

## SMART FACTS Data Entry Quality Assurance

With a year of experience under everyone's belts, the overall data in SMART FACTS is looking great. However, a frequent question posed to The Center has been "I know I put my data in, but how do I know it stayed there?" Often, these questions arise as people begin preparing for the OIG Report due date and take a preliminary look at their numbers on the OIG Report. The OIG Report in SMART FACTS, even if it is not due for actual submission to the OIG, is a good barometer of your data entry accuracy. You can run this report at any time to summarize your totals and see if they look logical.

### How to view the OIG Report:

1. Select the **Report** button on the right-hand side of the screen (from any program within SMART FACTS)
2. Next, select **Letters, Forms & Reports**
3. From the left side of your screen, select "**OIG Performance Measure Report**" (you will have to scroll to find it)
4. Enter the appropriate date range.
5. Select "**Submit.**"

### A. Possible reasons for inaccurate numbers on the OIG Report:

#### *Outcomes #1 – 3 (volunteer outcomes):*

- ✚ If you have not entered the work or training hours for each of your volunteers within the *Volunteer Tracking and Management* Program within SMART FACTS, the totals for this section of the OIG Report will be affected. The number of total active volunteers will often be lower than your total number of enrolled volunteers. That's okay – only volunteers for whom you have entered work or training hours during the given OIG Report time period will count toward this total.

#### *Outcomes #8b - #8d (survey outcomes):*

- ✚ If you have negative numbers here, you have entered surveys that were not fully completed by the respondent. Remember to discard any incomplete survey. When you enter the total number of surveys, it should be only the total number of completed surveys.

#### *Outcome #9 (one-on-one counseling):*

- ✚ When entering volunteer hours, one of the options is "volunteer work – one on one counseling." You need to ALSO enter the counseling in the "Outreach and Education" program of SMART FACTS. Volunteer hours are put into categories in order to determine the dollar value for their in-kind match. The OIG report calculates one-on-one counseling numbers from the "Outreach and Education" program in SMART FACTS...

*Outcomes #12 (total # complex issues received):*

- ✚ Outcome #12 (number of Complex Issues received) goes by the date of the Inquiry Form. If you entered your Complex Issue into SMART FACTS in a different OIG report period from when the complex issue actually was received by your office, you can change the Inquiry Form date to reflect the true date of the inquiry (by default, that date will be the date of data entry, unless you manually change it).
- ✚ Another reason for an error in Outcome #12 would be the result of entering multiple inquiry forms (also called “assessments” in SMART FACTS) for a single complex issue. Instructions for correcting this problem are found in the “Inquiry Form Data Clean Up” section of this article.

*Outcomes 16 and 17 (Complex Issue cost avoidance and recovery):*

- ✚ If you are suspicious of your totals here, make sure that you have correctly entered the *Status of Complex Issues* **required** fields for each inquiry form (found on the *Activity Log* page of the Inquiry Form). Make sure you are **ONLY** using the fields marked **required** in that section and **NOT** the other fields in that section. As the status changes, change your selections and dates in the fields marked **required**. Mistakes here are a common reason for OIG report errors. Further instructions are found in the “Status of Complex Issues Data Clean-Up” section of this article.
- ✚ The data for Outcome #16 comes from the Activity Log of the Inquiry Form. Data for Outcomes 17A – 17D are in the PSC/MEDIC Referrals tab of the Inquiry Form.
- ✚ Finally, if you did not “Submit” your inquiry form for a complex issue, but instead chose “Save Draft,” that complex issue will not be fully recorded in SMART FACTS and will not show up on the OIG Report, affecting every outcome from #12 through #17. Instructions for finding and correcting this problem are located at the end of this article.

## **B. Using “Review My Efforts” and “Review Staff Efforts” to check past data entry**

### Review My Efforts

To review past data entry, you must be aware of which program within SMART FACTS the different types of data are originally entered.

1. From the **My Work** option on the right navigation bar, select **Review My Efforts**.
2. Enter the appropriate date range beneath the **Select Dates for Review** heading.
3. Click on **Submit**.
4. Check to see that you are viewing data for the appropriate program. If you need to change the program, click on **View Other Programs**, make the change, and proceed.

5. Scroll down until you see the **Select All Details** checkbox. Click on it so that a checkmark appears. Note: Ignore the rest of the information on the screen. The information you need will appear when you have completed the steps that follow.
6. A confirmation pop-up will appear. Click on **Yes**
7. Click on **Submit**
8. Scroll down until you see heading in green (in the example below, these headings include **General Outcomes** and **General Composite Outcomes**).

**NOTE:** Pay attention to text in green or bold. The headings are in **green**. They introduce areas of this report that contain data for your site. The data itself is contained *within* bolded sub-headings. Ignore rows that are not bolded or green and begin with "There is no....."

10. Clicking on **Toggle Outcome Details** and **Toggle Client Details** (if that option appears) will allow you to view the summary of your data for the selected activity.
11. To print the information on this screen, scroll to the top of the page and click on the **Print** button. Depending on how many toggles you have open, the resulting printed data could span several pages.

### Review Staff Efforts

To begin, choose **Administration** from the Navigation Bar. Then, choose the **Edit Staff's Efforts** sub-topic. Select a username from the list for your site. Continue with steps #2 - #10 above.

## **C. Using "Edit My Efforts" and "Edit Staff Efforts" to correct Outreach and Education program data entry errors**

### Edit My Efforts

To edit Outreach and Education data, you need to first know the date on which the activity occurred. You also must be in the "Outreach and Education" program within SMART FACTS.

1. From the **My Work** option on the right navigation bar, select **Edit My Efforts**.
2. Beside **Select Date for the Recorded Effort**, enter the date of the activity you wish to edit or delete.
3. Click on **Submit**.
4. The data for your matching event will appear. Select the **Edit Composite Effort** option on the right side of the screen.

5. You will be taken to the on-line form. Edit your data as needed. To save your changes, click on **Update Effort** in the lower right hand corner of the screen.

### Edit Staff's Efforts

Follow the steps above, except choose **Administration** from the Navigation Bar. Then, choose the **Edit Staff's Efforts** sub-topic. Select a username from the list for your site. Continue with steps #2 - #5 above.

## **D. Status of Complex Issues Data Clean-Up**

### **IMPORTANT:**

- ✚ DO NOT keep a history of past status entries. You should ONLY track the current status. Therefore, use only one the first status field (marked **required**) and revise it to reflect changing status.
- ✚ AVOID THE SECOND AND THIRD SET OF STATUS FIELDS. THEY WILL SOON BE DELETED FROM SMART FACTS. IF YOU HAVE DATA IN THESE FIELDS, MAKE SURE IT IS OLD STATUS DATA, NOT CURRENT STATUS DATA.
- ✚ Make sure the correct **Current Status** selection is marked with a black dot:
  - \* An issue that is **Open** will contribute to the total in Outcome #15 of the OIG Report: "*Number of Complex issues pending further action*"
  - \* An issue that is **Closed** will contribute to the total in Outcome #14 of the OIG Report: "*Number of Complex issue resolved.*"
  - \* **Suspended** issues will not appear on the OIG report.
- ✚ For **Date of status update (required)**, enter the date the activity occurred, not the date of data entry into the system. , unless they occurred on the same day.

## **E. Inquiry Form Data Clean-Up**

You will want to make sure you haven't entered more than one inquiry form per complex issue (also called an "assessment" in SMART FACTS). Occasionally, in the past, multiple inquiry forms were developed for a single complex issue.

### How to know if you have entered too many Inquiry Forms for a complex issue:

1. Go to the *Issues and Inquiries Program*.
2. Click on *Issues/Inquiry Work*
3. Click on *Review Specific Inquiry*
4. Click on *Search*

5. Your total list of people with complex issues will appear. Click on **Go** beside the first name on the list.
6. **Most of the time there should be only ONE inquiry form showing in the resulting list. Each inquiry form should represent a unique complex issue. Sometimes, an individual will be unlucky enough to be involved in several complex issues (for example, the potential victim of fraud from several different providers). If that is the case, there will be more than one inquiry form.**

[If you have multiple inquiry forms listed for a person with only ONE complex issue, you have in the past clicked on *Take New Assessment* or *Build New Assessment* on this screen each time you returned to SMART FACTS to enter more data about that complex issue. You will RARELY choose either of these options from this screen. The only time would be if a person contacted you with ANOTHER, DIFFERENT complex issue at a later point in time. In Florida in 2007, for example, there was an instance of a single individual needing help from the SMP due to potential fraud, waste, or abuse from 39 providers at the same time. In that unique circumstance, it was necessary to complete 39 inquiry forms ("assessments") under one person's name.]

7. What you **should** do when you need to enter additional data about a single complex issue is click on the arrow in the last column under "Take Action" and choose "Update." This will take you to your previous data entry. You can add and modify the data as needed. Each complex issue should only have ONE Inquiry Form.
8. Repeat steps #3 - #5 above to check the number of Inquiry Forms for each of your participants on the list (or for selected participants).

To correct your data if you have multiple inquiry forms for ONE complex issue:

1. Go to the *Issues and Inquiries Program*.
2. Click on *Issues/Inquiry Work*
3. Click on *Review Specific Inquiry*
4. Enter the last name of the person whose data you need to correct
5. Click on *Search*
6. Click on *Go* beside that person's name. Their multiple inquiry forms will be listed.
7. In the "Take Action" field beside the first inquiry form, click on the "Take Action" arrow.
8. Click on "Response Report"
9. Print the Report. (click on the printer icon in the upper left corner)
10. Repeat the above steps and print a "Response Report" for every *Inquiry Form*.
11. Repeat all of these steps for each participant with multiple *Inquiry Forms*

Once you have printed your multiple inquiry forms, do the following in SMART FACTS:

1. Choose ONE of the inquiry forms to keep (usually the one with the most data)
2. Delete all the rest. You do this by choosing *Delete* in the "Take Action" field

3. For the remaining inquiry form, choose *Update* in the "Take Action" field (sometimes you will have to repeat your steps #3 - #6 above to get back to the screen where you can select *Update*).
4. Enter the necessary data from your printed "Response Reports" so that your ONE remaining inquiry form captures the full picture.
5. When you are done, click on "Submit."
6. Repeat this process for each participant with multiple inquiry forms.
7. Always, always remember to have correct data in the *Status of Complex Issue* section of the *Activity Log*.

## **F. "Save Draft" vs. Submit**

In the *Issues and Inquiries* program, SMART FACTS gives you the option to "Save Draft" or to "Submit" an inquiry form. You must choose "Submit" for your data to show up on the OIG Report. "Submit" is the permanent option.

1. If, when reviewing your Inquiry Forms, you see that your inquiry form is a "draft," you must click on the arrow in the last column under "Take Action" and choose **Update**.
2. This will take you into the draft inquiry form. Click on **Activity Log**.
3. Check your data entry for accuracy as needed.
4. Click on **Submit** at the bottom of the screen.

## **Conclusion**

You can always call Social Solutions if you feel the software is making mistakes or have questions about possible technical problems with the software or your computer's ability to access the software. Their customer service phone number is 866-732-3560, extension #2.

If you are dissatisfied with Social Solutions' response to your question, if you have a question about the SMART FACTS manual, or if you need guidance regarding SMP definitions or policies as they relate to SMART FACTS data entry, call The Center at 877-808-2468.