CONTRA COSTA COUNTY   **KATHY GALLAGHER**
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT   **DIRECTOR**

DEPARTMENT MEMORANDUM NO. 141   **July 15, 2020**

To: Code 2, All EHSD Staff (-less Community Services)

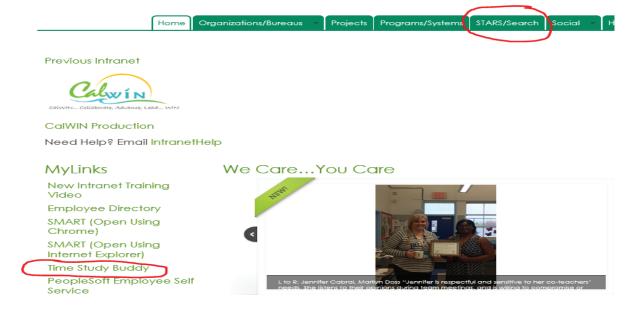References: County Fiscal Letter(s) **19/20-98**

TIME STUDY INSTRUCTIONS, June 2020 through August 2020 (1st Quarter FY 20/21)

The Employment and Human Services Department's (EHSD) time studies are a critical part of funding the programs administered by the department. Over 95% of EHSD's funding comes from federal and state revenues. Leveraging all federal and state funds is a critical component of balancing EHSD's budget. It is critical that staff time study daily and accurately.

Time studies are the basis for EHSD's financial reporting for federal and state reimbursement. In order to maintain accurate financial reporting and maximize federal and state revenue, all caseworkers and caseworker supervisors are required to complete monthly time studies. Clerical and Administrative staff will continue to do time studies on a quarterly basis, during the months of February, May, August and November.

This Department Memorandum **supersedes and updates** the **May 2020** time study instructions and provides revised time study instructions effective **August 2020.** Changes to previous instructions are in **BOLD blue font**. Please thoroughly review all of the time study instructions.

All time studies will be completed electronically in the Time Study Buddy system. Time Study Buddy and the Program Code Descriptions (PCDs) can be accessed through the Department's Intranet site in the STARS/Search section or via the hyperlinks in this memo.

ALL EMPLOYMENT AND HUMAN SERVICES DEPARTMENT STAFF are to participate in the Time Study process and are **REQUIRED** to complete a time study using Time Study Buddy:

TIME STUDY PROGRAM CODE DESCRIPTIONS AND EFFECTIVE DATE
1. Support Staff **(08/20)**
2. Workforce Development Board Support Staff **(08/20)**
3. CalWORKs/Welfare to Work Function **(08/20)**
4. Other Public Welfare **(08/20)**
5. One-Stop Caseworker **(08/20)**
6. Foster Care **(08/20)**
7. Appeals Officer **(08/20)**
8. Child Welfare Services **(08/20)**
9. Adult Services **(08/20)**
10. Electronic Data Processing **(08/20)**
11. Staff Development **(08/20)**
12. Welfare Fraud **(08/20)**

I. **GENERAL INSTRUCTIONS**

   The Program Code Description gives program definitions and detailed time study instructions. General time study instructions are included in this Department Memorandum.

II. **TIMELINES**

   Staff must give priority to the completion of the time study and electronically sign their time studies in Time Study Buddy.

   Clerical and Administrative staff were previously required to complete a time study on a quarterly basis. Retroactive to **March 1, 2020**, all clerical and administrative staff will be required to complete a monthly time study. This is necessary to make sure that we are able to receive the maximum amount of federal and state funds for EHSD operations and for the population we serve. The monthly time study requirement will **continue until further notice.**

   Staff are to complete and sign their **June 2020, July 2020 and August 2020** time studies by the first working day of the following month. First and second line supervisors, as appropriate, are to review, approve, and electronically sign their subordinates' time studies in Time Study Buddy no later than the second working day of the following month. **June time studies are due July 7, 2020 and July time studies are due August 6, 2020. All completed monthly time studies are due no later than 4:00 pm on September 4, 2020.**

   Staff and their respective supervisors will receive a reminder e-mail if their time study is incomplete by the Time Study due date.

III.   **POLICY**

All Department staff are responsible for completing a time study in Time Study Buddy. It is the responsibility of managers and supervisors to ensure that staff complete the time study on a monthly basis. **If a subordinate is on leave or away from the office due to the COVID-19 pandemic, (but still in pay status), and unable to complete a monthly time study, it is the responsibility of the managers and supervisors to complete the time study on behalf of the employee.** If the Division Manager cannot resolve the issues, please direct questions regarding time study entries to the Time Study Coordinator at timestudyinbox@ehsd.cccounty.us.

All part-time and temporary employees are required to complete a time study. The only staff not required to complete a time study are those working for the Department via a personnel agency.

IV.   **GENERAL COMPLETION AND SPECIAL INSTRUCTIONS**

A.   If you are part-time or Absent Without Pay (AWOP), Time Study Buddy defaults to a 40-hour work week. Please adjust the "Hours Paid" line in Time Study Buddy to reflect hours worked.

B.   Complete the time study on a continuous basis throughout each day.

C.   If your schedule has changed, or you need additional Program Codes added to your Time Study Buddy profile, please request this change by emailing: TimeStudyInbox@ehsd.cccounty.us.

D.   Round hours to the nearest quarter hour, 0 to 7 minutes is .00, 8 minutes to 22 minutes is .25, 23 minutes to 37 minutes is .50, 38 minutes to 52 minutes is .75, and 53 minutes and over round up to 1.00.

E.   Do not record overtime on the time study. When compensation time is taken, please record it as "Less: Paid time off" row.

F.   Breaks should be recorded to the last activity worked prior to your break.

G.   Record holidays, jury duty, military leave, sick leave, and vacation time in the "Less: Paid time off" row. **There is one holiday in first quarter, July 3, 2020.**

H.   County Temporary staff are only to record paid time off in the "Less: Paid time off" row. **Unpaid time off is not recorded on the time study. There is one holiday in first quarter, July 3, 2020. Only record time if paid for this holiday**.

I.   Time spent on mandatory trainings, unit meetings, travel, conferences and generic activities not specific to a program can be charged to the last program worked on. These activities may include, but are not limited to Sexual Harassment, Sensitivity in the Workplace, Excel, MSWord, Leadership Academy, Mentorship

Program, etc. **Please do not record training to time study code 7001 – Generic.**

J. First-line supervisors of caseworkers shall record their "Less: Paid time off" and any direct time spent on casework activity on a daily basis. Supervisors are to enter their total allocable hours on the line identified as "Supervision". Time spent on supervision is allocated to the appropriate programs at the end of the time study period based on the allocable hours recorded by the unit staff.

K. All full-time staff should have time studies with daily totals equal to one of the following:

Regular schedule, 8-hour day, 40 hours per week = 168
9/80 Schedule with the first Monday in August off = 160
9/80 Schedule with the second Monday in August off = 168
9/80 Schedule with the first Wednesday in August off = 169
9/80 Schedule with the second Wednesday in August off = 169
9/80 Schedule with the first Friday in August off = 169
9/80 Schedule with the second Friday in August off = 169
4/10 Schedule with Mondays off = 160
4/10 Schedule with Wednesdays off = 170
4/10 Schedule with Fridays off = 170

V. **SPECIAL TIME STUDY INSTRUCTIONS RELATED TO THE COVID-19 PANDEMIC**

Please refer to DM140-20.pdf published in STARS on July 13, 2020.

The following codes have been added to time studies to capture time associated with the State of Emergency Declaration due to the COVID-19 pandemic.

I. **Code DR0001 State of Emergency Declaration**

This time study code captures costs related to employees who need to take COVID-19 related time off due to illness, caring for a family member, or childcare due to school closures. Please see the bullets below for specific examples:

- For the period of March 16, 2020 through April 6, 2020, time taken without the use of accruals due to illness, caring for a family member, or childcare due to school closures should be recorded to code DR0001.

- For the period beginning April 7, 2020 **until further notice**, time taken with the use of the COVID-19 Emergency Paid Sick Leave (80 hours) should be recorded to DR0001.

- For the period beginning April 7, 2020 **until further notice**, time taken with the use of the COVID-19 Additional Paid Sick Leave (64 hours) should be recorded to DR0001 if the time off is COVID-19 related, otherwise the time should be recorded to "Less: Paid Time Off".

- For the period beginning April 7, 2020 **until further notice**, the Extended Family Medical Leave Act (FMLA), provided by the Families First Coronavirus Response Act, time taken should be recorded to DR0001.

Contact TimeStudyInbox@ehsd.cccounty.us to add code DR0002 and code EOC001 to your time study profile.

II. **Code DR0002 Red Cross Shelter Volunteer**

This time study code captures costs related to employees who help set up the shelter and manage the Red Cross shelters.

III. **Code EOC001 Emergency Operations Center**
This time study code captures costs related to response planning and coordination working in departmental operations center or county-wide emergency operations center.

VI. **SUPPORT STAFF TIME REPORTING INSTRUCTIONS**

If you are clerical or program support in an area that requires monthly time studying, you must complete a monthly time study.

VII. **WORKFORCE DEVELOPMENT BOARD - SUPPORT STAFF TIME REPORTING INSTRUCTIONS**

There are no changes this quarter.

VIII. **CalWORKs/WELFARE TO WORK FUNCTION PROGRAM CODE DESCRIPTIONS**

A. **Eligibility Intake Staff - Clarifying Instructions**

Time study code 6151–Initial Common Eligibility Programs includes initial eligibility determinations, intake and grant determination activities that are common to CalWORKs, CalFresh, and the Medi-Cal program. Included activities are review of the SAWS1, application, review required forms and verifications, request information, early fraud referral, home and office visits, computer data input, fingerprint imaging, and completion of Notice of Actions.

This code is intended for new applicants or returning recipients requiring a full intake due to a break in aid. It is intended for applicants whose eligibility for these three programs is unknown (or uncertain) pending eligibility determination.

If the applicant indicates that they are applying for CalWORKs only (i.e., no CalFresh or Medi-Cal assistance) please use code 6141–CalWORKs Eligibility. This includes eligibility determinations for the CalWORKs program in accordance with mandated reporting intervals. Activities include review

applications, required forms and verification, fingerprint imaging, request for information, home and office visits, completion of Notice of Actions, sanctions, computer data input, and activities in support of non-Administrative Disqualification Hearings/non-Intentional Program Violations cases. Public Assistance CalFresh (PACF) and Two-Parent Family activities are time studied here, but the PACF shift and Two-Parent Family caseload shifts are applied to this program code. Activities that can be specifically identified to Medi-Cal, Non-Assistance CalFresh Program, and Non-Federal Recent Noncitizens should be captured under other program codes.

B. **CalWORKs Continuing Staff:**

1. CalWORKs staff who perform ongoing CalWORKs eligibility activities should record eligibility determination and redetermination activities to time study code 6141-CalWORKs Eligibility.
2. Case Management activities on CalWORKs cases that do not impact eligibility should be time studied to code 6631-CalWORKs Eligibility Case Management.

C. **CalWORKs, CalFresh, and Medi-Cal Eligibility - Clarifying Instructions**

1. When a customer is applying for CalWORKs and CalFresh only, (may or may not already have Medi-Cal), this time can be recorded to code 6141–CalWORKs Eligibility.

2. When a customer is applying for CalWORKs and they are already receiving Medi-Cal and CalFresh, this time can be recorded to code 6141–CalWORKs Eligibility.

3. When a customer is applying for CalWORKs only and not Medi-Cal or CalFresh, such as a non-needy relative, this time can be recoded to 6141–CalWORKs Eligibility.

4. When a customer is applying for Medi-Cal or CalFresh, or both, the time can be recorded to 2151 Medi-Cal Intake or 3431a NACF-Intake or a combination of both based on the time spent determining eligibility for each program.

D. **Additional Time Study Instructions for CalWORKs Caseworkers performing Medi-Cal Activities**

Effective December 2018:

Code 4061 Medi-Cal Pre-Intake Customer Service Activities - has been established to capture costs for activities which precede the eligibility determination such as outreach, application assistance, etc. Includes staff time spent on administrative activities related to the pre-intake customer service activities to serve the Medi-Cal population. Allowable activities include but are

not limited to:

- Outreach and Marketing - Including general public outreach, beneficiary education and outreach, explanation of eligibility policies, programs and benefits, plan choice counseling, and plan enrollment.
- Community-Based Application Assistance - Including assistance with application completion and navigation.
- Customer Service - Including call center activities and out-stationed eligibility worker activities related to areas such as beneficiary educations

Code 4071 Medi-Cal Audits, Investigations, and Appeal Functions - has been established to capture costs for activities subsequent to the eligibility determination such as appeals, reports, etc. Includes staff time spent on administrative activities subsequent to the eligibility determination to serve the Medi-Cal population. Allowable activities include but are not limited to:

- Program Integrity – Including audits and investigations, Payment Error Rate Measurement Program, Medi-Cal eligibility quality control, and any other quality assurance/auditing activities.
- Formal appeals of eligibility decisions – Including accepting and processing appeals (including appeals of final eligibility system determinations), hearings, and decisions if rendered by the State Medicaid Agency.

Changes to Codes 2151 & 2153

Code 2151 Medi-Cal – Intake - Includes screening and referral of MNO applicants; accepting and processing initial applications, reapplications, and transfers-in. This also includes time spent providing applicants and recipients with voter registration forms and instructions, assisting in completion of these forms as necessary, and processing voter registration forms for submission to the California Secretary of State. Activities and individuals must be federally eligible and in accordance with the Department of Health Care Services State Medicaid Plan.

Code 2153 Medi-Cal – Continuing - This includes processing approved cases, including budget changes, address changes, redeterminations, discontinuances and rescinded discontinuances, and income reporting. Also includes issuing temporary Medi-Cal cards to SSI/SSP recipients who did not receive their regular Medi-Cal card because of a failure of the SSA system, replacing lost or stolen Medi-Cal cards, and providing additional proof of eligibility labels for SSI/SSP recipients. Activities and individuals must be federally eligible and providing additional proof of eligibility labels for SSI/SSP recipients. Activities and individuals must be federally eligible and in accordance with the Department of Health Care Services State Medicaid Plan.

When a CalWORKs worker is performing a Medi-Cal activity on a member of the family who is not receiving cash aid (timed out, age 19 and too old, etc.) the

activity may be timed studied to Medi-Cal. Activities performed for family members who are receiving CalWORKs cash aid may not be time studied to Medi-Cal.

The following are activities that may be time studied to time study code 2153 - Medi-Cal Continuing:

- Child Health & Disability Prevention (CHDP) Gateway Reports: Newborns that are added to Medi-Cal only aid codes prior to CalWORKs approval.
- Thirty-eight (38 aid-type) cases: CalWORKs discontinuances that need to be transitioned to Medi-Cal only or stopped via Meds3.
- Discontinued cases: where the Medi-Cal case needs to be prepared for transfer to the Medi-Cal Service Center (MCSC) once CalWORKs is discontinued.
- Non Needy Relative (NNR) cases: where the NNR is receiving Medi-Cal only.
- Undocumented, Sanctions, Felons, Timed Out Parents: individuals that are Medi-Cal only due to various reasons.
- Deficit Reduction Act (DRA): cases where children age out of CalWORKs and need to be converted to Medi-Cal only. These individuals have to have the appropriate DRA coding posted in order for Medi-Cal to pass.
- Reissuing Beneficiary Identification Cards (BIC) cards.
- Appeals for withdrawing CalWORKs where the cases are linked to Medi-Cal.
- 3D – When adding a person to a CalWORKs case (unborn to newborn, add a child, add an adult), they are eligible to Medi-Cal only in the month of application. They are aided under the 3D aid code.
- Burman Hold – When there is a discrepancy between CalWIN and MEDS, the CalWORKs workers need to identify and fix the discrepancy before the hold can be released.
- TMC processing – When certain household (AU) members are discontinued from CalWORKs due to increased earnings and placed on Transitional Medi-Cal (TMC) and the remaining household members are still eligible to CalWORKs, it is the responsibility of the CalWORKs worker to process the TMC reports. This occurs when unmarried couples have both common and separate children.
- MEDS alert errors.
- Medi-Cal activity on TANF tribal cases.

E.   Training

All staff attending training should time study to the program they are being trained to. For example, if a Medi-Cal worker is attending CalFresh training, the time should be recorded to CalFresh. Public Assistance CalFresh training should be recorded to 6141-CalWORKs Eligibility.

IX.   OTHER PUBLIC WELFARE PROGRAM CODE DESCRIPTIONS

A.   Code 4461 Reversal of the CalFresh SSI Cash-Out Policy

Effective September 2019, code 4461 is now rolled into code 3431. EHSD made an internal decision to keep code 4461 for tracking purposes. Please continue to use code 4461 for CalFresh SSI cash-out activities. Code 4461 includes activities associated with the increased CalFresh administrative time spent on new SSI-only CalFresh households/cases due to the implementation of the reversal of SSI Cash-out. These activities may include, but are not limited to, initial and ongoing eligibility activities (for example, time spent explaining program eligibility to newly eligible households or processing eligibility factors unique to this population, such as the medical deduction), case work, outreach, program integrity, quality control, fraud-related activities, and any planning, workgroup activities, and training associated with the implementation of the reversal of the SSI Cash-out policy.

X.   **FOSTER CARE/KIN-GAP/ARC PROGRAM CODE DESCRIPTIONS**

There are no changes this quarter.

A.   **Reminders:**

1.   Medi-Cal Time Study Instructions for Foster Care Eligibility Workers:

a.   Time spent performing intake activities for foster children who are receiving any Medi-Cal only aid code or Probation cases (aid type 45) receiving Medi-Cal only with no cash grant should be recorded to time study code 2151 – Medi-Cal Intake. After the initial eligibility determination, ongoing case management activities should be recorded to time study code 2153 – Medi-Cal Continuing.

b.   Eligibility activities for foster youth who have aged out of foster care, but continue to receive Medi-Cal, 4M cases, should be recorded to time study code 2153 – Medi-Cal Continuing.

XI.   **APPEALS TIME STUDY PROGRAM CODE DESCRIPTIONS**

There are no changes this quarter.

XII.   **CHILD WELFARE SERVICES PROGRAM CODE DESCRIPTION**

A.   **Code 9451 Child Family Team (CFT) Detention – CWD Non-Federal**

This PC captures costs related to the CWD activities associated with the convening and facilitation of child, youth, and family-centered CFT meetings for youth in detention to assess, plan, identify, and monitor support and services that are needed to achieve child and public safety, permanency, and well-being. Activities include, but are not limited to:

- Providing input for the development of a child and family-centered case plan

that articulates specific strategies for achieving the child, youth, and the family's goals based on addressing identified needs, including meeting related court orders when required, and building on or developing strengths.
- Providing input into the placement decision made by the CFT and the services to be provided in order to support the child or youth.
- Engaging and developing CFT members.
- Coordinating and conducting a CFT meeting.
- Participation time at the CFT meeting.
- Documenting results of the CFT.

B.   Reminders

1.   Child Welfare Health-Related (HR) Codes

The following health-related codes receive 50% open-ended federal funding:

- 1441-CWS HR Pre-Placement
- 1442-CWS HR Family Maintenance
- 1443-CWS HR Family Reunification
- 1444-CWS HR Permanent Placement
- 8381-Extended Foster Care HR Services

Please review the program code descriptions and when performing health-related activities, please record time to the appropriate health-related code.

XIII. ADULT SOCIAL SERVICES FUNCTION PROGRAM CODE DESCRIPTION

A.   IHSS Electronic Visit Verification (EVV)

The 21st Century Cures Act, released December 2013, federally mandated that all states establish an EVV system for all Medicaid personal care and home health care services that require an in-home visit by a provider, by January 1, 2020. California has developed an electronic time study system to comply with this federal requirement. This electronic system will be used, and eventually replace, the paper time study currently used by In-Home Supportive Services (IHSS) providers to submit their hours for authorized IHSS program services rendered to and approved by IHSS recipients for payment.

Effective September 13, 2019, time study activities associated with the implementation on EVV to TSC 9791 and TSC 9801. The description of TSC 9791 and TSC 9801 are as follows:

Code 9791 (IHSS Electronic Visit Verification PCSP/Plus Option)
This code includes activities associated with the implementation of EVV for the PCSP/Plus Option population. These activities may include, but are not limited to, initial set-up (for example, time spent creating provider and recipient email accounts and user profiles in the Electronic Service Portal (ESP)), training,

outreach, and other technical assistance.

Code 9801 (IHSS Electronic Visit Verification Non-HR/PCSP/Plus Option)
This code includes activities associated with the implementation of EVV for the
non-Health Related/PCSP/Plus Option population. These activities may include,
but are not limited to, initial set-up (for example, time spent creating provider and
recipient email accounts and user profiles in the ESP), training, outreach, and
other technical assistance.

B.   **Code 5701a APS Case Management – Home Safe**

Home Safe case management activities are those performed after the initial
response and investigation of reports of abuse. Code 5701a is valid as of January
2019. Such activities may include, but are not limited to:

- Assessment of each individual's housing needs, including a plan to assist the
  individual in meeting those needs, consistent with the case plan, as developed
  in coordination with a multidisciplinary team that may include housing
  program providers, mental health providers, local law enforcement, legal
  assistance providers, and others as deemed relevant by the APS agency.
- Housing stabilization services, including ongoing landlord engagement, case
  management, public systems assistance, legal services, tenant education,
  eviction protection, credit repair assistance, life skills training, heavy cleaning,
  and conflict mediation with landlords, neighbors, and families.
- Navigation or search assistance to recruit landlords and assist individuals in
  location affordable or subsidized housing.
- Enhanced case management, including motivational interviewing and trauma-
  informed care, to help the individual recover from elder abuse, neglect, or
  financial exploitation.
- Assisting with Housing-related financial assistance, including short-term rental
  assistance, arrearages, security deposit assistance, utility payments, moving
  cost assistance, and interim housing assistance while housing navigators are
  actively seeking alternate permanent housing options for the individual.
- Arranging supportive housing, referrals to appropriate service providers
  including the local homeless continuum of care for long-term services
  promoting housing stability.

C.   **Reminders:**

1.   Adult Health-Related Codes

The following health related codes receive 50% open-ended federal
funding:

- Code 5731 APS Health Related Response
- Code 5741 APS Health Related Case Management

Please review the program code descriptions for these codes. When

performing Health-Related activities, please record time to the appropriate Health-Related code.

XIV. ELECTRONIC DATA PROCESSING PROGRAM CODE DESCRIPTION

A. Code 528EDP CWS-CARES Statewide Implementation

Effective November 2018, code 528EDP captures staff time while participating with the development and implementation of the CWS-CARES. County participation activities for CWS-CARES. Project include Project Management, Change Management, Data Conversion, Application/Organizational Change Management (OCM) Training, and Application/OCM/System Administrator Training. Activities may include, but are not limited to:

- Initiating, planning, executing, controlling, and closing the implementation of digital services modules.
- Updating policies and procedures, documenting as-is business processes and participating in the on-going business processes for each digital service aspect.
- Data conversion activities for implementation, incremental and full load data conversion testing.
- County staff participating in training who will then train other county staff ("train the trainer"/ "coaching")
- Staff time associated with application and OCM training.
- Participating in the following activities for each project module:
  - Discovery – assisting the state and vendor(s) with user research to explore and understand user needs in order to develop user stories that will form the basis for early prototypes of functionality.
  - Alpha – testing multiple prototypes, which will collectively form a release-level minimum viable product, participating in the development of readiness materials.
  - Beta – testing multiple prototypes; participating in; production release planning; system performance monitoring; and training.
  - Live – participating in statewide implementation of the new functionality; participating in performance monitoring of the functionally; ongoing performance monitoring, continued iterative enhancement of digital services and improvement of new features to meet end user needs corresponding legacy functionality and strangulation of data.

B. Reminders:

Please record time to the direct-to-program codes when appropriate. For example, time spent on behalf of Community Services Bureau employees or programs should be recorded to code C61-EDP Community Services Bureau. The cost related to this time is then charged to the Community Services Bureau.

XV.   **STAFF DEVELOPMENT PROGRAM CODE DESCRIPTION**

There are no changes this quarter.

XVI.   **WELFARE FRAUD PROGRAM CODE DESCRIPTION**

There are no changes this quarter.

CONTACT PERSON: Annie Phetinta, extension 8-4837

CANCELLATION DATE: August 31, 2020