



11 Administration and Information

Summary

Leading with information using accurate data collection and analysis is a welcome challenge for many people, although it can be tedious for others. Why is it important to lead with information? Great question!

Learning about managing information in this lesson will help answer that question. We will explore the types of formal records and data that need to be stored. You will also discover how and when databases are beneficial.

Learning Objectives

By the end of this lesson, you will be able to:

1. Summarize the reasons for good data and record management
2. Describe the contents of a typical personnel file
3. Implement or review your LDHR information system

(Special thanks to Paulette Thomas – Global LDHR alumni – for her contribution to this lesson.)

Introduction

Information Management = Care

There are many reasons why information management is an essential part of LDHR in our movement. As a ministry, God has called us to help fulfill the Great Commission by winning, building, and sending in the power of the Holy Spirit and helping the body of Christ to do evangelism and discipleship.

To do this, we need to know the condition of our flock (staff members), as Proverbs 27:23-27 says. The main reason we keep records is to know our staff members to better care for them. As they are “known, needed, and have a future” in our organization, we’ll be able to accomplish

our mission of building movements everywhere. Knowing our people and caring for them is why we keep good records.

Why put things in writing?

- Most of us are not as good at remembering things as we like to think, so we need to keep records that remind us of important interactions.
- Good records help us communicate with others who need access to information.
- Using a system to record data allows us to combine different sources of information into one place. It enables leaders to have updated information about the movements and people they supervise. It also allows leaders to see changes in growth and development over time.

Keeping accurate records is helpful for all leaders in all levels of the organization.

- **Development:** Leaders can see clear growth areas as they look back over their personal development plans from previous years.
- **Legal:** Accurate records fulfill legal obligations to put certain things in writing. *(If you are starting up an LDHR function, you may need further advice on this, either from local counsel or the General Counsel's office in Orlando.)*
- **Discipline:** Written records help in situations requiring disciplinary measures. Keeping good records of conversation content helps communicate the seriousness of actions and natural consequences. *(Please study Lesson 14 before dealing with such an issue.)*
- **Understanding:** Accurate records provide a resource for people to refer to when they do not remember something you have said. Not writing down essential information means we are less likely to remember!

What Records Do We Keep?

Data management will look different in each country depending on the legal requirements and how the ministry is registered. The amount of information stored varies greatly. In addition to legal requirements, there are cultural and local norms regarding what each ministry considers essential information.

In many places, there is a tendency to keep less information than we need; however, we must also consider legal privacy constraints regarding the information we do collect.

As a global movement, we have established some non-negotiable items to collect about our staff members. By combining and analyzing this data, we will better care for our staff members all around the globe. Here are some common personal and ministry data categories:

Personal:

- Name
- Gender
- Birth Date
- Marital Status
- Email address
- Languages spoken

Ministry:

- Current ministry assignment
- Country of ministry employment
- Country of ministry location (for staff who join in one country and serve in another)
- Staff status (supported staff, STINT, centrally funded, etc.)
- Position (team leader, national team, etc.)
- Date joined staff

Please contact Global LDHR (resources@LDHR.org) for further information on these 12 categories.

Additional Categories of Data

In addition to the 12 categories mentioned, there is more information you may want to store that will help to care for and know our staff.

- **Biographical Information** – address, birthday, number and names of children, church attended, etc.

- **Staff Application Materials** – There may be legal constraints on keeping all these indefinitely, but referring back to them can be helpful.
- **Correspondence** to and from or concerning the staff member
- **Employment Contracts** – When relevant to your legal status, LDHR should keep up-to-date records of employment issues.
- **Ministry Transfer History** – An accurate record of a staff member's previous assignments is helpful when offering support and development.
- **Position Focus and Performance Reviews**
- **MPD Tracking** – Depending on how LDHR is involved with finance, you may keep record of support goals and ministry budgets.
- **Appropriate Medical Information** – This may be legally restricted, but some places keep data like blood type, ongoing illness, wellness challenges, etc.
- **Vacation and Sabbatical Schedules**
- **Discipline and Grievances** – It is imperative to keep good documentation of conversations and interactions that are part of a grievance or conflict. Someone may need to refer back to them.
- **Termination** – last prayer letter and exit interview.

Remember, there may also be legal requirements for removing information from staff member files after some time. This is particularly true in ministries where our staff members are “employees” and where there is a complex legal environment.

Databases

Moving to the Cloud

Increasingly, LDHR staff are using cloud-based databases. New technology allows for easy access, maintenance, and analysis of the data. Online databases also allow staff members to manage and update their personal information.

Technological skill is sometimes required, and the set-up of a database can be costly and time-consuming for smaller national ministries.

New challenges of online data management include cybersecurity, appropriate backups of important information, and knowledge of international data privacy laws.

As you consider gathering and storing of staff information, you may want to explore the following questions:

1. What categories of information are needed?
2. Do we have an efficient way of gathering information?
3. What platform will we use to store the information?
4. How will the information benefit the ministry?
5. How and when will the staff members update their information?
6. When will LDHR do regular updates and data maintenance?

This is a discussion you will want to have with other leaders in both field and operational areas.

Reflect and Review

- Who can come alongside you to help with this information management?

Assignments and Resources

Assignment Options

- Do a personal study of Proverbs 27:23-27 or another Bible passage and write down your thoughts and observations as they relate to information and administration.
- Create a plan for developing LDHR information administration where you serve:
 - What data do you need to start collecting?
 - What do you need to update?
 - What other records need to be stored?
- Consider the following case study and discuss it with your team:
 It's August 15th and staff member X has sent you an e-mail informing you that he's transferring from the campus ministry to the Leader Impact ministry starting on September 1st. He explained that his current director doesn't understand him, so he is

				PROCESSES
11	LDHR Administration and Information Systems			

moving to a team in another city. This is his second move in two years. How would good information management help in this situation?

Additional Resources

- [Tips on Documentation](#)
- [Build Strong Information Security Policy: Template & Examples](#)
- For those with Cru: [Cru Information Security Guidelines and Policies](#)