GUIDE TO DATA POLICY DEVELOPMENT

What goes into our data policy and procedure?

Document the current data collection practices. *(two examples here in green)*

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| Who collects the data? | What data elements are collected? | Process? How is the data collected? Where is it stored? | Why collected? | Who needs to see the data?  How is it retrieved from storage? |
| *Receptionist* | *Name, who they are seeing.*  *If first time, why did they come to the agency* | *Paper sign in, kept in a folder at the front desk or electronic sign in either by the receptionist or by the client* | *To monitor the management of the waiting room or to help determine where to send the person for services* | *Receptionist’s supervisor*  *Collects and reviews the file at end of each week* |
| *Case Manager* | *Comprehensive intake data;*  *placement on a scale* | *In office interview, case manager enters data into a computer data base or uses a paper form and enters the data after the interview* | *To have demographic data to report on the IS report; to have information to develop a care plan*  *Scale data to determine need resulting in baseline based on presenting need* | *Case Manager’s supervisor – runs a report of activity each week*  *Person who assembles the IS report -- runs a report annually for state/national reporting but may run reports more frequently for agency internal use* |
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**Here are a few things to consider:**

WHEN DOES A CLIENT BECOME A CLIENT?

How do you determine when a client becomes a client?

At intake? Once a service is delivered?

Who makes the determination? What data is needed to make the determination?

What data do you collect if they are not a client? If they are a client?

AT THE AGENCY LEVEL, HOW IS DATA COLLECTION AND STORAGE MONITORED?

What is the process for quality control? How often is data entry reviewed? Is it checked for timeliness, completeness, accuracy? What are the management/supervision practices if data is not being entered correctly/completely?

AT THE FAMILY LEVEL, HOW IS PROGRESS TOWARD GOALS DOCUMENTED?

Does the individual/family have long term goals or need immediate assistance?

* Are goals identified at intake?
  + Are they recorded in a client file? Do the goals correspond to a standard NPI?
* If there are no long term goals identified, will the family receive an immediate direct service?

Are services delivered by the agency or by referral to another agency? Or both? how is this recorded and tracked?