ORC: ________________
OAC: ________________
CFSR:
Board: ________________
Other: ________________

Next Review Date: 3/24
Last Reviewed: 3/21
Review Responsibility: Executive Council

FCCS PROCEDURE

NO.: 12F

SUBJECT: FALSE OR ERRONEOUS DATA ENTRY

Approved by: Executive Council
Effective Date: July 26, 2010
Date(s) of Revision: Jun 17, 2013; Sep 20, 2016; Mar 16, 2021
Responsible for Implementation: All Staff

FCCS is committed to the integrity of information entered into our data systems by our employees. We have devised this procedure to ensure data integrity of all our systems.

False or Erroneous Data Entry

Substantially Incorrect Information

We aspire to ensure that all information entered into our data system is correct. Data entry errors can and will occur. This policy deals with data entry errors or misrepresentations that are done knowingly to deceive or misrepresent. Examples of these data entry errors that are knowingly entered to deceive or misrepresent include but are not limited to:

1) Inaccurately reporting a child or family contact, OR
2) Inaccurately reporting Intake investigation principals or collateral contacts, OR
3) Inaccurately reporting details of client child or family or Intake investigation principals and/or collateral contacts which bear directly upon the reader’s impressions of child safety or of a parent and a current or potential caregiver, capacity to safely care for their child(ren) or any assurances pertaining to a child’s present safety, OR
4) Inaccurately entering information about the distribution of cash or cash equivalents such as gasoline cards or bus passes to clients.

5) Inaccurately completing RMS observations and misuse of 999 codes.

Procedures

All employees are responsible for the integrity of information within our data systems. Should any employee suspect that data entered into SACWIS or other agency required systems was knowingly entered to deceive or misrepresent, the following steps are to be initiated:

1) The employee who suspects the inaccuracy notifies the Director, Associate Director and Supervisor assigned to the case and provides as much detail as possible including case number, location of error in our data systems and date of activities the error depicts.
2) The assigned Supervisor reviews the information above and determines if he/she can ascertain whether substantially incorrect information has been entered into our data systems.
3) If the assigned supervisor concludes that there is not clear evidence to support the assertion that substantially incorrect information has been entered into our data systems, the supervisor shares this conclusion with their Associate and/or Director. If they concur, no further action is needed.
4) If the assigned supervisor concludes that there is clear evidence to support the assertion that substantially incorrect information has been entered into our data systems, the supervisor shares this conclusion with their Associate and/or Director. If they concur, the management team will follow the steps outlined below:
    a) Will contact Human Resources to see if an investigatory interview is needed.
    b) Determines if an audit of the responsible employee’s mileage reimbursement is called for. If an audit of the responsible employee’s mileage reimbursement is needed, the supervisor will confer with the Director of Auditing.
    c) Contact Operations & Inclusion, Support Services if appropriate.
    d) If incorrect documentation in SACWIS is found, contact ODJFS for SACWIS data by completing a request for a help desk ticket to correct data.

   e) If incorrect documentation is found in data systems other than SACWIS, contact the Information Technology Department by completing a service desk ticket to correct data.

5) Should any employee suspect that data entered into an FCCS data system other than SACWIS was knowingly entered to deceive or misrepresent, the Potential Fraud Reporting Policy - 11B in online Policies and Procedures should be followed.