

### WIN 0082 Real-Time Data Entry

For any Activity Start Date of Basic and ITSS services errors identified after the 14-day calendar restriction, staff must correct the errors and request Department Head review and approve the correction. Department Head approval must be documented with a case note. The case note must identify the service name, the reason for the correction, and the Department Head's (DH) review and approval of the correction.

**NOTE:** Each local area has at least one designated point of contact (DH, OWDC Program Analyst) to handle the appropriate exceptions to data entry after the 14-day calendar restriction. They are responsible for ensuring the appropriate documentation and data integrity of the service dates in their local areas.

### Service Delayed Entry Reasons

- Incorrect service was recorded and required deletion and the correct service opened.
- Oversight or missed service entry.
  - \***Edits** of services entered do not require authorization. Services are editable without DH authorization and are up to the case managers and supervisor's discretion.
  - \***90-Days** is not a delay in service. If a case manager has not provided a service within 90-days participant is System Exited and services need to be entered to reopen the enrollment. This is different than missing entering a service that was delivered 14-days or more prior to the date of discovery.

### OWDC Procedure:

**TRIGGER:** Case Manager finds a service was not recorded within 14-days of service delivery date.

**TARGET:** Department Head authorizes late entry and Service is recorded.

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| Case Manager    | 1. Recognizes a service has not been entered within a participants ETO account that was provided more than 14-days.  |
|                 | 2. Emails ETO Department Head and cc's Program Supervisor/Lead with ETO # and short description of why the service was not entered on time.  |
| Department Head | 3. Reviews request and bases off Valid <b>Service Delayed Entry Reasons</b> .  |
|                 | 4. Emails Case Manager will authorization or denial of entry.  |
| Case Manager    | <u>Either</u>  |
|                 | 5. Enter the service, backdating to service delivery date.<br>Case notes will include "The [enter service name, i.e.: Occupational Skills service that was provided on {date service occurred}] was not entered within the 14-day allowable timeframe. Department Head (LB) reviewed and approved the late entry." |
|                 | <u>OR</u>  |
|                 | 5. Contacts participant, provides a service and records in ETO the day error was found.  |
| Department Head | 6. Monthly report to recipient supervisors of services entered outside the 14-day timeframe.   |