

User Guide to The Source



What is The Source?

The Source is Centerstone's intranet — an internal website made specifically for Centerstone employees.

What are some of the main uses of The Source?

The Source features Centerstone-related news, a staff directory, a list of company policies, commonly used forms, premade letterhead for each Centerstone location, resources for clinicians, information on employee training, and more!

Who do I contact if I have questions about using The Source?

If you have questions, need help, have additions, or have corrections about specific information on The Source, please contact [Zain Syed](#), Web Content Specialist.

Table of contents:

- [Getting started — page 3](#)
- [News — page 5](#)
 - [News Archive — page 5](#)
 - [Submit News — page 5](#)
- [Search — page 6](#)
- [Left Navigation Menu — page 6](#)
 - [Directories — page 6](#)
 - [Staff directory — page 6](#)
 - [Updating information in staff directory — page 6](#)
 - [Facilities directory — page 8](#)
 - [Services directory — page 8](#)
 - [Departments — page 8](#)
 - [Documents — page 8](#)
 - [Agency Plans — page 8](#)
 - [Emergency Procedures — page 9](#)
 - [Forms — page 9](#)
 - [Policies — page 9](#)
 - [At Your Service — page 10](#)
 - [Help Desk — page 10](#)
 - [Idea Hub — page 11](#)
 - [HR Questions — page 11](#)
 - [Holiday and Pay Schedules — page 11](#)
 - [Strategic Plan — page 11](#)
 - [Service Standards — page 11](#)
 - [Resources — page 12](#)
 - [Training — page 12](#)
- [Quicklinks — page 12](#)
 - [Avatar — page 13](#)
 - [Center for Clinical Excellence — page 13](#)
 - [CenterNet — page 13](#)
 - [Email: Enterprise — page 13](#)
 - [Employee Self Service — page 14](#)
 - [GHG New Time Clock — page 14](#)
 - [Help Desk — page 14](#)
 - [Password Reset — page 14](#)
- [Rolling ad — page 14](#)
- [Other notable sections of The Source — page 15](#)
 - [Centerstars — page 15](#)
 - [Centerstone CARES — page 15](#)
- [Accessing The Source remotely — page 15](#)

Getting started

If you are on a Centerstone network, navigate your Internet browser to home.centerstone.org.

If you've never visited The Source before or if you've recently cleared your browser's cookies, you will be taken to a page that asks you which part of Centerstone you work for. This choice will determine the news you see on The Source as well as cater the forms you are able to access on The Source to only those which are relevant to you.

News preference:

- America = America news + all other state news
- Florida = Florida news + America news
- Indiana = Indiana news + America news
- Illinois = Illinois news + America news
- Kentucky = Kentucky news + America news
- Tennessee = Tennessee news + America news

I primarily work for:

- America = America forms + all other state forms
- Florida = Florida forms + America forms
- Indiana = Indiana forms + America forms
- Illinois = Illinois forms + America forms
- Kentucky = Kentucky news + America forms
- Tennessee = Tennessee news + America forms

If you'd like to change these preferences in the future, you can do so by clicking [Edit Your News Preferences](#) beneath the rolling ad on the left side of any page on The Source.

After you make your choice, you will be taken to the main page of The Source. Here, you'll see (1) the news section, (2) a search bar, (3) the left navigation menu, (4) the Quicklinks dropdown menu, and (5) a rolling ad featuring Centerstone related info. The main page will look something like this:

The screenshot shows the main page of 'theSOURCE' with the following elements:

- 1**: The main news section, titled 'NEWS', containing a 'Pinned' article and a 'Most Recent' list of articles.
- 2**: A search bar located at the top left of the page.
- 3**: A left navigation menu with categories: DIRECTORIES (STAFF, FACILITIES, SERVICES), DEPARTMENTS (WHO DOES WHAT), DOCUMENTS (FORMS, POLICIES, PROCEDURES), AT YOUR SERVICE (HELP DESK, IDEA HUB, STRATEGIC PLAN), TRAINING (RELIAS LEARNING AND TRAINING MODULES), and RESOURCES.
- 4**: A 'QUICKLINKS' dropdown menu located at the top right of the page.
- 5**: A 'COMPLIANCE TIP' rolling ad at the bottom left, featuring a target icon and the text: 'Report waste, fraud and abuse anonymously by calling 615-463-6617.'

If you click on The Source logo above the search bar from any page on The Source, you will be taken back to this main page.

News

The main page of The Source features the most recent internal news posts about Centerstone.

Occasionally, you'll see pinned posts at the top of the page. Even as newer posts are published, pinned post will remain at the top of the page because they contain especially important information. **If you see a pinned post, be sure to read it!**

Each post has several parts: a headline, an icon, and a byline.



The headline gives a short summary of what the news post is about. **If you click on the headline, you will be taken to the complete news post.**

The icon gives a quick idea of what the news post is related to. Each post will fit into a predetermined category, all of which are represented by unique graphical icons, including Human Resources, Marketing and Public Relations, posts directly from Centerstone executive leadership, and so on. [Here is a list of our current icons.](#)

The byline tells you which category the post falls under (directly associated with the post's icon), which parts of Centerstone's enterprise the post is applicable to, and the date that the post was published.

In the top right area of the news section, you will see two buttons, News Archive and Submit News.

The [News Archive](#) section has a complete list of all of the posts published on The Source since 2003.

Each year is divided up by months, and each month shows all of the posts published in that month in reverse chronological order.

The [Submit News](#) section will take you to a page which lets you submit a news post to The Source along with details on what to include when submitting your post. You can submit a post by entering your text in the form on this page or by uploading a Word document, or by emailing [Zain Syed](#) directly.

Search

The search function allows you to type your query and find related results.

Left Navigation Menu

The left navigation menu contains links to the most frequently used sections of The Source.

Directories

The Directories section has three subsections. The default subsection is the staff directory. You can change subsections by clicking the name of an unselected subsection in the top right corner of the page.

Staff directory

The staff directory allows you to search for Centerstone employees via several search terms. Enter in as much information as you know about the person you're trying to look up, and the directory will show all possible results for the information that you entered.

Updating information in the staff directory

If you see incorrect or incomplete information about a person's entry on The Source's staff directory, please do the following:

Phone:

America, Illinois, Indiana, and Tennessee staff:

If a person's phone number is out of date or incorrect, they need to login to their [ESS account](#), click Phone on the left menu, click the small green pencil symbol in the upper right side of the page, then enter the corrected information under Business. The Business phone number is the field that the staff directory draws from. **Please add your business phone number and extension in this section to help your peers**

find you when looking up your information in the staff directory. The updated information will appear in the staff directory the next day.

Florida staff:

Contact [Help Desk](#) and ask them to help you correct your listed phone number.

Kentucky staff:

Kentucky staff are not currently in the staff directory on The Source. Once they are, this section will be updated.

Email:

[Contact HR](#) and ask them to help you correct your listed email (*FL staff: submit a Help Desk ticket*).

Photo:

If your entry in the staff directory has a missing or outdated photo, please send a work-appropriate photo of your face to zain.syed@centerstone.org. He can crop the photo as needed if you are unable.

Other changes:

Please ask your supervisor to submit an HR Action with the corrected information to HR. Once HR has made the change, the updated information will appear in the staff directory the next day. If you have questions, you may [contact HR directly](#).

How long does it take for a change to show up in the staff directory?

Most changes will take until the next business day to take effect as that is when the staff directory pulls information from the database with staff information. However, some updates may take longer. Please [contact HR with any questions](#).

[Facilities Directory](#)

The facility directory allows you to search for Centerstone facilities via several search terms, including outpatient clinics, administrative offices, housing locations, etc. This directory shows facilities that are not public such as foster care based locations and residential housing locations, so use discretion when sharing the information listed. Enter in as much information as you know about the location you're trying to look up, and the directory will show all possible results for the information that you entered.

[Services Directory](#)

The services directory allows you to find more information about the services that Centerstone offers to its clients. Either use the search bar or click on the name of a state to find services offered in that state.

[Departments](#)

The Departments section contains information about Centerstone's administrative departments and their duties along with the staff that are a part of those departments, their roles, and their contact information.

Currently, only a few departments are listed, but we would like to see as many departments as possible in this section, so [please send information about your department and its staff](#) to [Zain Syed](#), Web Content Specialist.

[Documents](#)

The Documents section contains all the documents that you need to help you get your work done.

[Agency Plans](#)

Agency Plans contains documents which show action-oriented plans relating to specific projects meant to further Centerstone as a company. These plans have a defined set of goals and include the steps needed to be taken in order to achieve those goals, a timeline, and the people responsible for implementing the identified steps.

[Emergency Procedures](#)

This section details Centerstone's procedures on what to do during specific types of emergencies.

[Forms](#)

The Forms section holds Centerstone's workplace documents for everyday use, all of which are downloadable. The forms are organized by category, then by state name. Use the dropdown box at the top of the page to jump to a specific category directly.

This section also contains premade letterhead for every Centerstone location.

[Policies](#)

America, Indiana, and Tennessee staff:

The Policies section houses all of Centerstone's policies which detail our views and rules regarding various subjects from cultural competency to fraud and abuse to health information management to electronic communication, etc.

The Policies section is divided into 17 categories. You can click on the name of a category at the top of the page to be linked directly to that section.

There is a link to each policy appearing as an icon of a folder in one of three columns to the right of the policy name. The column that the policy sits in indicates whether the policy is relevant in Centerstone America, Indiana, or Tennessee.

The color of the icon indicates whether the policy was newly created in the last three months (if marked in red), if the policy is recently revised in the last three months (if marked in yellow) or if the policy has been in effect and has remain unchanged for more than three months (if marked in black).

Illinois staff:

Illinois policies are not currently on The Source. Centerstone Illinois' policies can be viewed by visiting the [Policy Library section](#) of the [Centerstone Illinois SharePoint website](#).

Kentucky staff:

Kentucky policies are not currently on The Source. Centerstone Kentucky's policies can be viewed by visiting the [Human Resource Procedures section](#) of the [Centerstone Kentucky SharePoint website](#).

Florida staff:

Florida policies are not currently on The Source. Centerstone Florida's policies can be viewed by visiting the [Corporate Plans and Policies section](#) of the [Centerstone Florida SharePoint website](#).

[At Your Service](#)

The At Your Service section of The Source gives you access to frequently-used service-based functions for Centerstone employees.

[Help Desk](#)

Centerstone's Help Desk aids employees with all of their technology requests and troubleshooting needs. Here, you can submit a ticket and request for technology-related assistance. You can also call Help Desk on the phone at 615-463-6516, email help.desk@centerstone.org, or send Help Desk an instant message via Lync.

Idea Hub

The Idea Hub is like a suggestions box and allows employees to submit their ideas on how to improve Centerstone. After you enter your email, you can submit a new idea or view other people's ideas. You can even up-vote or down-vote ideas that you do or don't like!

HR Questions

This link gives you a quick shortcut to email hr.questions@centerstone.org, the Human Resources department's email address. If you have HR-related questions, send them here!

Holiday and Pay Schedules

This link will direct you to a post on The Source that details the holiday and pay schedules for each state in 2018.

Strategic Plan

This link will direct you to a page on The Source that discusses Centerstone's strategic plan, an outline of the organization's vision for the future.

Service Standards

This section outlines Centerstone's Service Standard Initiative, a key part of Centerstone's customer experience portion of our strategic plan. Here, you can read all about our service standards — what they are, what they mean for you and for the organization, how to act on them, and more. If you haven't already, please take the time to read about the Service Standard Initiative and become familiar with Centerstone's view on customer experience — and integral part of living up to our Noble Purpose: delivering care that change's people's lives.

[Resources](#)

The Resources section contains clinical information and workplace information that might be useful for you.

The clinical resources in this section are divided up into nine categories, each with their own icon and related subpages.

There are also two other icons which house the Links subsection and the Archived Resources subsection.

The [Links](#) subsection contains links to many Centerstone-related topics including Centerstone's affiliated organizations, websites with info regarding mental and physical health, etc.

The [Archived Resources](#) subsection contains links to more work-related resources such as wellness resources, community resources, life skills curricula, and publications.

Among other things, the [Publications](#) subsection contains links to useful PowerPoint Templates and archived issues of Reclaiming Lives, Centerstone Tennessee's news magazine.

[Training](#)

The Training sections offers resources for training opportunities related to Centerstone, a training calendar, and training-related information. This section also contains links to Relias Essential Learning, a training tool used by Centerstone Indiana, Illinois, and Tennessee as well as useful information for new employees and for their managers.

Quicklinks

The Quicklinks dropdown menu is located in the upper right corner of every page on The Source.

This menu contains links to useful, frequently-used sites specific to Centerstone employees. If you would like to add a link that is applicable to a majority of employees in at least one Centerstone organization, contact [Zain Syed](#), Web Content Specialist.

Some of the most-used Quicklinks are:

Avatar

- *Avatar Live: Florida*
- *Avatar Live: Indiana*
- *Kentucky: Avatar*

These links provide quick access to the respective electronic health records for each Centerstone state organization.

[Center for Clinical Excellence](#)

The Center for Clinical Excellence (CCE) is a part of Centerstone Research Institute that aims to constantly improve the quality of client care and outcomes.

The CCE page provides a link to the [Idea Hub](#), a place for employees to submit your ideas about improving clinical care at Centerstone, along with other clinical-based resources and information.

CenterNet

- *CenterNet (Indiana)*
- *CenterNet (Tennessee)*

These links provide quick access to the respective electronic health records for each Centerstone state organization.

[Email: Enterprise](#)

This link will take you to Outlook Web Access, a site where you can access your Centerstone email account if you are unable to use your Centerstone Outlook account.

[Employee Self Service](#)

Employee Self Service is a portal in which you can access personal, employment-related information including pay stubs, information about your compensation, job title and job duties, emergency contact info, etc.

[GHG New Time Clock](#)

The GHG New Time Clock is where Centerstone America and Centerstone Tennessee employees can access their timesheet and request time off.

[Help Desk](#)

This is another way of accessing Centerstone's Help Desk rather than through the At Your Service section. Help Desk aids employees with all of their technology requests and troubleshooting needs. Here, you can submit a ticket and request for technology-related assistance. You can also call Help Desk on the phone at 615-463-6516, email help.desk@centerstone.org, or send Help Desk an instant message via Lync.

[Password Reset](#)

This link will take you to a site where you can change or reset your Centerstone password.

Rolling ad

Beneath the left navigation menu is a space for informational graphics related to Centerstone. The image changes every few seconds automatically, but users can move through the ads manually by clicking on the two blue arrows beneath the image.

If you would like to discuss the possibility of having an ad created for your needs, please contact [Zain Syed](#), Web Content Specialist.

Other notable sections of The Source

[Centerstars](#)

Centerstars is Centerstone's employee recognition in Illinois, Indiana and Tennessee. Visit the [Centerstars page](#) for more information.

[Centerstone CARES](#)

Centerstone CARES is Centerstone's employee giving campaign. Visit the [Centerstone CARES section](#) in the Foundation department page for more information.

Accessing The Source remotely

To access The Source from a non-Centerstone network, you need to:

1. Navigate your Internet browser to <https://home.centerstone.org>
2. Login using your Centerstone username and password
3. Choose your preferences as mentioned in the [Getting Started](#) section of this guide.