

URGENT Issues to address in Standardized Keyword list

1.) **Keywords not EXACTLY as they are in the standardized keyword list for IN211.** In order for the statewide database to work properly and effectively keywords must match exactly in spacing, spelling and capitalization, otherwise, Iris reads them as different keywords.

When we first implemented the keyword list a year ago Elizabeth took the time to review each centers data and sent lists of keywords that needed to be fixed-some centers took the time to fix them others did not.

Every center needs to go through their keyword list and check for extra spaces, incorrect capitalization and misspellings. This is most easily accomplished in keyword maintenance.

Attached is the most recent keyword list. NOTE: If there are corrections that you want to suggest please make a note of them but until we make the change for everyone you need to use EXACTLY what is on the keyword list.

2.) **"Mirrored" keywords not appropriately attached.**

Mirrored keywords are keywords that are essentially the same for instance, Financial Assistance, Rent and Rent Assistance.

Apparently, there was some misunderstanding when centers were told that if they did not have any programs to attach to a keyword they did not need to include it. Some centers took this to mean they could choose either Rent Assistance or Financial Assistance, Rent. This is not the case, if you have a program attached to one keyword in a mirrored set you need to have that same program attached to the other keyword.

Attached is a list of the mirrored keywords that Elizabeth has identified.

3.) **Programs attached to keywords that do not match the definition of the keyword.** For example: Burial Expense Assistance has some Coroners offices and cemeteries attached to it. This is okay if the Coroner or cemetery actually will help with the expenses of burying a person but in most cases they will not.

The way C2H is tackling this problem with our data here: they are doing two things. We review the keywords attached to a program when we update the program and secondly we have started a systematic review of all our programs and the keywords attached by printing out so many each week for review and having pretty much everyone in the agency involved in checking the accuracy of the keyword attached. Asking both: are there keywords attached that don't really fit what this program does and are there other keywords that should be attached?