

## **Rule of Thumb**

1. When entering the information, please use the drop-down menu options for data elements under the ACIN protocol. Please do not leave them blank to indicate that the information is unknown, when the drop-down menu options include “Data Not Collected”, “Unable to Verify”, “Unknown”, etc.
2. The only time when the participant should be removed is either 1) the participants never got served/enrolled in the program, or 2) the data entry is not accurate and should be replaced with accurate information.

## **FAQ for Counties**

1. LEAPS automatically enters the data including the participants are referred, but they haven’t been enrolled in the program yet nor have received any services from us. This is why these participants do not have program start dates yet. What should I do with these cases?  
➔ Please leave them out until they are enrolled in the program!
2. I began employment in YYYY (recent year). For an errors prior to that year, am I able to leave blank? There were no documents or records to help me fill out some of those blanks in the workbook.  
➔ (I don’t know a good answer for this.) I guess you can, but please address the errors as much as possible in general. (It is sad that the previous reports were not tracked.) Please comment the errors you can’t address.
3. For the program participants that are missing 6 and 12 follow ups, if it has been a very long time from the 6 and 12-month period, should we still call to do the follow up assessments? Or should we enter “unable to verify?”  
➔ If it passed the 6 or 12-month period, please enter proper drop-down menus for corresponding follow up data elements (ex. “Unable to Verify”, “Data Not Collected”, etc).

## **FAQ – Not Sure to Include in This Document**

4. Living Situation at Exit was not collected at the time, should we review the cases to see what it might have been or should we leave those blank?  
➔ It would be nice if you could review the cases to see what it might have been, but if you are not confident on your guesses, please use “Data Not Collected”, one of the drop-down menu options in the report.
5. There are several errors of missing information, however those client have been “removed” but the Data Quality Report is still listing that as errors that need to be fixed. Should I just add “removed client” in the comment section?  
➔ The answer would depend on why the participant got removed from the report, but in general, none of the clients should have been removed from the report. The only time when the participant should be removed is either 1) the participants never got served/enrolled in the program, or 2) the data entry is not accurate and should be replaced with accurate information. To address this “removed participant” issue,

one of the errors we flagged was when the participant was part of the report in the earlier period but got removed.

6. Self-Neglect and abuse by other financial or nonfinancial: those are automatically generated by Leaps and the workbook has a yes or no answer for each client. Does the error mean something else?

➔ The errors were flagged when the entries that are blank or not compliant to ACIN protocol (responses other than “Yes”, “No”, or “Unknown” for these specific data elements). If Leaps throw out blanks for those data elements, please replace them to “Unknown”.