

## Chapter 10: Teen REACH

### 10.1 Overview

Under the Illinois Department of Human Services' Division of Community Health and Prevention, the Teen REACH program offers year-round services to youth ages 6 through 17. Services are offered during the hours that are most difficult for many youth. During these hours after school and during the summer, many children are left alone because their parents or guardians are working outside the home. The Teen REACH program provides the following core services:

- **Academic assistance** – This includes time to do homework, tutoring in basic skills and enrichment programs that encourage creativity.
- **Life skills education** - Helps prevent a range of risky behaviors, such as substance use, criminal involvement, violence and sexual activity.
- **Parental involvement** - Parents and guardians have opportunities to meet with staff to discuss their children's activities and to participate in events that strengthen parent/child bonds and community involvement.
- **Recreation, sports, cultural and artistic activities** - Provide safe outlets for the participants to try new skills, develop new interests and build friendships.
- **Positive adult mentors** - Allows opportunities for participants to develop and maintain positive, sustained relationships with adults through mentoring and other programs that emphasize one-on-one interactions.
- **Non-core service** – An activity or event that does not fall under the previous five services: such as snacks, meals, and transportation to and from a field trip.

## 10.2 Related Policies

- No practice or policy in the eCornerstone User Manual should be assumed to supercede the Teen REACH Community Services Agreement (contract) or the Teen REACH Policy and Procedure Manual.
- Prior to accessing the system, the worker will have completed the web-based eCornerstone training offered by the Community Health Training Center ([www.chtc.org](http://www.chtc.org)).
- A participant's intake and program enrollment must be completed in eCornerstone prior to attendance at any scheduled event.
- Teen REACH agencies are required to enter academic information on every participant enrolled in the program for every grading period (as defined by the local school system).
- Attendance data must be entered into eCornerstone within 24 hours of the scheduled event.
- An enrollment period cannot be longer than 365 days.
- A legal name must be entered into eCornerstone for all Teen REACH participants.
- A participant's "Initial Contact Date" must be the date when the participant was first enrolled in any Teen REACH program. Therefore, this historical date is the date the participant first signed a Teen REACH enrollment form.
- Teen REACH agencies are required to enter demographic information for every participant for Race, Ethnic Status, Language Preference and Level of Education.
- Each Teen REACH agency must have a written policy manual to address local policy issues. This manual must be reviewed annually, and updated each year as necessary. Local policies are not limited to, but should include:
  - What fields, if any, not required to be completed by eCornerstone or the Teen REACH program, will be required to be completed under local policy.
  - If staff are restricted in the physical location where they can access and use eCornerstone (i.e., if staff are allowed to enter data off-site).
  - What address, if any, is entered in eCornerstone for participants with no known address, or for participants who may be homeless.
  - Progress Notes: what should and should not be included in Progress Notes; in what instances should Progress Notes be marked as "private" and in what instances the Progress Notes should be shared within the agency.
  - In what time frame must local staff enter academic data for participants.
  - When to manually terminate a participant.
  - Agency policy for obtaining Informed Consent from families.
  - A process for reporting problems to the Cornerstone Call Center. It is recommended that the eCornerstone Liaison be the designated person to call the Call Center.
  - A process for dissemination of information received from DHS, i.e., application updates, bulletins, other email correspondence and messages.

### **10.3 Instructions**

Instructions for Teen REACH programs are broken down accordingly:

- Section 10.3.1 describes the screens used in **agency administration/initial set up, and service provider set up.**
- Section 10.3.2 describes the screens used in **program planning.**
- Section 10.3.3 describes the screens used for **new participants.**
- Section 10.3.4 describes the screens used for **existing participants.**
- Section 10.3.5 describes the screens used for **academic progress.**
- Section 10.3.6 describes the screens used for **attendance.**
- Section 10.3.7 describes the screens used for **transferring attendance.**

### **10.3.1 Agency Administration/Initial Set Up**

The following are instructions to perform initial set up within a Teen REACH agency. Please refer to the “eCornerstone Teen REACH DRAFT Flow – Agency Administration Initial Set Up/Maintenance (TR 1)” and the “eCornerstone Teen REACH DRAFT Flow – Agency Administration Service Provider Set Up (TR 2)” flow charts in the appendices.

#### **AGENCY INFORMATION/SERVICES**

Users will access the Service Provider Detail page to view/edit specific information pertaining to their agency. Information such as agency address, phone number, and services offered will be viewed/edited from the Service Provider Detail page.

Provider information on this page pertains to the agency as a whole. Therefore, the agency is not to be considered as a school.

*(Please refer to the Agency Information/Services section of the **Administrative** chapter for detailed instructions).*

#### **WORKING HOURS**

To define working hours, access the Define Working Hours page. Complete the page to define agency business hours. Working hours are the normal business hours of the contract agency that receives the DHS grant, and should not reflect Teen REACH programming hours.

*(Please refer to the Working Hours section of the **Administrative** chapter for detailed instructions).*

#### **SITE/EVENT LOCATIONS**

Access the Agency Sites page to add information about the service sites and event locations. Access the Add/Edit Event Location page to enter a general description of where the event will take place.

A site is a physical location or building used/managed by the Agency where enrolled participants receive the five core services year-round. A summer site location would not be considered a site for these purposes.

Event locations are physical locations within a site where activities/events take place (i.e. gym, library, computer room, etc.). If the location for summer events differs from the location during the school year, enter “Summer Location” in the “Event Location” field. If the event is scheduled off site (such as a field trip, etc.), enter “Off Site” in the “Event Location” field. If desired, use the “comments” field to specify the off-site location (zoo, park pool, etc.).

*(Please refer to the Site/Event Locations section of the **Administrative** chapter for detailed instructions).*

#### **PROVIDERS/PROVIDER SERVICES**

Access and complete the Service Provider Detail page to define detailed service provider information. Each agency must enter every individual school Teen REACH participants attend. Do not enter a school district or regional office. Indicate the service provider is a school from which Teen REACH receives academic progress data, by clicking the checkbox in the “School” field.

*(Please refer to the Service Provider Detail section of the **Administrative** chapter for detailed instructions).*

### [10.3.2 Program Planning](#)

The Program Planning module is used to define event descriptions (activities) and to set dates and times for Teen REACH program events. The following are instructions to perform program planning and scheduling within a Teen REACH agency. Please refer to the “eCornerstone Teen REACH DRAFT Flow – Program Planning (TR 3)” flow chart in the appendices.

**NOTE:** Schedules can be edited/updated for up to 30 days after the activity date.

#### **EVENT DESCRIPTIONS**

Access the Event Descriptions page to add an event description for the Teen REACH program. Event descriptions are used agency-wide and are not site specific. Event descriptions must be entered before the event can be scheduled to take place.

*(Please refer to the Event Descriptions section of the **Administrative** chapter for detailed instructions).*

#### **ADD SCHEDULED ITEM**

Access the Scheduled/Service Event page to schedule a Teen REACH service or event and to record detailed information regarding services and/or events.

*(Please refer to the Add Scheduled Item section of the **Administrative** chapter for detailed instructions).*

#### **SEARCH SCHEDULED ITEMS**

Access the Scheduled Items Search page to search for event locations and descriptions within a specific site.

*(Please refer to the Search Scheduled Item section of the **Administrative** chapter for detailed instructions).*

### [10.3.3 New Participant Enrollment and Intake](#)

The following are instructions to add a new participant (a participant not already enrolled in eCornerstone) in the Teen REACH program. Please refer to the “eCornerstone Teen REACH DRAFT Flow – New Participant (TR 4)” flow chart in the appendices.

#### **PARTICIPANT LOOKUP/PREPARING PARTICIPANT FOR INTAKE**

Prior to registration into the eCornerstone system, the Participant Lookup is used to verify the existence of a participant ID number by searching to find a participant who may have previously been enrolled in eCornerstone, or in a Classic Cornerstone program such as WIC, Immunizations, and Early Intervention.

**Use of Participant Lookup reduces duplicate entry of participants. For this reason, the Participant Lookup must be performed before a new participant can be added to the eCornerstone system.**

If a participant is found, select the participant by clicking on his/her name. The participant’s Enrollment History page will be displayed.

*(Please refer to the **Lookup** chapter for detailed instructions).*

If a participant is not found, select the “Add” button to add the participant to the eCornerstone system, and complete the Preparing Participant for Intake page. This page collects basic participant demographic information.

*(Please refer to the Preparing Participant Intake section of the **Lookup** chapter).*

**NOTE:** The “Intake Date” must be the same as or a date earlier than the Initial Contact Date. Please refer to the Program Enrollment portion of this section for information on the Initial Contact Date.

#### **PARTICIPANT INTAKE**

Once the Preparing for Participant Intake page has been completed, access the Participant Intake module to continue recording detailed demographic (name, address, and phone number), family and support contact, and cross reference information.

To complete the Participant Intake process, access the Participant menu, and complete the following pages in the Intake submenu:

- Demographic
- Name
- Address
- Phone
- Consent
- Family/Support (Optional)
- Cross Reference (Optional)

*(Please refer to the Intake section of the **Participant** chapter for detailed instructions.)*

**PROGRAM ENROLLMENT**

The Program Enrollment function is used to enroll the participant in the Teen REACH program. To enroll a participant in a program, access the Add Enrollment – Program Selection page. Select “Teen REACH” for the program and category codes to successfully enroll a Teen REACH participant. When enrolling a participant in Teen REACH, use the participant’s grade level at the time of enrollment. If the participant is being enrolled during the summer school break, use the grade the participant will be in when school resumes.

Participants will automatically terminate 365 days from their enrollment date, and must be re-enrolled in Teen REACH. However, agency staff may re-enroll participants prior to their termination date.

The scheduled termination date is automatically set 365 days from the current enrollment date. eCornerstone considers the current enrollment date as the date the enrollment was entered into the eCornerstone system. The enrollment date can not be changed. Therefore, the scheduled termination date may need to be edited to reflect the actual termination date, which must be 365 days from the date the enrollment paperwork was signed.

*(Please refer to the Enrollment History section of the **Participant** chapter for detailed instructions).*

**NOTE:** The “Initial Contact” date is the historical date on which the participant was first enrolled in the Teen REACH program.

**FAMILY/GROUP RELATIONSHIPS (OPTIONAL)**

The family/group functionality is used as applicable to group program participants who share commonalities. Participants may be grouped at the discretion of each agency.

The Add to a Family/Group page shows that a particular participant is associated with other program participants. Additionally, group relationships can be utilized during participant intake to reduce the amount of time spent entering participant data (such as address, phone number, and family/support contact) for participants that are within a group relationship. If a grouped participant’s address, phone number, and family/support contact information is altered at any time, the system will update the information for all members of the group relationship.

*(Please refer to the Family/Group Relationships section of the **Participant** chapter for detailed instructions.)*

**PROGRESS NOTES (OPTIONAL)**

The Progress Notes page is used as necessary or relevant to document notes regarding the participant. Progress notes should not contain confidential data covered under the Mental Health Code. Notes are not shared outside of the originating agency. If progress notes are marked “Private”, only the author and the author’s supervisor can view them. Progress notes marked “Agency” can be viewed by all qualified staff within the agency. Progress notes cannot be edited or deleted once they are saved.

*(Please refer to the Progress Notes section of the **Participant** chapter for detailed instructions.)*

**ACADEMIC PROGRESS**

The Academic Progress Documentation module is used to document academic data for Teen REACH program participants.

(Please refer to the Academic Progress section of the *Participant* chapter for detailed instructions.)

### **10.3.4 Existing Participants**

Once a participant has been enrolled in Teen REACH, several modules are used to perform various actions and record information for the participant. This section provides an overview of those modules and how they are used.

Please refer to the “eCornerstone DRAFT flow – Existing Participant (TR 5)” flow chart in the appendices.

#### **PARTICIPANT LOOKUP**

- Used to find the participant in the eCornerstone system.

#### **INTAKE**

- Used to update demographic information
- Used to record changes in consent status
- Used to update or add family and support contacts

#### **ENROLLMENT HISTORY**

- Used to view a participant’s enrollment history
- Used to enroll participants in each program under which services are provided
- Used to update a record
- Used to terminate a participant in a program

#### **PROGRESS NOTES**

- Used to add progress notes.

#### **FAMILY/GROUP**

- Used to assign participants whom share commonalities to a group.

#### **ACADEMIC PROGRESS (OPTIONAL)**

- Add Academic Data
- View Academic Data
- Edit Academic Data

### [10.3.5 Academic Progress Documentation](#)

The Academic Progress Documentation module is used to document academic data for Teen REACH program participants. The following are instructions for adding academic data. Please refer to the “eCornerstone Teen REACH DRAFT Flow – Academic Progress (TR 6)” flow chart in the appendices.

**NOTE:** Academic data can be edited for 30 days after entered into eCornerstone.

#### **ACADEMIC PROGRESS**

Access the Academic Summary page to record school information and grades of Teen REACH program participants. Refer to the local policy manual for guidelines on what timeframe staff must enter academic data for participants. The participant’s initial grading period is considered “baseline”, and each subsequent grading period within the same grade level is compared to the previous data set. When the participant advances to the next grade level, the first grading period in the new grade level is considered baseline data.

*(Please refer to the Academic Progress Documentation section of the **Participant** chapter for detailed instructions).*

### [10.3.6 Program Attendance Documentation](#)

The Program Attendance documentation module is used to document program attendance data for Teen REACH program participants. Attendance data must be entered into eCornerstone within 24 hours of the scheduled event. Please refer to the “eCornerstone Teen REACH DRAFT Flow – Attendance (TR 7)” flow chart in the appendices. The following are instructions for recording attendance data.

**NOTE:** Attendance can be edited for 30 days after entered into eCornerstone.

#### **ATTENDANCE**

Access the Select Attendance Related Data page to add program attendance data.

*(Please refer to the Attendance section of the **Administrative** chapter for detailed instructions).*

### [10.3.7 Transferring Participants from one Agency to Another](#)

Teen REACH participants can be transferred between Teen REACH agencies as long as the enrollment at the initial agency was "Consented". If the enrollment was not consented at the initial agency, the new agency will contact their DHS Community Support Services Consultant to arrange for the participant to be terminated at the initial agency. The following are instructions for transferring participants from one agency to another.

#### **PARTICIPANT LOOKUP/PREPARING PARTICIPANT FOR INTAKE**

Participant Lookup is used to verify the existence of a participant ID number by searching to find a participant who may have previously been enrolled in eCornerstone, or in a Classic Cornerstone program such as WIC, Immunizations, and Early Intervention.

**Use of Participant Lookup reduces duplicate entry of participants. For this reason, the Participant Lookup must be performed before a new participant can be added to the eCornerstone system.**

If a participant is found, select the participant by clicking on his/her name. The participant's Enrollment History page will be displayed.

*(Please refer to the **Lookup** chapter for detailed instructions).*

#### **ENROLLMENT HISTORY**

If the participant is not consented at the initial Teen REACH agency, program enrollment information will not be available. The Enrollment History page is used to view a consented participant's program enrollment history. This page provides information as to if the participant was enrolled in the Teen REACH program at another agency, and if they were, it provides the agency name and enrollment date(s). Select the Teen REACH link in the program column. The Program Enrollment page is displayed.

*(Please refer to the Enrollment History section of the **Participant** chapter for detailed instructions).*

#### **PROGRAM ENROLLMENT**

The Program Enrollment page is generally used to assign the participant to the program(s) in which he or she will be participating. For this purpose, the page is used to complete the transfer. Select the "Transfer" button at the bottom of the page.

#### **ENROLLMENT HISTORY**

The Enrollment History page is displayed. The participant's enrollment information is displayed. The participant's program status with the old agency is shown as "Terminated", and is "Active" with the new agency.

*(Please refer to the Enrollment History section of the **Participant** chapter for detailed instructions).*