Ombuds Client Data FAQ

A successful ombuds program brings value to an organization at two distinct levels. At the individual level, the ombuds team works one-on-one with people in a safe, confidential setting, to help them understand options and create a plan to manage their concerns. At the institutional level, the ombuds program aggregates and anonymizes information gained from individual meetings to help identify and surface systemic issues to leadership that otherwise might not be identified through other channels. The ombuds program then provides actionable recommendations on how to effectively address areas of concern.

When setting up an ombuds program, MWI asks each client to provide certain employee information via a shared data file that can help the ombuds team identify and report on patterns, trends, or systemic concerns as well as inform their recommendations to leadership.

1. **Why is it important that MWI have this information?**

   Having this data allows the ombuds program to provide maximum value to your organization. On an individual level, it helps the ombuds ensure that the "visitor" (person using the ombuds resource) is an active member of your organization and eligible to use the resource. On an institutional level, MWI uses this information to identify patterns and trends and provide actional recommendations to leadership. For example, being able to parse the data by gender, race, generation, and department might surface issues that are disproportionately impacting a particular identity group or problems isolated to specific locations/offices/departments. With the ability to identify and isolate concerns comes a greater ability to address them in an effective and sustainable way.

2. **Couldn't the ombuds just ask for this information from those they work with?**

   Having this data on the backend allows the ombuds to focus their conversations with visitors on the issues without having to do an extensive (and sometimes perceived as invasive) intake process to gather info. It also ensures that MWI has complete data that is aligned with the information your organization is already using. Finally, having a complete data set allows MWI to compare the visitor pool to the entire organization and identify any trends in that way.

3. **Who sees this information?**

   Only the designated ombuds team for your organization, along with limited MWI staff members, can access this information in its entirety. Aggregated information about visitors is provided in quarterly reports to designated leaders within your organization. Reports only contain demographic data that will not compromise visitor confidentiality and anonymity.

4. How is this information connected to issues that are discussed with the ombuds?

When someone sets an appointment with the ombuds, the ombuds pulls up their profile and links it to a "matter" or case notes. Once a matter is closed, all identifying information (name, contact info, title, etc.) is redacted, leaving only anonymized data connected to the case notes.

5. Can we still contract with MWI ombuds services if we don't provide all the requested information?

Yes, MWI will work with whatever information your organization is willing and able to provide. However, having limited information about visitors will limit the depth of insight into the issue analysis and reporting function of the ombuds service.

6. Is MWI's system secure?

Yes. All data is stored in Salesforce, which is encrypted and requires multi-factor authentication. MWI also offers a variety of methods to transfer the data securely. MWI is currently in the process of becoming SOC2 Type 1 and Type 2 compliant, which should be completed in 2024.

7. How do we get MWI this information?

There are three different ways to get this information to MWI:

- By a direct API link to your internal HRIS (preferred)
- By CSV file sent to a designated SFTP (hosted by MWI)
- By CSV file sent to a designated email address

Best practice is to send updated data weekly or at least monthly so MWI's system accurately reflects active users of the ombuds program.

8. What information is MWI requesting?

See page 3 for a complete sample list of fields.

Sample Data Fields

- Unique ID
- First Name
- Last Name
- Constituency
    - e.g. Full-time employee, contractor, etc.
- Title
- Supervisor’s Name
- Start date or tenure at organization
- Role (any meaningful distinction(s) that would be helpful to be able to isolate in a report)
    - e.g. individual contributor, manager, senior leadership, etc.
- Department
- Larger governing unit of department/one level up from the department on an org chart
- Location (if the organization has multiple locations)
- Work contact information (used if someone reaches out and doesn’t leave return contact information or if the ombuds get permission from a visitor to reach out to another person)
    - Work phone
    - Work email
- Demographic identifiers
    - Gender
    - Race/ethnicity
    - Age/generation
- Any other fields that would help your organization receive meaningful reports