



# eCornerstone

[www.iphca.org/eCornerstone/implement.htm](http://www.iphca.org/eCornerstone/implement.htm)

## "Incomplete Assessment" on the To Do List

The To Do List function in eCornerstone helps users remember important time-sensitive events that need to be completed, including completion of pre-assessments and full assessments, follow-up reminders, and any other time-related notifications pertinent to the client's case.

When serving a new client, the current procedure flow is as follows:

1. find or add the client to the eCornerstone system
2. enter or update his or her demographic information
3. enroll him or her in a program
4. assign him or her to a case worker
5. perform / enter pre-YASI assessment

Because the client received a pre-YASI, the system generates an "Incomplete Assessment" message for the case worker, indicating that a full YASI assessment needs to be completed within 90 days. The only way to remove the message from the To Do List is to perform the activity. However, this is problematic for some non-mandated Youth Service programs with clients in exceptional circumstances. For example, a client might:

- receive services during an initial crisis intervention, but not follow through with the program and refuse further service, or
- not be eligible for services
- etc.

In these special circumstances, a full assessment cannot be completed because the information cannot be gathered from the client. As a result, the "Incomplete Assessment" message remains indefinitely on the To Do List.

In order to maintain data integrity, users should never enter a 'fake' assessment into the system in an effort to make the message disappear. Instead, users can prevent this situation in future instances by modifying the procedure flow for eCornerstone.

The "trigger" for the generation of To Do List messages is the assignment of the client to a case worker. Therefore, YS staff can avoid generating this message by delaying the assignment of a case worker until the client's program participation is certain (see attached CCBYS Flow Sheet for an example.) Once YS staff are more certain the client is eligible for services and/or will continue in the program after a crisis intervention, the client should be assigned to a case worker. At this time, the "Incomplete Assessment" message will be appropriately generated, and will appear on the worker's To Do List.

As eCornerstone continues to grow and evolve, the issue surrounding problematic To Do messages will be addressed. In the mean time, this slight procedure modification should prevent future messages that are not appropriate for the client's situation.

**PLEASE NOTE:** Important information regarding the eCornerstone system is communicated through emails from [ecornerstonesupport@iphca.org](mailto:ecornerstonesupport@iphca.org), and is posted on the Illinois Primary Health Care Association's eCornerstone Web site at <http://www.iphca.org/eCornerstone/implement.htm>. **As you receive information, please read it carefully, and share it with other eCornerstone users at your site.**