Data Sharing – Things to DO and Things to NOT DO

THINGS TO DO:

1) Have a Release of Information for clients to sign that explains that their data will be shared or use "informed consent" (i.e. poster explaining about data sharing). Signed ROI is preferable.

2) Allow clients to opt out of sharing – this is usually a line in the ROI stating that clients can opt out with written notice.

3) Do your best to collect ***accurate*** and ***complete*** data. If you're going to share, share good information!

4) Ask your fellow providers if you see inaccurate information in ServicePoint – don't just overwrite the information without checking (especially if it's vastly different!).

5) Search for clients in ServicePoint with a minimal amount of information – less is more when you search (i.e. if the client is Jimmy Smitherson, try searching for Jim Smith and see what you get).

6) Share client ID numbers when you refer a client to another agency. This will help the other agency locate the right record and avoid duplication!

7) If you know a client is coming to you from an agency you share data with, and you are not able to find that client in ServicePoint, contact the original agency – they may need to manually turn on sharing (or you/they may have misspelled the client's name).

8) Report duplicates to your HMIS lead – duplicate client records can be merged!

THINGS NOT TO DO:

1) Overwrite data that is vastly different (i.e. date of birth, race, ethnicity, etc). If the previous answer was "refused/don't know", but the client is providing YOU with the information, this is the exception.
   >> Instead – try contacting the other provider…maybe you have the wrong client record!

2) Create multiple households for the same group of people.
   >> If household composition has changed (i.e. someone has left, someone has joined), update the existing household.