Don't Let the Tail Wag the Dog

How one hospital-based domestic violence program in Massachusetts has taken control of its data management and reporting needs

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Educational Objectives

- Describe the data management and reporting challenges that Boston Medical Center's DV Program faced.

- Demonstrate the features and flexibility of *EmpowerDB* that have empowered the DVP to overcome these challenges.

BMC Domestic Violence Program provides:

- Training and education
- Policy/Protocol development support
- Consultation and technical assistance
- Connection to community resources
- Intranet website for BMC staff/providers
- **Direct Advocacy services for BMC patients, employees, community members**

Current funding source breakdown

Total 3.0 FTE for Direct Advocacy Services

Source	FTE
Office for Victims of Crime / VOCA	1.175
Office on Violence Against Women / VAWA STOP	0.8
Donor Support and Program Fundraising	0.6
BMC Operating Budget	0.425
Total	**3.0**

Problems with collecting data for multiple stakeholders

The following problem areas will be addressed:

- Funders Ask Same Questions, Give Different Criteria
- Data Completion
- Separating Clients by Funder
- Previewing Data Before Running Final Report
- Database Development Costs

Same Questions, Different Criteria

Problem:

- Funders all ask basically the same questions, but don't ask them in the same way.
- Examples: Race, Ethnicity, Age Groups, Services Provided, Consultations Provided, Trainings Provided
- Internal needs differ from funder needs

Solution:

- For each data point, create a master list that meets the needs of all parties
- Program database to understand how each option on the master list translates to each funder report

Forming a Master List: Client Referred From

Funder A	Funder B	Internal Needs
Self/Family/Friend	Hospital	BMC: Ambulatory
Non-VOCA Staff Within Agency	Police	BMC: ER
Police	Government Agency	BMC: In-patient
Court Personnel	Community Organization	BMC: Social Work
Legal Services	Friend	BMC: Physician
Shelter/Safe Home	Family	Local DV Agency ABC
Social Services	Court/Law Office	Local DV Agency DEF
Mental Health Agency	Other	Local DV Agency GHI
Other Victim Service Agency	Unknown	
Community Organizations		
Other (specify)		
Unknown		

Forming a Master List: Client Referred From

Master List
BMC: Ambulatory
BMC: ER
BMC: In-patient
BMC: Social Work
BMC: Physician
Local DV Agency ABC
Local DV Agency DEF
Local DV Agency GHI
Friend
Family
Police
Court
Law Office/Legal Services

Forming a Master List: Client Referred From

Master List	Converts to 'Funder A' As
BMC: Ambulatory	Non-VOCA Staff Within Agency
BMC: ER	Non-VOCA Staff Within Agency
BMC: In-patient	Non-VOCA Staff Within Agency
BMC: Social Work	Non-VOCA Staff Within Agency
BMC: Physician	Non-VOCA Staff Within Agency
Local DV Agency ABC	Other Victim Service Agencies
Local DV Agency DEF	Other Victim Service Agencies
Local DV Agency GHI	Other Victim Service Agencies
Friend	Self/Family/Friend
Family	Self/Family/Friend
Police	Police
Court	Court Personnel
Law Office/Legal Services	Legal Services

Forming a Master List: Client Referred From

Master List	Converts to 'Funder B' As
BMC: Ambulatory	Hospital
BMC: ER	Hospital
BMC: In-patient	Hospital
BMC: Social Work	Hospital
BMC: Physician	Hospital
Local DV Agency ABC	Community Organizations
Local DV Agency DEF	Community Organizations
Local DV Agency GHI	Community Organizations
Friend	Friend
Family	Family
Police	Police
Court	Court/Law Office
Law Office/Legal Services	Court/Law Office

Data Completion

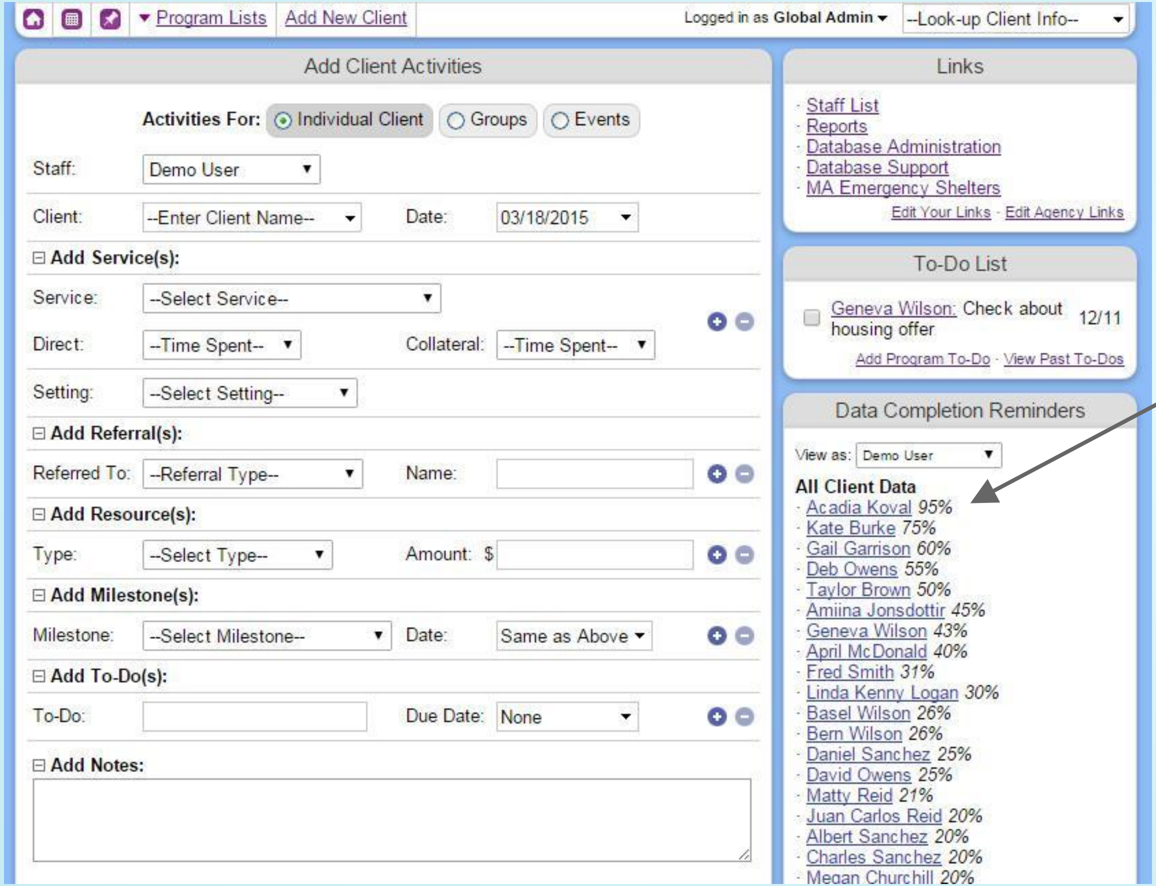
Problem:

- Last minute scrambling to collect data for reports
- Potentially inaccurate numbers submitted in order to meet deadline
- Staff angst

Solution:

- Collect all data ahead of time
- Leverage database to issue reminders to staff
- Allow supervisors to easily view staff data completion progress
- Staff can enter the important data right away, then come back to other data later

Homepage Data Completion Reminders

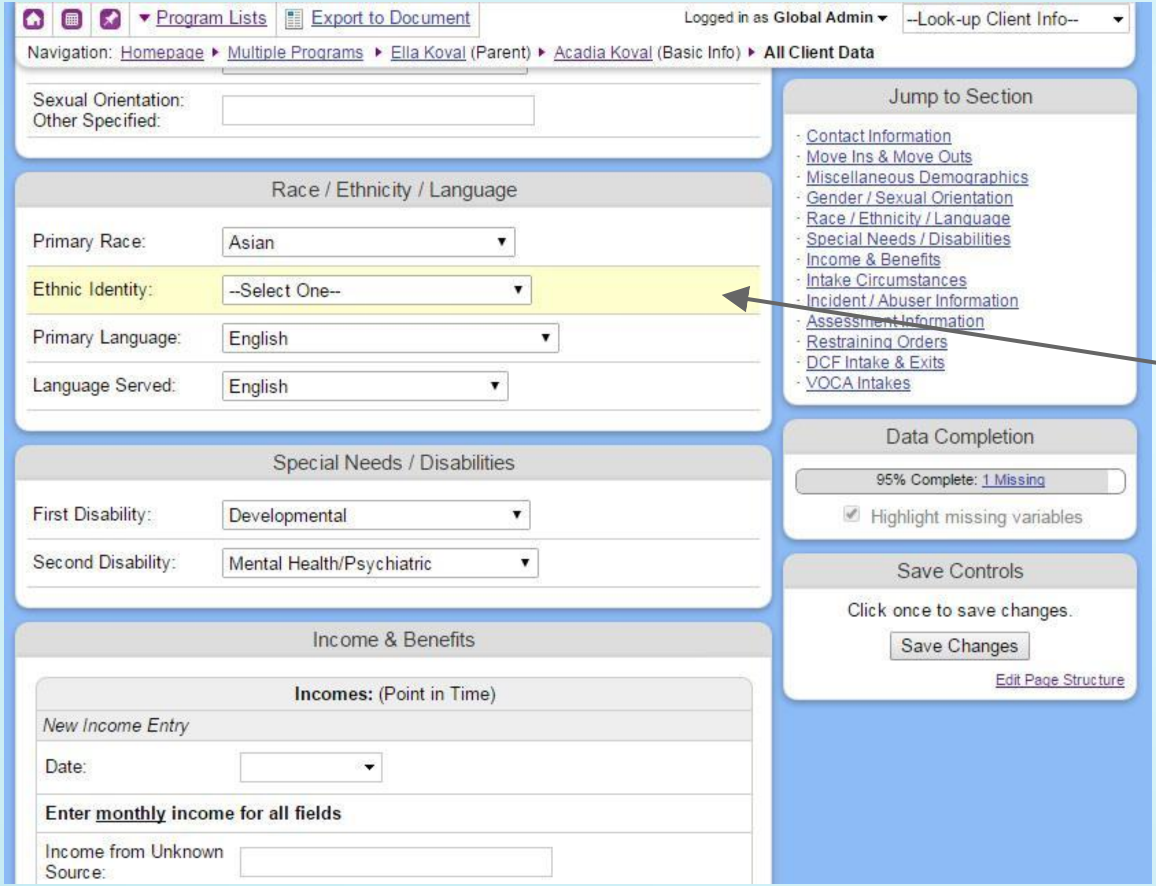


Any of a user's active clients, who do not have 100% of their required information filled in, will appear on the Data Completion Reminder.

Clicking on client name opens data entry page with all missing fields highlighted

Once client reaches 100% completion, name is taken off reminder list.

Data Entry Page



Missing information highlighted

Organization can choose which questions are required, and set other questions to show up, or be required, only when certain questions are answered in a certain way.

Separating Clients by Funder

Problem:

- Distributing clients across funders based on FTEs gets complicated
- Inevitably leads to strange fractions of people and totals that don't add up to 100%

Solution:

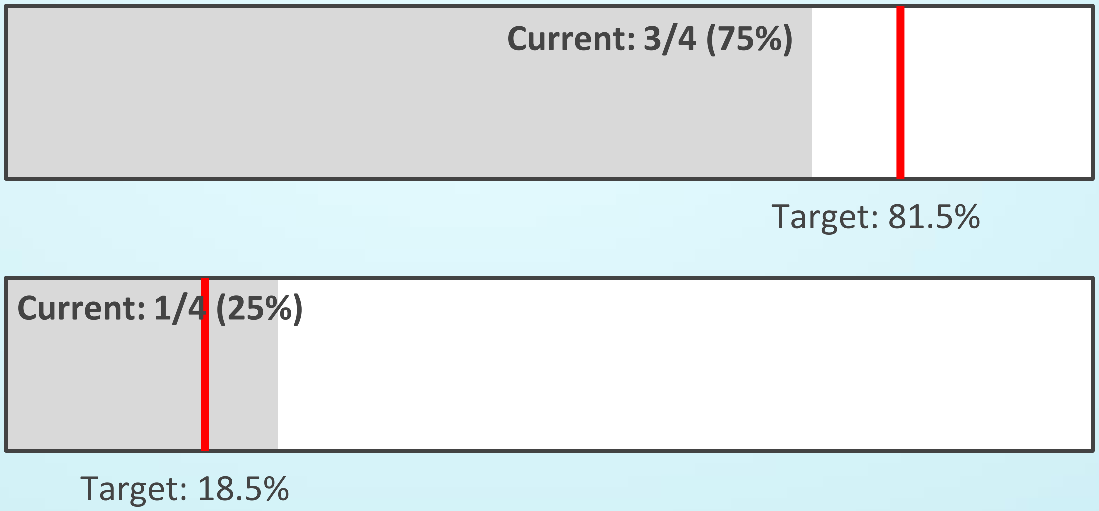
- Program into database the rules for how clients should be distributed
- Assign clients to funders when added to system, not when running report
- Give staff the ability to see up-to-date client distribution and override database's decision if needed
- Can change distribution rules in system if needed

Separating Clients by Funder

- The ‘Add New Client’ page looks up current distribution of clients across funders
- Current and target distribution levels are shown (diagram below)
- Database makes decision about which funder should be assigned to get percentages closer to target
- User is informed of decision and has opportunity to override

Funder A Distribution:

Funder B Distribution:



<u>Client Should be Added to “Funder A”</u>

Previewing Data Before Running Final Report

Problem:

- Any database’s out-of-the-box query tools won’t be sufficient when taking into account a funder’s complicated rules and conversions
- Custom built reporting pages don’t allow for admin staff to review information before it gets turned into funder defined format

Solution:

- Build a custom report with data preview page
- Preview screen can verify all data has been entered, show entries that could pose potential problems, or suggest un-assigned clients that meet the funder’s criteria be added to report

Data Preview Page

Program Lists

Logged in as **Global Admin**

--Look-up Client Info--

Navigation: Homepage ▸ Reports ▸ VOCA Statistical Report ▸ **1st Quarter, 2014**

VOCA Statistical Report - 1st Quarter, 2014

4 New Clients

The following Clients have VOCA Point in Time entries created for them during the selected quarter and will be reported as new.

Client Name	Completion	PV/SO	Face to Face / Phone	Services Provided	Referred To
Jennifer Prejektorinski	100%	PV	Phone	Personal Advocacy	
John Michales	100%	PV	Face to Face	Counseling Group Treatment/Support	Community Organizations
Layla Vega	87%	PV	Face to Face	Personal Advocacy	
Othena Omather	100%	PV	Face to Face	Counseling	

2 Ongoing Clients

Full Name	PV/SO	Face to Face / Phone	Services Provided	Referred To
Amanda Sanchez	SO	Face to Face	Information and Referral (in-person) Personal Advocacy Emergency Financial Assistance	Legal Services
Linda Tedd	SO	Face to Face	Group Treatment/Support	

7 Not Included in Report

The following Clients were served by VOCA funded staff, but do not have VOCA intakes associated with them. If they should be included in this quarter's report, you must create a VOCA intake for them.

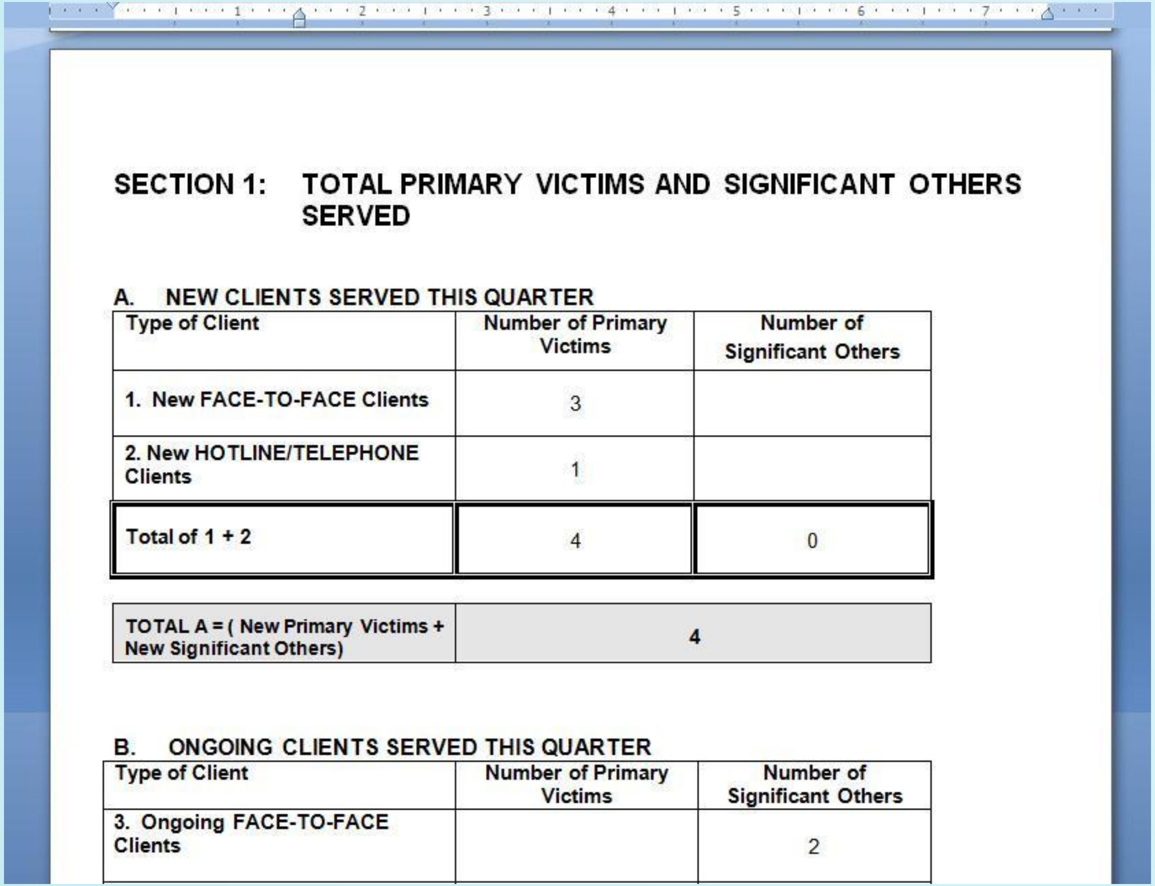
Client/Child	Date Initial Contact
Acadia Koval	May 6th, 2014
Deb Owens	Dec 1st, 2011
Ella Koval	Mar 3rd, 2011

Clients with missing information must be at 100% in order for final report to be generated

Crucial bits of information shown to give administrator chance to notice glaring mistakes

Clients that qualify for the grant but were not assigned to this funder (potentially by staff error) have an opportunity to be added before continuing.

Final Generated Report



SECTION 1: TOTAL PRIMARY VICTIMS AND SIGNIFICANT OTHERS SERVED

A. NEW CLIENTS SERVED THIS QUARTER

Type of Client	Number of Primary Victims	Number of Significant Others
1. New FACE-TO-FACE Clients	3	
2. New HOTLINE/TELEPHONE Clients	1	
Total of 1 + 2	4	0

TOTAL A = (New Primary Victims + New Significant Others)	4

B. ONGOING CLIENTS SERVED THIS QUARTER

Type of Client	Number of Primary Victims	Number of Significant Others
3. Ongoing FACE-TO-FACE Clients		2

Final .docx, .xlsx, or .pdf file generated with all numbers automatically filled in.

Submitting Data to Parent Organizations

Same principles as described for distributing data to funders can be used to submit data to parent organizations:

- DV program and parent organization come to an agreement on data to be submitted
- Variable's master lists are expanded to include parent organization's criteria (where needed)
- Data completion reminders prompt staff to fill in information ahead of time
- A custom reporting page is built to automatically export the data into the format the parent organization requests

Database Development Costs

Problem:

- Database development costs can escalate quickly
- May be infeasible for a single program to fund the costs of all this customization

Solution:

- Share the cost of development with similar organizations via a formal, or informal, coalition
- Not all organizations must agree on variable options, which clients qualify, how certain questions are interpreted, etc... Differences can be built right into the system.