VERMONT

AGENCY OF HUMAN SERVICES

DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

Division of Disability & Aging Services
Community Development Unit
103 South Main Street
Waterbury VT 05671-2301
http://www.dad.state.vt.us/
Telephone (802) 241-2400
TTY (802) 241-3557
Fax (802) 241-2325

TO: AAA Case Management Supervisors
AAA Executive Directors

FROM: Camille George, Director, Community Development Unit

DATE: September 7, 2007

RE: AAA Time Study: October 1 – October 31, 2007

Please find attached the directions, with Attachments, for the FFY 2007 AAA Time Study, to be completed October 1, 2007 – October 31, 2007. This memo, the instructions and the excel spreadsheet for the Time Study will also be sent via email.

There are no substantive changes in the Time Study from last year; however, please review the instructions carefully to make sure that they are understood. As staff completes the time study, please make sure that the information at the bottom of the Time Study is included for each person completing it.

Please also note that I followed up again regarding an issue that came up last year: Some AAA pointed out the challenges of having to obtain original signatures from each staff person completing the time study to send to the Department. Historically, when we completed the time study on paper, it was a given that the Department would receive original signatures. Upon moving to an electronic reporting of time, while it has streamlined much of the work associated with collating week to week and then agency, and then statewide results, it is still necessary for the Department to receive signatures from the individuals reporting time. The reason for this is that there have in fact been audit findings in other states pertaining to charges for federal programs when staff has not signed off, only supervisors. In those states, the findings were clear that it is not sufficient for a supervisor to attest to the work of the employee, the employee must attest to his or her own work. ***To this end, upon completion of the Time Study, please submit an electronic copy of each staff person's completed Time Study, along with a total page for your agency. For each person completing the time study, please also submit a paper copy with the original signature of the staff person completing the study. In addition, if your agency is still using paper copies of the handwritten time study data for each staff please send these along as well.*** This helps us to identify and resolve any questions about your electronic submission. Please see if someone at your agency can assist you with the total page if you need help. The directions for the Excel spreadsheet remain the same as last year. The basic instructions for each person who has completed the Time Study are:

1. Bring up blank form;
2. Click on FILE;
3. Click on SAVE AS;
4. Rename the form for the employee you will be entering, (first initial and last name and middle initial);
5. Click on the tab on the bottom of the form that has the week you wish to enter;
6. Fill in appropriate times for the activity;
7. Fill in appropriate unduplicated person count;
8. Double check your totals at the bottom of the form to be sure you have not omitted any work time;
9. Click on FILE;
10. Click on SAVE.

Do the same procedure for each week, each employee. You can verify the entry by looking at the total sheet to see if your total hours for each week are correct. **Please return a copy of the Excel Spreadsheet (with total pages) to my attention by Monday, December 3, 2007.**

Feel free to contact me at 241-2427 or camille.george@dail.state.vt.us if you have any questions.

c Victoria Alberghini
Camille George
Maria Mireault
DDAS Nutrition and Health Promotion Specialist
Theresa Wood, Deputy Commissioner

INSTRUCTIONS FOR COMPLETING THE FFY 2008 AAA TIME STUDY OCTOBER 1, 2007 – OCTOBER 31, 2007

GENERAL INSTRUCTIONS

Who Participates in the Time Study?

This time study is to be completed by all advocate/case managers, advocate/case management supervisors, I&A staff, and any other staff assisting with advocacy/public benefits (ex. food outreach specialists, National Family Caregiver Support Program (NFCSP) Coordinators). **Please note that those persons participating in the time study need to account for their full hours of work and should not report only partial time in the time study.**

Food Stamp Outreach Specialists' time should be recorded under OAA Food Stamp Outreach or I&A Food Stamp Outreach dependent on which category best represents the use of time, ex. Is the person considered a case management client or not?

Where NFCSP services are concerned, only the following NFCSP Access Assistance Category of Service activities need to reported: case management and information and assistance provided to family caregivers. There are other services included in NFCSP Access Assistance, but staff should report them in other categories, such as indirect time, etc. You will see that we have not included new categories specifically for family caregiver services on the spreadsheet. This means that any case management provided to family caregivers will be recorded along with case management provided to older adults without staff having to break out the services provided to family caregiver clients from older adult clients. NFCSP Coordinators will not need to complete the time study unless they are providing any of the activities listed below.

Finally, the time study is not required of SHIP Coordinators or volunteers or AAA Volunteer Coordinators, **unless they are directly involved in case management activities.**

Period for the Time Study

The time study is to be completed during the period beginning Monday October 1, 2007 and ending Wednesday October 31, 2007 (this constitutes a 31 day period for the time study).

Coding of Time

All coding of the time study should be to the nearest quarter hour (.25) interval. For example:

15 minutes would be coded as .25
30 minutes would be coded as .50
45 minutes would be coded as .75
1 hour would be coded as 1.00
1 hour and 15 minutes would be coded as 1.25

The total hours reported at the bottom of each day should reflect the total number of hours for which you receive some type of reimbursement.

General Definitions

Travel Time and Documentation - Travel time, phone calls, and documentation should be coded according to the service(s)/activity(ies) reported.

Choices for Care (CFC) refers to the 115 Long Term Care Medicaid Waiver Program, Choices for Care and includes participants enrolled in the highest, high and/or moderate needs groups.

LINE ITEM DEFINITIONS

Self-Neglect

Case Management

Time spent on all activities associated with case management of a self-neglect client except for time spent on allowable Food Stamp Outreach or CFC case management activities. P**lease also provide the unduplicated number of self-neglect clients served.**

Choices for Care Services

Choices for Care Case Management

Time spent on all activities associated with an individual who is enrolled in CFC. This includes time spent on Food Stamp Outreach, Fuel Assistance Outreach and Medicaid Eligibility activities on behalf of CFC case management clients. Case management activities for people not yet enrolled in CFC should be coded under OAA Case Management.

Older Americans Act (OAA) (Title III-B Supportive Services and III-E NFCSP) Services

Case Management

Food Stamp Outreach

Time spent on allowable Food Stamp Outreach activities that are provided to **non-CFC clients** who are considered to be case management clients. Examples of allowable food stamp outreach activities are attached as appendix a.

Initial Assessments

Time spent assessing persons other than cases of self-neglect, which go under Self-Neglect, Case Management. Time spent completing the Independent Living Assessment (ila) with clients who are requesting CFC services is recorded here as the person is not yet enrolled in the CFC program.

Case Management

Time spent on activities associated with individuals who are case management clients, and for which the time is not coded in one of the other line items. Time for activities associated with fuel assistance or EBT should be coded here.

Medicaid Eligibility Activities

Time spent on performing outreach to help potentially eligible persons apply for and receive community Medicaid, long term care Medicaid or VHAP benefits, in accordance with the Medicaid Administration grant. This would include assisting a potential CFC participant to obtain Medicaid benefits, as opposed to the initial assessment of clinical eligibility using the ILA, which is addressed above. (Appendix B lists the activities permitted.)

Information & Assistance (I&A)

Food Stamp Outreach

Time spent on allowable Food Stamp Outreach activities that are provided to persons who are not considered case management clients. Examples of allowable food stamp outreach activities are attached as Appendix A. Note: this would include Food Stamp presentations, newsletters and other outreach to the general public/groups of persons. Non-allowable Food Stamp related activities should be coded to “Other I&A.”

All Other I&A

Time spent on activities associated with persons who are not case management clients, and for which the time is not coded in one of the other line items.

Other:

Indirect Time - Training/Meetings/Research

Time spent giving presentations (other than Food Stamp and Fuel Assistance Outreach, Senior Companion, and Choices for Care) attending training, making general appearances at meals sites, peer review/support, agency management activities, time spent completing the time study and any other time that is not coded to any of the other activities.

Supervision

Time spent supervising staff or receiving general supervision. Time spent discussing specific client issues should be coded under supervision for supervisors, but should be coded to the client issue by direct staff. For example, a supervisor and a case manager meet for a half-hour to discuss a case management client complicated landlord/tenant situation. The supervisor will code this time under supervision, but the case manager will report this under OAA Case Management. However, time spent going over client record documentation, personnel issues, and time management concerns will be coded by both the supervisor and person being supervised, as Supervision.

Volunteer Supervision/Coordination

Time spent supervising volunteers, including case management supervision of senior companions, and on volunteer coordination by case management staff on case management related functions. This does not include the activities of the volunteer coordinators.

Vacation/Sick/Holiday/Lunch

Any day or portion of a day that is used for vacation, sick, holiday, or lunch. If one of the staff is out on sick or other leave during the **entire** time study; do not include them in the time study.

APPENDIX A: *FFY 2007 Vermont State Plan for Food Stamp Outreach*

Range of Potential Food Stamp Program (FSP) Outreach Activities

Target population: Low income persons receiving no food stamp benefits

1. CLIENT SERVICES TO FACILITATE FOOD STAMP PARTICIPATION BY ELIGIBLE PERSONS

- Assessing clients' nutrition-related needs and resources.
- Explaining FSP eligibility rules, application process, benefits.
- Providing information about the FSP while helping clients complete ESD applications for public assistance programs.
- Assistance in completing FSP applications and related forms.
- Giving client FSP application form to complete independently.
- Assistance in understanding/gathering necessary verification.
- Helping clients with telephone interview, scheduling appointments.
- Informing clients of FSP rights and responsibilities, obligation to report changes, importance of monitoring income and resources to assure continued FSP eligibility.

2. COMMUNITY OUTREACH AND EDUCATION

- Presentations in group settings (e.g., FSP trainings, meetings of tenant associations or Headstart parents, senior centers, food shelf volunteers, church groups, classrooms, interagency provider teams) regarding FSP benefits, application process and availability of assistance for FSP applicants.
- Production, display or dissemination of FSP informational materials (e.g., leaflets, posters, newsletters with FSP information) to advise low-income individuals about the FSP and how they may apply, or seek assistance in applying, for FSP benefits.
- Outposting FSP information/referral workers at locations such as commodity distribution sites, local health fairs, senior centers, meal sites, food shelves, community kitchens, family centers.
- Use of mass media to inform low income persons unfamiliar with public assistance programs about the FSP, its application process, or where they may apply or get more FSP information specific to their circumstances (e.g., public service announcements, participating in radio or television interviews as appropriate).
- Participation in multi-organization efforts (e.g., interagency teams, coalitions) to assess existing FSP needs, resources and barriers to participation by needy and eligible persons in order to improve coordination and effectiveness of FSP outreach approaches.
- Maintenance of an interactive Vermont FSP website that includes a prescreening tool to help visitors assess their potential eligibility for FSP benefits, as well as current program information to enhance FSP promotional efforts and better inform the low income public.
- Promoting the FSP as a nutrition program (i.e., stressing the importance of a healthy diet and how FSP benefits can make this more achievable for people with very limited income and resources).

The above activities will be conducted in accordance with USDA Food Stamp Program Policy Memo 91-02 which expressly excluded:

1) Acting as an authorized representative for applying, receiving food stamps at issuance, or food purchasing;

2) Providing transportation services to certification and issuance offices; and

3) *Intervening with local food stamp offices, at the certification interview or other times, to advocate on behalf of specific applicants or recipients.*
4) *Attempting to persuade someone who has made an informed choice not to apply for food stamp benefits to change his or her decision.*

APPENDIX B: SPECIFICATIONS OF WORK TO BE PERFORMED UNDER AAA MEDICAID ELIGIBILITY OUTREACH GRANT

The Grantee agrees to:

1. Conduct outreach by qualified staff persons to identify Medicaid eligible persons who are not receiving benefits to which they are entitled, or persons who need assistance to maintain Medicaid eligibility. This includes time spent on Information and Referral services, answering questions about Medicaid, or making appropriate referrals for assistance with Medicaid.

2. Assist older persons to accurately complete and submit Medicaid applications for initial eligibility.

3. Assist older persons currently participating in the Medicaid program to accurately complete and submit their annual reapplication to maintain eligibility.

4. Assist older persons who must meet a 'spend down' to obtain or maintain Medicaid eligibility to gather the necessary records of expenditures and report them in a timely fashion to the State.

5. Work with the Department of Disabilities, Aging and Independent Living and/or its designated Case Management Training provider and the Department of Children and Family Services (DCFS) to ensure that Grantee staff performing Medicaid administrative activities receive necessary on-going training to qualify them to provide these services.

6. Provide quarterly reports to the State on the number of individuals served by the above activities, including:

   a) The number of case management contacts for: Community Medicaid, Long Term Care Medicaid and the Vermont Health Access Program, on each of the following topics: New Application, Application Approved, Active Issue and Information Only.
   b) The number of unduplicated case management clients served for each of the programs listed in 6 (a), and
   c) The number of I & A contacts made for each of the programs in 6 (a).

   Quarterly reports shall be submitted to the State six (6) weeks after the closing of each quarter. Reports will be due on November 15, 2007 (July, August and September), February 15, 2008 (October, November and December), May 15, 2008 (January, February and March) and August 15, 2008 (April, May and June).

7. Use comprehensive time study of the Grantee's activities for one month each calendar year to determine the number of hours involved in performing the above duties. The timing and format of the time study will be established by the State.