Time Reporting – the Good, the Bad & the Ugly

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Minnesota Department of Human Services | mn.gov/dhs
• DHS **does not** require 100% time reporting.

• So why do county agency staff have to do time entry? That’s a REALLY good question!

• So besides the obvious reason, because we said so, we will attempt to explain why you have to do time entry, how to get staff to understand time entry, the importance of it, and the outcomes of good time reporting – **INCREASED COUNTY REVENUES!**
• DHS **does** require county social services staff to log their time to a BRASS code when they provide that service as defined in the BRASS bulletin. The current BRASS bulletin is **17-32-19**. Further information on staff provided costs and allocation, please see the current SEAGR bulletin **18-32-04 Attachment B**.

• SSIS uses BRASS codes as the basis for tracking county social service activity. Time reporting is how SSIS knows that a social worker performed a particular BRASS service with a particular client on an exact date.

• A standard definition for hours of staff service (column D on the SEAGR Report, DHS-2557) used to allocate "Social Services Administration" has become very important. Consistency among agencies, comparability of average staff costs, and even some program grant earnings depend upon staff hours reported.
• DHS also has random moment time studies:
  • Federally approved method for reporting time for cost allocation purposes
  • Designed to capture the same results as 100% time reporting with minimal effort (this ensures that all activities not just billable time is being accounted for.) Random moments don’t capture client specific data though.
  • Activity codes on time study participants select when they are doing TCM activities
  • Two of the main time studies are the Social Service time Study (SSTS) and the Income Maintenance Random Moment Time Study (IMRMS).
• The Social Service Time Study (SSTS) is the federally approved claiming mechanism for reimbursing county agencies for eligible administrative social service costs.

• The SSTS also provides the statistics used to set annual Targeted Case Management (TCM) rate. The TCM rates determined included child welfare (CW-TCM), children’s mental health (CMH-TCM), adult mental health (AMH-TCM), vulnerable adults and developmentally disabled adults (VA/DD-TCM) for counties to use in claiming Medical Assistance reimbursement through MMIS.
Income Maintenance Random Moment Time Study (IMRMS)

• The objective of the IMRMS is to enable DHS to equitably allocate administrative costs among various programs and activities Income Maintenance staff engage in on a daily basis.

• This information is used to allocate Income Maintenance administrative costs across program so county agencies receive appropriate federal funding for Medical Assistance (MA), IV-E Foster Care, Supplemental Nutrition Assistance Program (SNAP), Child Support (CS), Children’s Health Insurance Plan (CHIP), Refugee Program and Temporary Assistance for Needy Families (TANF).
Time Reporting Policy or Procedure?

SSIS Time Reporting Policy
[57 Counties Responding]

- Written Policy: 18%
- Work in progress: 5%
- No Policy: 77%
Time Reporting Standards
(57 Counties Responding)

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N: 57
Benchmark Client Related Time

Counties with Benchmark Client Related Time
(Two Tiered Approach)

% of time

# Counties

90% 80% 70% 60% 50%

8 5 1 1
Time Reporting Deadline

Time Entry Deadline

<table>
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<th>Count</th>
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Why Do Time Reporting?

• Social Service staff have many responsibilities and one of those is to earn some of the funding that pays for their position and the services that they provide to clients. Worker with different assignments have access to different uncapped federal and state revenue (CW-TCM, MH-TCM, Waiver & AC, RSC, VADD-TCM).

• Time reporting can help in tracking performance of social service staff.

• Time reporting provides agencies with data in order to meet state and federal reporting requirements and to generate healthcare claims.

• Otter Tail County – in 2011 they stopped doing time reporting. Comparing 2010 and 2012 to 2011, they noticed a drop in their monthly average contacts and their monthly eligible contacts which of course resulted in a loss of TCM revenues. They calculated an average direct time decrease of 29%.
Time Reporting – Timely and Accurate

- Timely and accurate reporting by staff is important for several reasons:

- Time reporting is used to generate reports through which counties earn their capped grant allocations and is used to document trigger events so that Targeted Case Management (TCM) is billed to DHS or Managed Care Organizations. Time reporting is also used to document other services so that they can be billed.

- Through the SEAGR allocation process, staff-provided services (expenditures) are allocated a portion of overhead (administrative) costs.

- The social service cost pool (which includes staff time) is used in the TCM rate setting process.
• TCM is part of Medicaid and is an **uncapped** federal revenue. It is primarily used for case management to specific populations – Child Welfare (CW-TCM), Children’s Mental Health (CMH-TCM), Adult Mental Health (AMH-TCM) and Vulnerable Adult or Developmental Disabilities (VA/DD-TCM).

• TCM rates are calculated. The purpose of the rate setting process if to set a rate for each target group that reflects the county’s cost of providing case management services on a monthly basis.

• Counties need to bill that a specific worker provided TCM to a specific client – TIME REPORTING!
• A basic formula is used for all targeted case management rates. Information used to determine the rates include the SSTS cost pool (from the social service fund report, DHS-2556), results from the SSTS and the average number of all clients receiving case management services provided by agency and RTC Staff. (Which means staff time!)

• Bottom line – time reporting is accountability of staff and hours (time).

\[ \text{Time} = \$ \]
Time Reporting PROS

• Able to track less productive workers and potentially missed contacts and revenues. This reinforces why you have the staff that you do. It gives you some tangible thing to show your Board what staff have been doing during their work day. Break down the numbers and use graphs to show the Board the amount of time staff spend in different areas.

• Documents the real time that goes into case management for families and the other tasks workers do that takes time.

• Measures what work is being done.

• Supports maximization of revenue/billing.
• No dual time reporting: data complete and entered timely in SSIS for claiming.

• Several Counties and staff know their time needs to be completed for payroll. Claiming time and payroll time are equal to support claim amounts.
Time Reporting CONS

• Social workers would rather NOT do it.

• Time consuming to document time that is not billable or needing documentation for SSIS for other purposes.

• When not accurate – lost and possibility of missing BILLABLE time.
What Works In Your County?

• Having staff understand the big picture
• Setting deadlines for time entry

• Having the supervisors & director on board
• Daily time entry – either beginning of the day for prior day or end of day for the current day

• FOLLOW THROUGH
• Spreadsheet review

• Protected time for time entry
• Tying the expectation to staff performance reviews

• Open trainings
• E-mail reminders
What Doesn’t Work In Your County?

- Assuming that time reporting is happening.
- Not reviewing reports
- Stressing dollars and revenues with social workers – this is not high on their list!
- Doing nothing
Worker Tasks that Affect Fiscal

Assess Client Needs
Arrange Services for Client Needs
Document Case (Time Reporting & Case Notes)
Enter Client Demographic Information
Enter Client Eligibility for specific programs
Enter Client Placement info
Update Provider Licensing Info
Enter Service Arrangements for client services
Ongoing Case Management
Fiscal & Worker – Working Together

Fiscal Tasks that Affect Worker

- Chart of Accounts Maintenance
- Vendor Maintenance
- Service Arrangements
- Process Payment Requests
- Update Payment Information
- Generate & Track Healthcare Claims
- Generate and Submit State Reports
- Generate & Submit Child Foster Care Claims
- Northstar Care Fiscal Reconciliation

Fiscal & Social Service Supervisor – Working Together

• Accounting staff are neutral and reporting actual information. Brings consistency to all social service unit(s). Better awareness of what’s happening in the agency.

• Build relationships between fiscal and social services. Work together. Be a team. Learn the basics of the programs in other areas.

• Fiscal pays the bills – Social Services brings in the revenues.

• Fiscal/accounting staff provide trend reports to social service unit(s).

• Share information.

• Be proactive not reactive.
County Submitted Attachments

- SSIS Time Reports (Tools > General Reports > Time)
  - Activity Log
  - Time Summary – by Program
  - Time Summary – by Service
  - Time Summary – by Service Activity
  - Total Time
- SSIS Time Reports (Tools > General Reports > Time)
  - Claim Revenue by Worker – new report in version 18.2
  - Proofing Claim Report
  - SSIS Charting
  - Dash board
  - Other spreadsheets
2016 AMSSA Conference:
Working Together to Maximize Revenue:
June 23, 2016 9:30AM
Child Protection Grant
SSTS
CW-CM
MH-TCM*
Waiver w/Health Plan Reimbursement*
*separate Powerpoint

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Good Material to Review!

• This presentation is worth a second look! You can find the full presentation on the AMSSA website: http://amssaconference.blogspot.com

• Look for 2016 Conference Materials

• Title: Measures+ Reports+ Training+ Accountability = Revenue Maximization

• It is the 2\textsuperscript{nd} one listed
How to Get Buy-In

Directors & Supervisors

• Explain to them the “big picture”.

• Break down the “big picture” so they understand how social service staff can increase revenues and possibly enable more staff positions.

• Without revenue, caseloads would have to be higher because the reimbursement to employ staff is not there.

• Helps to monitor what work is being done.

Line Staff

• Explain to the them the “big picture”. 

• Remind them this gives them the credit for the work they do! 

• Remind them that if the work they do isn’t documented, it did not happen.

• Explain how they earn revenue to perform the work they do.
Best Practice

• 2 tier target – 100% time reporting with 80% client specific or program related. This will help you guarantee your revenue!

• Training / re-training of workers:
  • SSIS new worker training and individual follow up after new worker training.
  • Follow up from county SSIS mentor (individual training).

• Offer protected time – make time entry client specific if possible.
Suggested Action

• Put in place a written policy or procedure outlining your county agency time reporting expectations.

• Review other county policies, procedures, other reports and spreadsheets other counties are using. Start using these in your county. (See attachment packet.)

• Have the accounting unit staff hold annual or semi-annual social service meetings. Review time reporting, review of random moments, cheat/help sheets, accounting do’s and don’ts.

• Run and review reports monthly – not just quarterly. Share with supervisors.

• Contact SSIS for further training or even a refresher on claiming, reports, etc.
Final Thoughts / Take Aways

Remember:

• Time reporting is not a one and done process (one quarter, etc.). It’s an ongoing process and it is going to take time to get everyone on board! You need to have a commitment from everyone involved.

• Staff does not have to be face to face with a client to record time.

• Know your BRASS codes. Most workers will only use 5 – 6 of the 183 codes!

• Staff must be consistent in logging hours.

• If it is not documented – it did not happen!

• Time is money!
• If you have any questions about the presentation or attachments provided or if you have comments on how we could improve the information, please don’t hesitate to call or e-mail us. Contact information is on the next slide.

• **THANK YOU** to all of you that replied to the survey and provided policy/procedure copies as well as your spreadsheets, graphs, and other information.
Thank you!

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