



Data Management 101

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WORKSHOP OVERVIEW

- Importance of Data Management
- Types of Participant Data
 - Participant Files
 - Participant Assessments
- Gathering More Complete Data
- Ethics and Confidentiality
- Records Retention

Think About Your Data...

- What data do you collect from participants?
- Why do you collect data?
- What do you do with it once you collect it?

Why should we care about Data Management?

- Answers Questions like...
 - Who do we serve?
 - Are we making a difference?
- Answers Questions asked by...
 - Stakeholders (e.g., funders, partners, community leaders, board members, parents)
 - Potential Stakeholders
- Complete Data = Complete Answers

What do you do with your Data?

- Collect it from participants
- Maintain it in files or databases
- Report it to stakeholders

But do you...

- Update the data that was collected?
 - Re-test participants
 - Re-collect or verify demographics considering that some data change (e.g., address, phone, grade, school)

Types of Participant Data for Files

- **Basic Demographics** - name, address, ethnicity, race, date of birth, gender
- **Additional Demographics** - specific to the population being served, for example, language, grade, school, school ID, disability, number of children in care, highest grade completed
- **Registration Documentation** - permission to participate, emergency contact information, special needs, intake forms, consent forms
- **Assessments** - pre/post tests, scores, surveys, observations, case management notes
- **Attendance** - sign in/out sheets

Completing Participant Files... May take a Personal Touch

- Review Completeness – may require to follow up with participants to address questions or concerns they may have about sharing certain information.
- Review Accuracy – for example random check a handful of participant application forms against entered data
- Common issues
 - Date of Birth
 - Handwriting – can you read it?
 - Missing/Refused Fields
 - Information not available (e.g., school ID)
 - Disability Information

Making it Better

- Make it easy to **Enter** – have forms that match data entry screens to reduce data entry errors
- Make it easy to capture **Changes** – create change of information forms; use mail merge to verify information
- Be **Creative** – may use incentives to get documentation (e.g., field trips, contests)
- Know what you don't Know... Use what you do Know – do internal monitoring

What works?

- What is/was not working for your program?
- What worked to improve it?
- Do you think any of the tips/suggestions discussed today can help you?

Other Types of Participant Data for Files

- Attendance
 - Sign in/out sheets
 - By child or by day
- Participant Assessments
 - Surveys
 - Pre/mid/post tests
 - Logs
 - Observations
 - De-identified data collection forms

Attendance Documentation

- What are the key points to check?
 - Handwriting
 - Dates
- How can you make it simpler for everyone? (e.g., participants, data collector, data entry)
 - Have forms
 - Pre-fill fields if possible
 - Give options for “refusal” of sensitive information (but explain importance and how the data will be used)

So, you administered an Assessment...

- Is it Complete?
- Is it Scored?
- Enter it... Could use a database or a spreadsheet. If the data is not reviewed, you are not using the information

Keeping Participant Files

- Individual Participant Files
- Locked File Cabinets
- Restricted access to Computers and electronic files

Ethics, Confidentiality, and Records Retention

- What governs them...
 - Agency Policies – Do you have any? Are employees aware of it?
 - FERPA (education records)
 - HIPAA (health records)
 - State and/or Federal Laws
 - Chapter 119, FL Statutes provides information on public records in Florida, including policies, definitions, exemptions, general information on records access, inspection, examination and duplication of records.
 - Florida's Government in the Sunshine Law - “All such records will be retained by the Provider for not less than five calendar years after the participant is no longer enrolled.” Or, “not less than five years beyond the last date that all applicable terms of this contract have been complied with and final payment has been received and appropriate audits have been submitted and accepted...”

Ethics and Confidentiality should be considered...

- When collecting data –
 - Explain why are you collecting the data
 - Have data collectors sign pledge of confidentiality
 - Notify participants if the data will be shared
- When storing data – who has access?
- When reporting/sharing data – if possible report as aggregate rather than detailed or at the individual-level

Record Retention Applies to...

- Participant Files
- Participant Assessments
- Attendance Records
- Also...
 - HR/Personnel Files
 - Time Sheets
 - Financial/Accounting records
 - Activity Logs
 - Training Modules
 - Policy and Procedures

Resources...

- The Children's Trust website - www.thechildrenstrust.org
 - Client Information Forms
 - Core Contract
 - Data Security policy sample
- Privacy Rights Clearinghouse - www.privacyrights.org
- Federal Trade Commission - <https://www.ftc.gov/tips-advice/business-center/privacy-and-security/data-security>
- Family Educational Rights and Privacy Act (FERPA) - <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>