

<b>POLICY # 121</b>	<b>SUBJECT: Data Quality</b>
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<b>Approved By: Josette Manning, Cabinet Secretary</b>	

## **DELAWARE CHILDREN’S DEPARTMENT POLICY**

### **I. PURPOSE**

The purpose of this policy is to ensure that the data entered into our enterprise system, FOCUS, meets appropriate standards for accuracy, timeliness, and completeness. Updated information is crucial to maintaining client safety.

FOCUS is the primary repository for all client treatment data for the purposes of case planning, case management, service provision, payment and client eligibility data for all divisions within the department. FOCUS facilitates the collection of data needed for federal reimbursement for eligible services and accurate client information is essential to support this function. FOCUS also interfaces with other state systems, and is used for the tracking and reporting on all client and provider-specific activities, and therefore needs to contain data that is current and accurate.

### **II. POLICY**

Department employees shall maintain client and provider records with accuracy, timeliness, completeness, and in compliance with all federal and state requirements.

### **III. PROCEDURES**

- A. DSCYF staff will verify the identity of all clients as soon as possible. If the client is already in the system with a PID, the worker will verify the accuracy and completeness of the demographic data entered in the system and edit or replace the demographic data with updated information.
- B. If the client is not already in the system with a PID, the worker will create a new person and complete all available demographic and other information required at intake.
- C. It is the responsibility of all workers to enter accurate and timely data into the system whenever they become aware of a material change in the client’s address or other demographic data.
- D. Client case planning, service provision, legal action (court orders, etc.), client assessment data, and client fiscal and eligibility data will all be entered immediately upon generation or collection of such data unless there is a significant legal, physical, or temporal barrier that prevents the worker from entering such data.
- E. If there is a barrier to immediate entry of data, it shall be entered within the timeframe set forth by division policy, not to exceed 10 business days.
- F. This policy shall be incorporated into all divisional and facilities training, and adherence to the policy shall be included in employee performance plans according to the employee’s job description.

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#### **IV. RESPONSIBILITY FOR THIS POLICY**

The Quality Improvement Unit within the Office of Case Management is responsible for guidance and enforcement of this policy.