



2800 DATA MANAGEMENT	
Chapter: Quality Assurance	Section: Records and Data
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 11-26 Effective Date: November 2011 Scheduled Review Date:
Related Statute(s): RSA 169-B , RSA 169-C , RSA 169-D , and RSA 170-G Related Admin Rule(s): Related Federal Regulation(s): HIPAA, Title 42 US Code 5101 , and Title 45 US Code 205.50	Approved:  Maggie Bishop, DCYF Director
Related Form(s): Bridges' Screen(s) and Attachment(s):	

The Division for Children Youth and Families (DCYF) believes that data is vital to the Agency's successful operation and continuous quality improvement process and must be carefully managed.

Purpose

The purpose of this data policy is to ensure that all DCYF data is managed as institutional assets for fulfilling DCYF's Practice Model and mission of serving children, youth and families through quality services. To accomplish this, the following policy will guide the actions that each staff member will follow when working with data.

Definitions

"Data" means a collection of facts produced in reports from which conclusions may be drawn.

"Data Surveys" means an organized effort to collect information.

"External" means any agency or an individual that is not employed by DCYF.

"Hand count" means an informal, manually collected data.

"HIPAA" means the Health Insurance Portability and Accountability Act of 1996.

"Limitations of Data" mean inherent weaknesses that might affect the conclusions presented by data.

"Raw Data" means collected information that has not been edited for errors, or tested for internal consistency or consistency with other data.

"Use of Data" means use of information to develop a chart or a graph, for example, to better understand what is happening with clients, services, expenditures and outcomes at a point in time or over a period of time.

Policy

- I. DCYF recognizes that high quality data is a powerful tool for informing and educating staff and stakeholders about the major responsibilities and functions of the Division and for making management and supervisory decisions.

- II. Data is actively managed by the Data Managers Group, which is lead by the Bureau of Organizational Learning and Quality Improvement (BOLQI), in partnership with the Bureau of Information Systems (BIS), and is made up of staff from both Child Protection and Juvenile Justice Services. The purpose of this group is to determine the optimal ways to manage and respond in a timely manner to data requests from both internal and external stakeholders, insure data quality, and resolve any issues related to data.
- III. DCYF administration is committed to supporting and engaging in internal research relevant to its programs, as well as research conducted by outside professionals.
- IV. High quality data depends on:
 - A. Effective training for staff in Bridges data entry,
 - B. Consistency in use of terms,
 - C. Timely and accurate data entry,
 - D. Clear and explicit citation of data sources, and
 - E. Recognition of data limits.
- V. DCYF strives to provide the highest quality reports possible. To produce a high quality report the report must include:
 - A. The source(s) of the data,
 - B. The date data was collected (point in time) or the range of dates for which the data was collected (i.e. SFY 2009, CY 2008, 05/01/2009–07/01/2009),
 - C. The date when the data was run,
 - D. The definitions of terms used in the report,
 - E. The limitations of the data,
- VI. All DCYF data containing identifying information is confidential and can not be released unless specifically permitted under the following Federal and State Laws and State Policies:
 - A. Title 45—Public Welfare (of the Social Security Act) Chapter II, Part 205, Sec. 205.50 Safeguarding information for financial assistance programs,
 - B. Child Abuse Prevention and Treatment Act as amended (42 U.S.C. 5101 et seq),
 - C. Health Insurance Portability and Accountability Act of 1996 as amended,
 - D. Code of Ethical Conduct PD 03-04 as amended,
 - E. DHHS Bureau of Human Resources Management Protection of Confidential Information as amended.
 - F. RSA 170-G:8-a, and

- G. RSA 170-G:4.VIII.
- VII. Non-Identifying confidential data may be used for:
 - A. Administration and management of federal and state programs;
 - B. DCYF internal reports (reports shared only with employees of the Division.)
 - C. Research projects; and
 - D. Questionnaires or surveys.

Procedures for Reports and Data Requests:

- I. Internal requests for reports and data are sent on a data request form to the Systems Analyst in the Bureau of Information Systems (BIS). Existing reports and data will be reviewed to determine if they can meet the request for a report or data. If this is not possible, the Systems Analyst in BIS will determine if the report can be produced or, if necessary, the request will be sent to the Data Managers Group who will determine if:
 - A. There are sufficient resources, and
 - B. Based upon priorities, whether to produce the report.
- II. External requests for reports and data from other local, state or federal public or private agencies are sent to the Senior Management Analyst in BOLQI who will decide if data or a report can be produced or, if necessary, the request will be sent to the Data Managers Group who will determine if there are sufficient resources, and if it is a high enough priority, to produce the report. When possible, the actual questionnaire, survey, data requests, etc. should be sent to the Senior Management Analyst along with the name of the person and agency or individual making the request and the date the data is due to the requestor.
- III. All requests for developing and conducting data surveys are sent to the Senior Management Analyst in the BOLQI for approval and tracking.
- IV. The timeframe for completion of the data request is typically 30-60 days unless data already exists and is readily available.

Confidentiality of Data

- I. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibits the disclosure of individually identifiable health information. Any contemplated disclosure of data (to an outside individual or agency) that contains individually identifiable health information should be reviewed by DCYF's legal counsel or the Department's HIPAA Compliance Officer to insure compliance with the provisions of HIPAA's privacy and security rules.
- II. When producing reports, any known limitations of the data must be identified that might affect the interpretation, use or conclusions derived from the data.
- III. Hand counts should not be distributed to external agencies unless approved by the Director, BOLQI Administrator or designee.
- IV. Any data broken down by District Office should not be distributed to external agencies or to the public unless approved by the Director, BOLQI Administrator or designee.

- V. No Child Protective or Juvenile Justice Services staffs shall release any data directly to external agencies or the public unless approved by the Director, BOLQI Administrator or designee.
- VI. Raw data may not be released to outside agencies or the public.
- VII. All proposals for internal research as well as research conducted by outside professionals including the method for dissemination or research findings should be forwarded for approval to the Director, BOLQI Administrator or designee.
- VIII. The privacy of DCYF's clients will be maintained during all research.
- IX. Contact the [Center for Professional Excellence](#) if there are training needs regarding the use and interpretation of data.