worker at an agency that has time associated for tracking worker's hours. These actions can be participant related and non-participant related. These actions are performed outside of the agency site.

**Family/Group**

A logical grouping of participants at an Agency.. The Family/Group of participants is unique to each Agency and a participant can be included in multiple groups at multiple Agencies. A participant can only be in one group at a given Agency.

**Family Generated Placement**

The number of days the Youth Service CCBYS participant was provided a place to stay while enrolled in the Youth Service CCBYS program. Family Generated Placement is an agreed upon placement outside of the family home, preferably with friends, relatives or another mutually agreed upon resource.

**GEAR UP**

**G**aining **E**arly **A**wareness and **R**eadiness for **U**ndergraduate **P**rograms

**Goal**

A component of the overall case plan for the participant to achieve in order to mitigate risks and enhance protective factors. The goal should be small, measurable, attainable, realistic and timely.

**Grade Level**

Indicates the education level associated with the entered academic data

**Home Page**

The starting point of entry into the eCornerstone application for the worker. The main focus of this functionality is to provide a mechanism for delivery of system/program broadcast messages and provide

navigation to the typical starting points within the application, in addition to related helpful information for a Worker.

**Homeless Youth**

Means persons found within the State who are under the age of 21, are not in a safe and stable living situation and cannot be reunited with their families.

**Household Income**

The monthly income for the complete household.

**Household Size**

The number of people living in a household.

**IAP(Internet Access Provider)/ISP(Internet Service Provider)**

An organization or commercial enterprise which provides access to the Internet.

**IDPA Recipient Individual Number (RIN)**

Illinois Department Of Public Aid number assigned to the recipient for Medicaid.

**IDPA Medicaid Case Number**

Number assigned by IDPA for Medicaid to identify all the persons involved in one public assistance case

**IEP (Individual Education Plan)**

A written statement for a student that provides a minimum a statement of: the students present levels of educational performance; annual goals and short term instructional objectives; specific education and related services; the extent of participation in the basic special education program; the projected dates of initiation of services; appropriate objective criteria and evaluation procedures; and a schedule for annual determination of short term objectives.

**Importance**

The level of willingness the participant perceives in obtaining an established goal in their case plan. Changes are more likely to occur successfully when the participant feels a discrepancy between what is happening now and what they value in the future.

**Intake**

The steps a worker goes through to get a participant registered into the system and thus known to the Department of Human Services.

**Intake Date**

The date the worker began the intake process on the participant. No default date. Required. Cannot edit after initial save. Must be greater than the participant date of birth and not greater than the current date.

**Internal Activity**

Actions recorded by a worker at an agency that has time associated for tracking worker's hours. These actions can be participant related and non-participant related. These actions are performed at the agency site.

**Internet**

The name given to the collective electronic network of computers and computer networks which are interconnected throughout the world - started with the ARPAnet at the US Dept. of Defense.

**Juvenile Justice Programs**

Youth service program which establishes alternatives to detention, identifies factors that place you at risk of delinquency, and shapes/guides juvenile justice policy decisions

**LAN**

Local Area Network - computer hardware.

**LANS**

Child and Adolescent Local Area Networks. (see C & A LANs)

**Length of Homelessness/Length of Time Away From Home Environment**

The number of days the Homeless Youth participant has been homeless at the time of enrollment into the Homeless Youth program.

**Location/Area**

The description of the geographical area where the participant is receiving services.

**Medication Dosage Type**

Description of the way the dosage is given; oral, injection, etc.

**Medication End Date**

Date the participant stopped taking the medication / dosage.

**Medication Frequency**

Number of times each day the participant should take the prescribed dose

**Medication Measures of Doses/Units**

Milligrams or units of medication prescribed to the participant

**Medication Prescribed Quantity**

Number of tablets or dosage prescribed to the participant

**Medication Prescribed Dosage**

Amount or measurement of the dosage / unit prescribed to the participant

**Medication Time of Day**

Time of day at which the participant should take the medication

**Medication Start Date**

Date the participant began taking the medication / dosage.

**Medication Type**

A description of the type of medication the participant is taking. Such as antihistamine, decongestant, etc.

**Modem**

A device that modulates and demodulates telephone tones to allow for the multiplexing of information on the telephone network.

**Outcome**

The result achieved at the actual ending point where a participant agrees to stop.

**Participant**

A person who is in need of service from state programs.

**Participant Activities**

A series of steps that will help a participant to fulfill a desired service on a care plan.

**Placement**

Getting living arrangements setup for a participant that are not in their intended environment.

**Planned Service**

The service that the participant is willing to work on to reduce their risks and target an outcome.

**Presenting Problem**

The underlying cause and reason for the participant's high risk assessment.

**Primary Physician**

The physician where the participant has their initial contact for medical conditions.

**Program**

A well-defined resource structured for providing assistance to participants in need of help.

**Program Actual Termination Date**

The date the participant was terminated from a specific program.

**Program Enrollment Date**

The date the participant was enrolled in a specific program. Defaults to current date on initial save. Cannot enter. Cannot edit.

**Program Initial Contact Date**

The date the worker had an initial contact with the participant for a specific program. This date never changes once set for a specific program. No default date. Required. Cannot edit after initial save. Must be equal to or greater than the Intake date.

**Program Referral From Date**

The date an agency, family member, or any external entity referred the participant to the program in which they are being enrolled. No default date. Required. Editable. Must be greater than the participant date of birth and not greater than the initial contact date

**Program Scheduled Termination Date**

The date the participant is to end or complete enrollment in a specific program. This date is determined according to specific program rules. No default date. Not Required. Must be equal to or greater than the start/certification date

**Program Start/Certification Date**

The date the participant became certified and was eligible for receiving services in a specific program. For programs which automatically become active on initial save = Defaults to current date on initial save. Cannot enter. Cannot edit. For programs which automatically become pending on initial save = Defaults to empty date on initial save. On an update of pending status record from pending to active = Defaults to current date. Cannot enter. Cannot edit.

**Program Status**

A description to identify the status of a participant in a particular program; such as, active, ineligible, eligible, terminated, wait list etc.

**Program Status Date**

The date the program status became effective. This date only changes when the program status changes. Defaults to current date when status changes. Cannot enter. Cannot edit.

**Progress Notes**

Any participant specific notes that a worker can document on file for reference. The notes can be marked as private to only be seen by the worker or their supervisor. These notes are not viewable outside the originating agency.

**Progress Note Date**

The date the worker developed the progress note on a participant. Defaults to current date but can be changed. Required. Cannot edit after initial save. Must be equal to or greater than the Intake date.

**Protective Factors - Dynamic**

Strengths of the participant that are subject to change. Responses from Assessment questions will determine the level of the dynamic protective factors. A high score signifies a positive rather than negative condition.

**Protective Factors - Static**

Strengths of the participant that do not change. Responses from Assessment questions will determine the level of the static protective factors. A high score signifies a positive rather than negative condition.

**Provider**

A person or series of people that provide service to a participant.

**Provider – External**

An organization outside the current agency that can provide service to a participant.

**Provider – Internal**

A person or series of people within the current agency that can provide service to a participant.

**Readiness for Change**

A component of motivation a participant must experience from thinking about change versus actually taking action to accomplish a goal established in the case plan. There are six stages of change:

1. Pre-contemplation = increase the participant's perceptions of risks and problems with the current behavior
2. Contemplation = increase importance and confidence
3. Preparation = help the participant prepare for change
4. Action = reinforce and assist the participant to continue. Remove obstacles and barriers.
5. Maintenance = assist the participant to prepare for relapse/recurrence.
6. Relapse = renew commitment before client becomes stuck or demoralized.

**Referring Agency**

A known physical location that will refer a participant to another state approved location to receive Human Services.

**Resource Directory - Local**

A grouping of external providers that an agency will consistently use to refer participants for specific services. This grouping is a tailored subset of the statewide resource directory.

**Resource Directory - Statewide**

A listing of providers available to receive a referral of a participant for a specific service.

**Risk Factors - Dynamic**

Problem areas of the participant that are subject to change. Responses from Assessment questions will determine the level of the dynamic risk factors. A high score signifies a negative condition.

**Risk Factors - Static**

Problem areas of the participant that do not change. Responses from Assessment questions will determine the level of the static risk factors. A high score signifies a negative condition.

**Roles**

Groups established for determining what functions a worker can perform within the eCornerstone application. A worker can be assigned to one or multiple roles.

**Scheduled Item**

A defined program related service that can be further clarified as an event within the specified program. Currently Teen REACH is the only program that will define Event Descriptions. A Scheduled Item must contain a Service. An Event Description is optional and only available if defined by the program.

**Scheduled Item Capacity**

Identifies the maximum number of participants that can attend a Scheduled Item. This capacity is set by either the physical size of the Site/Event Location or the number of people helping to facilitate the Scheduled Service/Event.

**Scheduled End Time**

The expected time of day (HH:MM) that a Scheduled Item will end.

**Scheduled Start Time**

The expected time of day (HH:MM) that a Scheduled Item will begin.

**School Name**

The name of the school the agency has established and has recorded academic data for the participant.

**School Year Summary for GEAR UP**

Indicates if the academic data entered is covering the full school year which is required by the GEAR-UP program.

**Secondary Physician(s)**

The physician where the participant has any additional contact for medical conditions after their initial physician.

**Service**

A specific entity that is identified to help reduce a life risk for a participant.

**Service Actual Completion Date**

The date when the service was actually completed. No default date. Required at completion time. Not editable after save. Must be equal to or greater than the Service Begin Date and can not be a date greater than the current date. When a valid Completion Date is entered the system will only accept a Status selection of "Completed" or "Cancelled".

**Service Begin Date**

The date when the service began. No default date. Required, Not editable after save. Must be equal to or later than the Participant Intake date.

**Service Category**

A logical grouping of available services to help simplify the identification of a service.

**Service Referral Date**

The date that a participant was referred to an external provider for a specific service. The date will default to the current date and is not editable after the initial save. Must be equal to or later than the Service Begin date and can not be a date greater than the current date. This date is only required when the Provider is not the current agency. If the Provider is the current agency the date should be read only. Make editable when a Search is performed and the provider is not the same as the current agency.

**Service Status**

An indicator of the current progress and condition of a service. When a valid Completion Date is entered the system will only accept a Status selection of "Completed" or "Cancelled".

**Service Status Date**

An indicator of the date and time that the status of the service changed. This is a display only system generated and maintained date, defaulted to the current date and time.

**Service Target Completion Date**

The date determined by the worker to identify when this service should be completed. This date does not have a default value and is required when a service for a participant is defined, but can be edited. The date must be later than or equal to the Service Begin Date.

**Site**

A physical location or building used/managed by the Agency where program services are provided.

**Sub-Contracted Agency**

An agency that is contracted to provide services to participants by an already contracted agency.

**Support Contact**

A person that a participant will turn to for help and assistance in times of need.

**Suspensions**

The number of times a participant was suspended from school within a given Academic Reporting Period.

**System Cross-reference**

A mechanism that allows users of the system to tie together a participant in the system with an external source that is outside the boundaries of the Human Service system.

**To Do Messages**

The notifications a Worker receives to help them remember important time sensitive events that need to be completed for cases or case plans. The notifications are sorted with the earliest to completed first. The events that can be listed include completion of pre-assessments and full assessments; case plan expiration, follow-up reminders, generic reminders and any other time related notifications related to cases or case plans.

**Teen REACH Core Services**

Teen **R**esponsibility, **E**ducation, **A**chievement, **C**aring and **H**ope Academic Achievement, Life Skills, Mentoring, Parental Involvement and Sports/Recreation/Arts/Culture

**Total Nights of Housing Provided**

The number of days that the agency provided housing for the participant while enrolled in the Youth Service program.

**U.D.I.S. (Unified Delinquency Intervention Services)**

Youth service program which provides intensive, community-based services to divert youth from further involvement in the criminal justice system

**Un-Assigned Participant**

A participant's program enrollment is not assigned or linked to a case worker. The participant is enrolled in a program but no relationship is established between their program and a case worker at the agency.

**Wheel**

Visual representation of the assessment results. The wheel is circle made up of 10 segments representing the 10 domains of the assessment. The computer generated results of the assessments are presented in this graphic format that provides a profile of the static and dynamic risk factors as well as the protective factors.

**Worker**

Any person who has been authorized to use the Human Services system for general system processing.

**Youth**

Means a person under 21 years of age eligible for services as defined by program specific.

**YASI**

Youth Assessment and Screening Instrument

**YSPA**

Youth Service Planning Area.

**Youth Worker**

The more specialized individual who helps participants in need of Youth Services and reports on their progression.

## [1.4 eCornerstone Reference Manual](#)

The eCornerstone Reference Manual includes all the application updates through **Version 2.0** of eCornerstone. The manual is accessed by selecting "Help" from the Navigation Menu.

### [1.4.1 Overview and Purpose of This Manual](#)

The eCornerstone Reference Manual is intended to serve as a guide for individuals who are using the eCornerstone system. The Reference Manual provides workers with a detailed description of the eCornerstone system, its features and functionality, and instructions for using the system to document the services provided to a client. By following the correct procedures documented in this manual, workers can ensure data is properly documented within the system.

In addition to providing instructions for using eCornerstone, this Reference Manual also provides program policy that governs how eCornerstone is used. Within each program chapter of this manual, the "Related Policies" section explains any related program policies pertaining to the current functions.

### [1.4.2 How to Use This Manual](#)

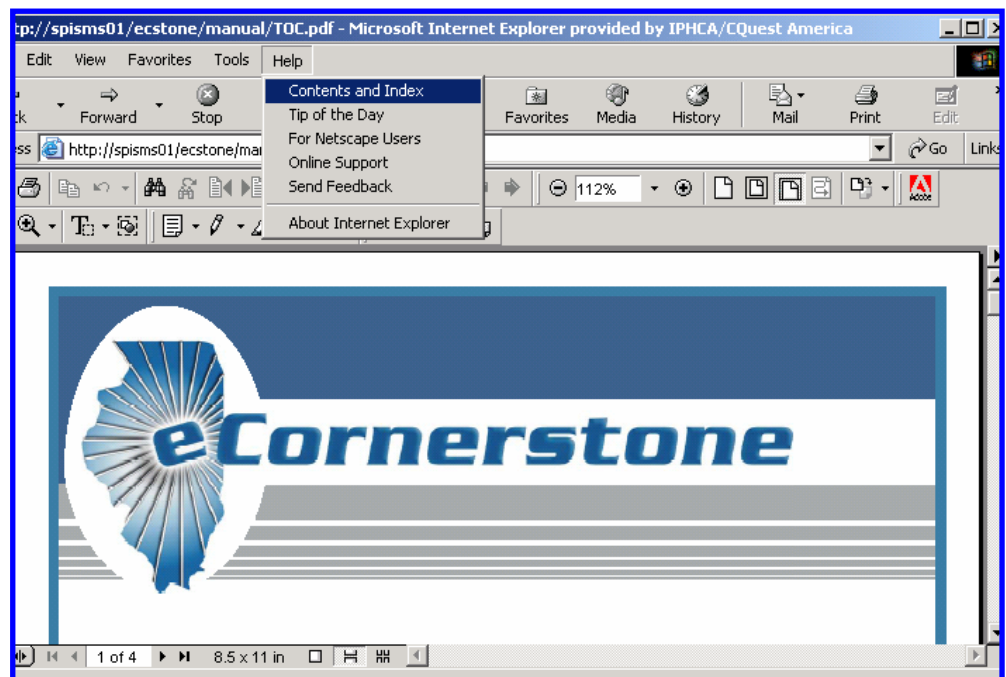
The eCornerstone Reference Manual is a compilation of various documents in portable document format (PDF). PDFs are commonly used on the World Wide Web because these documents can be shared and accessed by most anyone, despite the type of computer or software used. In addition to their universality, PDFs are also popular because the Adobe Acrobat Reader software used to open/view PDF documents is free and available on the web. It is important to note that **Adobe Acrobat Reader 5.0** is needed in order to successfully view any of the PDF files available on this Web site. If you have a lower version of the software, the documents will not display correctly on your screen.

To download the latest version of Adobe Acrobat Reader, visit Adobe's Web site at <http://www.adobe.com/products/acrobat/readstep2.html>.

For information on navigating in a PDF in Adobe Acrobat Reader, chose "Help > Contents and Index" or "Help > Online Support" from the Adobe Acrobat Reader menu, or visit Adobe's Web site at <http://www.adobe.com>.

Any terms or words in red bold text indicate additional information is available in the Reference Manual on this topic.

The eCornerstone Reference Manual will always be updated in conjunction with the deployment of a new version. In addition, periodic updates may also be made to the manual to provide additional information as deemed necessary, to update forms, etc. To ensure the most up-to-date information is being used, workers should not save the manual to their workstation. Instead, the manual should always be accessed via the Internet.



### **1.4.3 Printing from Adobe Acrobat Reader**

Because the eCornerstone system is still evolving, and therefore the eCornerstone Reference Manual is constantly updated to reflect system changes and newly developed 'best practices', workers are highly discouraged from printing sections of the manual. Instead, refer to the electronic manual to ensure the most up-to-date information is being accessed.

However, if you desire a hard copy print-out of any information contained in the eCornerstone Reference Manual, or in any PDF document found in the "Help" section, the information can be printed by selecting "File > Print" from the Adobe Reader menu. If you have problems printing a PDF, try clicking on the "Print as Image" box in the Print pop-up box.