POLICY
The Chez Center for Wounded Veterans maintains an electronic database of information regarding clients and the services provided. Client and service data is collected, summarized and analyzed in order to report, monitor and evaluate CWVHE work, understand who CWVHE is serving and the nature of the services being provided, and advocate for funding. Employees involved in providing direct service or supporting direct service are responsible for ensuring that client and service data is complete, accurate and up to date.

SCOPE
This policy applies to employees and students who provide direct service or support the provision of direct service.

PROCEDURES
1. Employees and students are responsible for providing direct service to clients will enter complete, accurate and up to date information about the client and/or service provided into the electronic database as soon as possible after the service event/information is collected. This includes client demographics, assessments, activity notes, record of service involvement, etc.

2. Employees and students must ensure that client appointments are entered into the client and service database prior to clients being seen to ensure accurate records of client service.

3. Employees and students supporting direct service will ensure that information that they are responsible for collecting is complete and timely (e.g., client demographics).

4. Direct service employees and students as well as relevant managers and support staff will monitor the information in the electronic database about clients and services to ensure that information is complete, timely and compliant with confidentiality.

5. Confidentiality laws will apply and data will be stored in methods permissible by HIPPA, FERPA laws (e.g. confidential BOX).