

Removing “Not Collected” Response Option from Client Contact Form Demographics Fields

Guidance to SHIPs

New Requirements:

In an effort to develop and improve new and existing measures of targeted service penetration rates by SHIPs, effective April 1, 2014, all currently optional data in the SHIP National Performance Reporting (NPR) data fields will be mandatory for all SHIPs so that all SHIPs are submitting complete data.

To do so requires that SHIPs discontinue use of the "Not Collected" option on many demographic data elements so that all states can be compared fairly.

Additionally, since many ZIP Codes cross county lines, CMS is requesting that the client county of residence be collected directly to reduce county of residence ambiguity.

Background

SHIP Directors were notified of this requirement during SHIP Directors’ conference calls held on November 19, 2013 and on January 15, 2014 when new requirements in the Terms and Conditions of the 2014 SHIP Basic Program Grant were reviewed by CMS.

The recommendation to require completion of all data fields originated with the CMS SHIP Funding Methodologies Workgroup which recommended that doing so would provide more complete data in developing potential future factors to be used in the SHIP basic program grant funding methodology, such as a case complexity factor and a cost factor.

Effective Dates:

- The effective date for Web Data Entry: **April 1, 2014**
- The effective Date for Batch Upload from Proprietary Systems: **October 1, 2014**

Data Elements Affected: See below.

Field	Client Contact Field Name	Required	Change
10	How Did Client Learn About the SHIP	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 99
12	FIPS County Code of Client Residence	Yes	Will No Longer Impute a Missing Client County, Must Enter County Directly
20	Client Age Group	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9
21	Client Gender	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9
22	Race-Ethnicity - Hispanic, Latino or Spanish Origin	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
23	Race-Ethnicity - White, Non-Hispanic	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
24	Race-Ethnicity - Black, African American	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
25	Race-Ethnicity - American Indian or Alaska Native	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
26	Race-Ethnicity - Asian Indian	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
27	Race-Ethnicity - Chinese	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
28	Race-Ethnicity - Filipino	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
29	Race-Ethnicity - Japanese	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
30	Race-Ethnicity - Korean	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
31	Race-Ethnicity - Vietnamese	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
32	Race-Ethnicity - Native Hawaiian	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
33	Race-Ethnicity - Guamanian or Chamorro	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
34	Race-Ethnicity - Samoan	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
35	Race-Ethnicity - Other Asian	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
36	Race-Ethnicity - Other Pacific Islander	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
37	Race-Ethnicity - Some Other Race / Ethnicity	Yes	Must Select One Or More Race-Ethnicity Options Other Than Not Collected
38	Race-Ethnicity - Not Collected	No	This Not Collected Option Will Be Disallowed
39	Client Primary Language Other Than English	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9
40	Client Monthly Income	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9
42	Receiving or Applying for Social Security Disability or Medicare Disability	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9
43	Dual Eligible with Mental Illness Mental Disability	Yes	Not Collected Response Option Will No Longer Be Allowed - Code 9

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Exemptions:

1. Several states suggest that collecting demographic data is not feasible for pure Information and Referral (I&R) phone calls (and other non-face-to-face interactions) especially when the duration of the contact is brief (less than perhaps 10 minutes).

Consequently, if a client contact is simultaneously coded as:

Status = Information and Referral, and,

If the Method of Contact is Phone Call, and,

If the Total Minutes Spent on the contact is Less Than 10 Minutes,

Then, counselors may elect to check “Not Collected” on the Demographics and the How Learned data element.

All of the above factors must exist.

2. Counselors may elect to code “Not Collected” on the Client Assets data element regardless of contact type.

Notes:

- Counselors should however code all demographics that are offered, solicited, or generally knowable even from such brief contacts (for example, client gender is almost universally knowable and should be coded even in such contacts).
- Collecting as many demographics as possible will always benefit the state on measures such as PM4 – Disabled Program Contacts, and PM5 – Low Income contacts.
- The requirement to collect County of Client Residence remains in effect even for such brief contacts.

States and Agencies with Proprietary Databases:

States and agencies that use their own databases to collect and upload NPR data may need more time to work with their state IT departments or external private vendors to make the edits that would prevent a local counselor or data submitter from selecting the “Not Collected “ option on the various demographics.

- Accordingly, the deadline by which proprietary states and agencies must comply with the “No Not Collected” protocol will be October 1, 2014.
- States and agencies that use batch upload protocols are encouraged to implement the “No Not Collected” rules as soon as feasible.

Monthly Data Submission and Monthly Uploads:

The requirement in the 2014 SHIP basic program grant Terms and Conditions for Monthly Data Reporting Deadlines remains as specified for both web entry and batch upload entities, effective April 1, 2014.