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## DATA INTEGRITY AUDIT

YOUR CHURCH

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## DATA INTEGRITY AUDIT

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### OBJECTIVE

To assess the current state of Fellowship One data in several key examination areas as listed below. A set of data records is available for each area reported on and should be reviewed for possible updates. The Church Champions Data Integrity Audit Tool found some of the items documented here. The affected data records it identified can be found in the **DIA Tool Analysis.xlsx** file. That file contains two sheets:

- The green Automatic Repairs – These are items can be repaired automatically by the DIA Tool if you authorize it. The specific data field, the affected person, the current value in Fellowship One and the value the tool intends to update it to are all shown.
- The brown Manual Review – This are items that the DIA Tool flagged as suspicious but must be manually reviewed and repaired.

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### OBSERVATIONS & RECOMMENDATIONS

- I suggest documenting your Status Plan so that you and everyone else on staff would know what qualifies a person to be in which status and when someone should be promoted or demoted. There seem to be some that weren't well thought out and probably should be consolidated with others. I also see a few that should be deleted by Active Network.
- I see and fully support your use of Substatuses as a person's home campus indicator. However half your people (61K) don't have one. This means you can't easily know how many people belong to which campus. I recommend that you determine which campus they should have based on attendance, assignments, giving or other reliable data points and mass assigning the correct substatus to those without one.

Church Champions could assist with all of these projects or take care of them for you. I can provide example documents for the Status Plan and Promotion/Demotion Plan upon request that would be created.

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### EXAMINATION AREAS



#### DEACTIVATED STATUSES

*There shouldn't be any people assigned to statuses or substatuses that have been deactivated or shouldn't be used. If there are, they need to be reassigned to an active status or substatus to avoid being dropped from many reports. All people should always be moved out a status or substatus before it is deactivated.*

Found 2 people in an inactive status.



#### MIXED STATUS HOUSEHOLDS

*Within a household, generally all the people should share the same status. If the Head is a Member but the Spouse is an Inactive or vice versa... that can indicate that the plan on how a person should be assigned to a Status is not being followed or there isn't one altogether. Children generally should be assigned the same status as the Head and Spouse or a companion "Child" status to the parents.*

Found 552 people in 130 households containing a Member but someone else in the household had a status other than Member, Child of Member, Attendee or Non-Attender.

Recommend that a **Member Family** status be used to hold both non-Member spouses and children of Members. Abandon use of Child of Member status.

**FILE: Mixed Member Households.xlsx**

Found 2,323 people in 634 households containing a Visitor status but someone else in the household had a status other than Visitor or Non-Attender.

I see several instances of people with a Visitor status, in a Child position, within a family containing Members or Attendee adults. Typically, everyone in a family that is visiting will have a Visitor status OR if the family is truly a Member or Attendee family, visitors should have a position of Visitor.

**FILE: Mixed Visitor Households.xlsx**



### MISSING SUBSTATUS

*If you have defined substatuses for a status, usually there will be enough values so that everyone assigned to that status can also be assigned to one of the substatuses. This means that people shouldn't be assigned to that status without a substatus too. That isn't always the case but when it is, people without a substatus should be assigned one based on specific church business rules.*

Found 45,731 people that did not have a Substatus.

I see substatuses have been defined in Fellowship One but almost no one has been assigned one. I'm assuming they aren't actually being used.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



### MISSING STATUS DATE

*Status Date is an optional value in Fellowship One but is a valuable one. It usually denotes the date the person achieved that status. The best practice is to always update the date when the status is changed. The church will have to provide business rules and other data to examine to figure out what the date should be when missing. At least it should spur changes in procedures to ensure status dates are captured for all records created in the future.*

Found 14,706 people that did not have a Substatus.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



### NEW FROM WEBSITE, NEW CHECKIN & NEW FROM SMALL GROUP

*These statuses are automatically assigned to people that are newly added to Fellowship One. They are intended to be temporary until the church can reassign those people into a more permanent status according to the process rules of the church. If they are any people found in one of these statuses, they should be reassigned.*

Found 494 New from Website, 4 New From Small Group & 231 New Checkin people

These counts are of concern but small compared to the overall number of records present in the database. This indicates these categories are being processed regularly as they should but recently have fallen behind and getting them done.

## HOUSEHOLD POSITION/ROLE ISSUES



### HOUSEHOLDS WITHOUT A HEAD

*The best practice is for every household to have 1 person marked as Head. If a household exists without one, it should be considered a mistake and corrected. In some cases a church will create an all children household when the parents are not known. This can work but it is always preferable to have at least one guardian's name in the database assigned to a Non-Attender status in the Inactive group if necessary.*

Found **1,638** household without a Head that can be repaired automatically. Found another **823** that need to be reviewed manually.

**FILE: Households without a Head.xlsx** – Manual Review

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs sheet



### MULTIPLE HOUSEHOLD HEADS OR SPOUSES

*The best practice is to have at most 1 head and 1 spouse in a household. When 2 or more heads or spouses exist, it can create problems for many reports and workflow processes. It is generally a mistake to have this condition and should be corrected.*

Found **245** households that have multiple Heads.

Found **14** households that have multiple Spouses.

These are the cases that could not be resolved by the tool. Some will be resolved when the tool is allowed to update the Positions/Roles that it can correct.

**FILE: Households with Multiple Heads or Spouses.xlsx**



### POSITION INCORRECT / MISMATCHED

*The People Audit tool checks for several conditions in which a person's household position/role is incorrectly set including:*

- *Minor Children set as a Head. Not recommended.*
- *Missing Parents set as a Child or Other*
- *Deceased people still set as Head*
- *Husbands set as Spouse and Wives set as Head*

Found **714** people with a position that is incorrect for their situation. All can be repaired automatically.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs sheet

Found **43** people whose position does not align with their marital status and will require manual review.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



### SEPARATED COUPLE

*When a Head or a Spouse in the same household have a marital status of Separated or Divorced, that could mean they have recently remarried or they have recently split up. When they have remarried, their marital status should simply be changed to Married. If separated, they should be split into two different households.*

Found **34** households where the Head or Spouse has a suspect marital status. Will require manual require to know how to repair.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



## UNVERIFIED PRIMARY ADDRESSES

*Fellowship One contains a tool that verifies whether an entered address is a known, valid address. When the address is verified, the church can be sure that all the components necessary for a successful mailing exist. When an address is not verified, vital pieces could be missing or values such as city, state and postal code don't support each other. Any unverified addresses should be verified.*

Found **11,288** households that have an address that is **Unverified**.

Experience has shown that about 90-95% of these can be automatically verified by Church Champions for an additional fee. This will result in standardized capitalization in the address, the standard use of Line 2 for all apartment/suite numbers and the precise knowledge of which addresses need human review/correction. See separate document named Address Verifier.pdf for details about the benefits of having verified addresses.

**FILE: Unverified Addresses.xlsx & Address Verifier.pdf**



## FIRST, MIDDLE & LAST NAME ISSUES

*People's names should be entered using a standard mixed case format where the first letter is upper case and the remaining letters are lower case. Sometimes a user doesn't take the effort to do this and enters everything as upper case or lower case. Others put goes by name in the first name field. Some put a suffix in the last name field. Some put funny characters in either name field. All of these conditions should be corrected.*

Found **2,040** First Name issues that can be repaired automatically. Found another **84** issues that need to be reviewed manually.

Found **1,662** Middle Name issues that can be repaired automatically. Found another **1** issue that needs to be reviewed manually.

Found **1,324** Last Name issues that can be repaired automatically. Found another **101** issues that need to be reviewed manually.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs & Manual Review sheets



## PREFIX NAME ERRORS

*The prefix is the Mr., Mrs., Ms. Type information. Many times the correct prefix can be set using the gender, the DOB and the marital status. My tool can also check for prefix – gender disagreements such as using Mr. on a Female or Mrs. on a Male.*

Found **12,051** people either missing a Prefix or had the wrong one.

All can be assigned automatically by Church Champions.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs sheet



## DATE OF BIRTH ISSUES

*Date of Birth is one of the critical fields in a person's profile because that's only way to know a person's age. WebForms, Check-In and many reports tailor their results based on the age of the person. Every effort should be made to obtain this vital piece of information. If you find many are missing, review your procedures to identify every place a person can be added to F1 and without asking for a DOB.*

Found **18,138** people missing a DOB.

Found **29** people that have a DOB in the future.

Found **1** person that have a DOB in the distant past.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



## GENDER ISSUES

Gender is a key field that supports demographic analysis of your data and targeted communication to all Men or Women. You should collect this basic piece of data every time a new person is created in F1.

Found 12,222 people either missing a Gender or has the wrong one that can be assigned automatically.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs sheet

Found 2,175 people missing a Gender that can't be confidently determined.

Suggestions are provided in the Comments column when available.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet

## MARITAL STATUS ISSUES



### MARITAL STATUS MISSING

Marital Status is another of the basic demographic fields that should be captured to support demographic analysis reporting and targeted communication to all Married, Single or Separated/Divorced people. Without it, you don't know a key piece of their life stage and story.

Found 5,019 people missing a Marital Status that could not be determined.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



### MARITAL STATUS INCORRECT OR MISSING

There are a variety of marital status conditions that the People Auditor tool can detect and correct. Many times a missing value can be determined via other information that is already available on a person's profile. The tool also compares the marital status to other fields such as Gender, Prefix and the First Name to ensure all are in alignment with each other. If they are not, sometimes it is the marital status that needs to be adjusted to match.

Found 7,314 people can be repaired or assigned automatically.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs sheet

Found 43 people that have a Household Position – Marital Status mismatch that could not be resolved and will require manual review.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



## OLD CHILDREN

There are several data values that should be in harmony when a person is identified as a Child.

- The household position should be set to "Child" or "Visitor"
- The DOB should indicate an age of 20 years old or younger.
- The marital status should be set to "Child/Youth"

*When a person is set as a Child in the household but the age is older than your established age for a child, that indicates it's time to split that person into a household of their own with a marital status of "Single". Up and out!*

Found 1,933 people meeting this condition that should be reviewed.

**FILE: DIA Tool Analysis.xlsx** – Manual Review sheet



## PHONE NUMBER ISSUES

F1 doesn't enforce a phone number format at all. This usually leads to a lot of inconsistency in the phone number values. I have a tool that can evaluate the key phone number values and correct the following basic mistakes:

- Strip out all non-numeric characters unless there is an 'x' for an extension
- Drop the leading '1' if someone entered 11 digits
- Format the number to "999-999-9999"

If the phone number doesn't conform to the "999-999-9999" pattern and can't be corrected, it will be flagged for manual review.

Found **1,849** Home Phone issues that can be repaired automatically. Found another **61** issues that need to be reviewed manually.

Found **1,807** Mobile Phone issues that can be repaired automatically. Found another **26** issues that need to be reviewed manually. Most are more than 10 digits long.

Found **526** Work Phone issues that can be repaired automatically. Found another **15** issues that need to be reviewed manually.

Found **47** Emergency Phone issues that can be repaired automatically. Found another **2** issues that need to be reviewed manually.

Recommend that 10 digit phone numbers, including area code, always be entered.

**FILE: DIA Tool Analysis.xlsx** – Automatic Repairs & Manual Review sheets



## EMAIL ISSUES

F1 does enforce a basic format on all entered emails in the style of something@something.(com,net,org,etc.). It however does not enforce any capitalization rules so the values can be entered all upper case or mixed case. The People Auditor tool will enforce an all lower case standard format. It can also detect some invalid email formats that F1 will let through.

Found **282** Home Email issues that can be repaired automatically. Found another **3** issues that need to be reviewed manually.

Found **764** Personal Email issues that can be repaired automatically. Found another **2** issues that need to be reviewed manually.



## DUPLICATE INDIVIDUALS

It's easy to create duplicate individuals in F1 because there are no checks for existing people with similar data when entering new people. So a candidate set of potential duplicates will be produced based on similar names. Those will need to be manually reviewed and merged together if it is decided they are duplicates.

Found **630** individuals that are very highly likely to have a duplicate record.

These will need to be manually reviewed and merged together. Experience has shown additional duplicates will be found during the course of investigating and correcting the ones in this file.

**FILE: Duplicate Individuals.xlsx**



## DUPLICATE ORGANIZATIONS

Duplicate organizations/companies can be also be created in F1 because there are no checks for existing businesses with similar data when entering new ones that gave to your church. So a candidate set of potential duplicates will be produced based on similar names. Those will need to be manually reviewed and merged together if it is decided they are duplicates. To merge, all contributions from one organization have to be

reassigned to the other (and switching the Account/Routing selection to the one owned by the master record for check gifts) and then inactivate the empty one.

Found 6 organizations that appear to be duplicated.



### DUPLICATE ACTIVITY ASSIGNMENTS

*When one person is assigned multiple times to the same Activity and Schedule, that can create problems for reporting and accurate counts. Generally, 1 person should be assigned once to an Activity unless different Schedules or Datetime instances are used. A list of those people having multiple assignments to the same Activity & Schedule will be provided for manual review.*

Found 3,783 assignments that appear to be duplicated out of 56,023 total assignments.

**FILE: Duplicate Assignments.xlsx**



### UNWORKED CONTACTS

*If you're using the Contacts feature, have created several follow-up contacts but they have just been sitting there, never worked... those should be mass closed to get them out of the field of view. Need to ensure each contact created is assigned to the correct Ministry with the correct portal user that knows what to do when it is received. It's fairly clear from these results, contacts have never been used properly.*

Found 180 contacts that were opened over 30 days ago and have never been worked

Found 783 contacts that were opened over 90 days ago and have never been completed (closed) after receiving some initial work

**FILE: Unworked Contacts.xlsx**



### DUPLICATE CHECKING ACCOUNT OWNERS

*When one checking account/routing number pair is assigned to multiple people AND it is not marked as a shared account, that can prevent the Contribution Scanning Application from automatically crediting a check gift to the correct contributor. Generally, 1 person, household or organization should be assigned to each unique checking account/routing number pair. The presence of this condition can mean that duplicate people records exist, a husband and wife exist in F1 in separate households OR a check has been credited to the wrong person.*

Found 223 Account-Routing number records out of 11,949 not marked as Shared that are owned by multiple households.

Many of these clearly should be marked as Shared because the same account number is owned by many, many different households.

**FILE: Duplicate Account Owners.xlsx**



### CHECKS CREDITED TO SOMEONE THAT DOESN'T OWN THE ACCOUNT NUMBER

*Each check gift is associated with an account/routing number record in F1. Each of those number records is owned by a household, individual or organization. When the check gift is credited to someone that doesn't also own the underlying account/routing number record, it usually means the gift was credited to the wrong person.*

Found 0 check gifts recorded in the past 6 months in this condition.

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## CHURCH CHAMPIONS CAN HELP

### DATA CLEANUP

It may be determined that the data already present in Fellowship One requires significant cleanup which may take the form of:

- Removing duplicates using the Merge feature within Fellowship One
- Identifying people and updating their Status to a more appropriate value
- Updating Addresses & Phone numbers to a standard format for consistent reporting

This type of work can be performed at a rate of \$27 an hour, tracked and invoiced to the tenth of an hour every two weeks. A status report will be provided describing a summary of the records that were changed.

### REMOTE CHAMPION SERVICES

This will be as needed F1 Champion services to do any/all of the following:

- Design/revise processes to avoid data issues and comply with best practices
- Document those new processes so people will have a written guide to follow
- Train local team members using remote technology tools to execute the new processes correctly.
- Answer questions as they arise from any member of the Champion Team
- Design/buildout of new reports as needed

This type of work is invoiced every 2 weeks at a rate of \$8.50 per tenth of an hour for the time spent working on church tasks. This can include a maximum number of hours spent every 2 weeks if needed.