Data Collection CINS/FINS

## Purpose: The intent of this policy is to ensure compliance with Florida Network data collection and reporting requirements in a timely and accurate manner for CINS/FINS programs, other funding sources, and accreditation. CDS provide a continuum of services including, but not limited to:

* + - * Initial Screening and Referral
      * Assessments
      * Community Counseling Services (including statewide SNAP)
      * Temporary Shelter (including Respite services)
      * Staff secure
      * Follow ups (30/60 day)

**Policy:** CDS staff will gather information about youth and families served by Interface Youth Program (from intake forms, service provision tallies, referral sheets, contact sheets, intake and service summary forms) which may be used to evaluate the program, to plan for new and/or revised programming, to justify funding requests, and to provide information to interested community members. This data shall document clients and services provided and shall be entered electronically by the staff into Florida Network Information System (NetMIS) within three (3) business days of services commencing.

**Procedure and/or Process:**

For the purposes of data collection within NetMIS, there are multiple areas that staff can enter and collect information, including, but not limited to: Outreach, Youth Screenings, and Cases. Data must be entered into NetMIS as required by contractual standards or as required for reporting to the Florida Network, DJJ, or other entities.

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| **Data Collection Tools** | **Reporting Format** | **Time Table** |
| NetMIS | Youth Information | Initiated at screening and completed by intake and discharge |
| NetMIS | Youth Case (includes intake and discharge) | As cases are opened/closed |
| NetMIS | Youth Screening | As screenings are completed |
| NetMIS | Demographics | During case |
| NetMIS | NIRVANA | To be completed within the timeframes identified in 3.03 |
| NetMIS | Services Provided in the identified tab in NetMIS associated with the program type. | If needed for program documentation/deliverables |
| Client Satisfaction | Satisfaction Form | Upon exit |
| Client Follow-up | Follow-up Survey Form | 30 and 60 days after exit |
| AD Hoc Surveys | As needed | As needed |

**\*All data entry is completed within 3 business days of obtaining the information.**

Information is collected and compiled monthly from the above-mentioned forms; quarterly and yearly reports are compiled from current data. Data collection is monitored by designated staff who solicits assistance of other staff as needed. Compiled program data and other data (state and regional) are located in a shared drive folder on the server and are available to staff for reference ­on request of community members and/or as staff interest arises.

It is important to note that NetMIS does not encompass all aspects of the intake process and is not intended to replace a sound, professional, clinical intake process. Reviews and updates are recommended as part of the information recording process to ensure data quality and accurate compensation for the different program deliverables. This also ensures that insight and information gained throughout the course of working with the youth are reflected in the data record. If changes are appropriate, the NetMIS users can contact their supervisor, when appropriate, to delete incorrect information or make modifications to the data.

Staff Responsibility

The data collectors coordinate the collection process **-**soliciting assistance, monitoring collection efforts, and preparing reports monthly, quarterly, and annually. All staff records all participant-related information on the service provision tally, intake forms, referral sheets, progress notes and contact sheets. Incomplete files and sheets will be rerouted to responsible staff for completion.

Federal confidentiality regulations require that each client receiving service be made aware of the data collection process. It must be documented for each client that they have been told:

1. That client-specific data is being collected;

2. The purposes for which the data is being gathered; and

3. The method for protecting the client’s identity.

The standard way to document client awareness is by asking each client, as part of the intake process, to sign an “informed consent” form.

**Performance Measures**

Various performance measures apply to the grant that CDS must maintain and report to the Florida Network of Youth and Family Services (FNYFS) that then summarizes the information on a monthly basis. The key performance measurements are:

* Care Days (Bed Nights) – entered into NetMIS (the database used by FNYFS) and must be updated within 72 hours. Date and time must be entered for intake/disposition (done by designated data entry staff). Youth receives a FL # that signifies they are entered.
* Number of non-residential youth served 30/60 day follow-ups – required to follow-up in the window of 20-40 days and 50-70 days respectively (10 days on either side of 30/60 days) with the youth.

The FNYFS performance report is reviewed monthly by data entry staff in each region, regional directors, residential supervisors, QAD, COO, and CEO.

Any reoccurring issues noted at the shelters are also examined at the monthly risk assessment meetings and management will update staff on proper procedures to avoid any ongoing problems.

Internal **–** The Data Systems Department generates reports that show how CDS is performing on key contract requirements such as number of days of care and number of non-residential intakes completed. These reports are reviewed monthly by the CINS/FINS program managers as well as reports of participants admitted and discharged, unusual incidents, and participant responses to satisfaction questionnaires (semi-annual for the satisfaction questionnaires).

**CINS/FINS – invoice for payment**

The invoice is a fixed rate invoice and the Data Analyst (DA) performs a secondary review (not required) of CINS/FINS data. Actual units earned for the prior month are invoiced monthly. Any poor performance measures noted on the FL Network monthly summaries may affect future invoices and payments. In order for a youth to be considered for invoicing under any programmatic services, they must have an intake conducted and entered into NetMIS. CDS staff must be able to demonstrate a monthly reconciliation process that is designed to verify the accuracy of services provided throughout the month and billed for during the reporting period.

DA does, however, perform activities designed to ensure accuracy of program data and compliance with contractual requirements as follows:

* Checks for outliers in NetMIS data such as lengths of stay over 30 days.
* Checks NetMIS for missing participant information such as missing social security number as well as missing episode of care information like missing assessments, discharge dates, psychosocial, and screenings.
* Checks for location errors such as a location not matching the selected program.
* A staff vacancy report from the Data Systems Manager (vacancies greater than 60 days because FNYFS is funding a certain number of positions); are included on the invoice.
* DA follows the Invoice Checklist for any annually required deliverables and submits these with invoice as they come due.
* For shelter services: if a youth is switching program types due to meeting allowable days for services under one program type, the first case must be discharged from services and the new case is opened in another program the following day in order to prevent an overlap in billing.

**Monthly Report:** A statewide End-of-Month (EOM) report shall be generated by the Network Office once each month for the preceding month once all provider invoices have been submitted and reconciled.