

SMART FACTS Tip Sheet: Outcome #11 “Number of Simple Inquiries Resolved”

Overview

In February 2010, changes were made to the Simple Inquiry form in SMART FACTS to allow for batch entry of simple inquiries. Previously, question #6 of the Simple Inquiry form was: “Was Simple Inquiry Resolved?” Now, question #6 is: “**Number** of Simple Inquiries Resolved.” **A number value other than the default of zero must be entered in this field for data to appear correctly for Outcome #11 of the OIG Report.** A number value must also be entered in the field for question #5: “Total number of simple inquiries”, for data to appear correctly for Outcome #10 of the OIG Report.

Instructions

Step 1: Identify incorrect entries by using either the **ETO Report** for “Number of Simple Inquiries Resolved” or the “**Review My Efforts**” and “**Review Staff Efforts**” reports.

ETO Report	Review My Efforts / Review Staff Efforts
Benefits: The ETO Report adds together all entries by all license holders in the SMP. It allows you to identify any entry with a numeral zero, which indicates a data entry error. All entries should be a 1 or higher.	Benefits: The “Review Efforts report” allows you to see if there is a logical relationship between the number of simple inquiries received and the number resolved for each entry.
Drawbacks: The ETO Report does not match the total number of simple inquiries to the corresponding number of inquiries resolved, making it difficult to identify errors other than those with a zero entered.	Drawbacks: Reviewing your efforts or other staff efforts requires that you review entries on a per user basis.

Step 1A: Use the **ETO Report** to identify incorrect entries

- 1) Select the “Outreach and Education” program.
- 2) In the “ETO Reports” menu, select “Inquiry / Outreach Report”.
- 3) Select “Number of Simple Inquiries Resolved” and click “Submit”.
- 4) Select the date range and click “Submit”.
- 5) In the upper right corner of the ETO Summary screen, click “Show Details”.
- 6) If desired, print the report using the printer icon in the upper left corner.
- 7) View the “Value” column to see the number of “Simple Inquiries Resolved” for each entry. Refer to paper records as needed to confirm the accuracy of the data that was entered and make note of any entries that need to be corrected.
 - a. Note: If you are doing your data entry one inquiry at a time, any inquiry which was resolved but shows as “0” will need to be changed to “1”.

Instructions, *continued*

Step 1B: Use the [Review Efforts Report](#) to identify incorrect entries

- 1) If you have not identified incorrect entries using the ETO Report, or to see the number of inquiries resolved which correspond to the number received for each entry, use the “My Work” menu and select “Review My Efforts”.
 - a. Site Managers can use the “Program Administration” menu and select “Review Staff Efforts” to review data for other SF users in the SMP.
- 2) Check the box for “General / Composite Point of Service Elements”.
 - a. For details on reviewing data in SMART FACTS, see the “My Work Job Aid”.

Note: As of May 19, 2011, Simple Inquiries are now entered in the Outreach and Education program, instead of the former Issues and Inquiries program. On the “Review Efforts” screen (shown below), Simple Inquiries entered before May 19, 2011 are shown in the Issues and Inquiries program, and those entered on or after May 19, 2011 are shown in the Outreach and Education program. Both types of entries count towards the total number of Simple Inquiries for 2011.

General Composite Point of Service Element	Time Spent on Point of Service Element (hh:mm)	Number of Efforts	
Simple Inquiries	99:10	123	Toggle Point of Service Element Details
1. Issues and Inquiries	73:00	95	Toggle Client Details
2. Outreach and Education	26:10	28	Toggle Client Details

Step 2: Correct the “Number of Simple Inquiries Resolved”, using the “My Work” and/or the “Program Administration” menus.

- 1) Use the “My Work” menu and select “Edit My Efforts”.
 - a. Site Managers can use the “Program Administration” menu and select “Edit Staff Efforts” to edit data for other SMART FACTS users in the SMP.
- 2) Enter the date for each incorrect entry and click the link to “Edit Composite Effort” next to the entry which needs to be updated. Make the necessary changes and click “Update Effort”.
- 3) If you think, or know, that a large number of entries are incorrect, enter one date at a time starting with the beginning of the year, and update any incorrect entries for each day of the year.
- 4) For details on editing data in SMART FACTS, see the “My Work Job Aid”.

SMART FACTS Job Aids

SMART FACTS Job Aids are available on the SMP Resource Center website:

www.smpresource.org > Resources for SMPs > SMART FACTS > SMART FACTS Training.