

WRIGHT COUNTY HEALTH & HUMAN SERVICES
100% TIME REPORTING PROJECT
43 TOTAL RESPONSES*

100% TIME REPORTING ~ 24 COUNTIES

1. Anoka: has been doing 100% time reporting for a number of years. It was implemented by a previous director after seeing Wright County's approach!!

Some of the reasons for continuing:

Supports maximization of Revenue/Billing

Currently allows for one data system entry for our payroll as well.

Allows for more complete statistics on staff activities and client contact

We have also connected our client mileage to ssis as well and assures audit ability.

2. Becker LTC and DD: case managers report 100% of their time. There is a lot of stuff the case managers deal with that is not client specific and quite a few of the workers want to account for this (ex. Intake, resource questions, meetings/webinars, etc.)

3. Benton: does 100% time reporting. I believe the main reason we do this is to be able to make sure all billable time gets entered and it is easier for us to determine if everything is entered. It also adds accountability to for what workers are doing out in the field.

4. Blue Earth: we do 100% time reporting in BEC. We use this time report as a mechanism for timesheets in lieu of a traditional time card. Each possible activity (including sick, vacation, client contact, phone, etc.) are options that staff can select. The time then adds up to the 80 hours per pay period, and payroll is run off of these entries (as approved by supervisors). It is something that has been a part of the BEC culture for quite some time, so staff just know that it is part of the basic expectations. Having worked in a county that did not do 100% reporting, it would be a major cultural shift.

5. Brown: Brown Co requires 100% time reporting. For all the reasons previously stated plus when we have new social workers, we compare their payroll timesheet with their SSIS time. We then go back to the worker & explain they need to be the same as far as hours worked. If you work OT in payroll, you need to mark that in SSIS.

Even with 100% time reporting, several years ago we picked up on several workers using Records & Reports and Correspondence A LOT. These two options are not program related and therefore do not show up as brass time on SEAGR or as waiver billable time or toward a few of our grants that are reported thru SEAGR. We had training, implemented 70% program related time reporting (excluding vac/sick/etc) and let workers know they need to put a client with records and reports if it is client related. Same for correspondence.

We wanted to make sure social workers are having contact with their clients and recording this time accurately.

We ask that social workers complete SSIS time every two weeks. Most do....several do not. Generally the same ones. They are pretty good about it. We have an account tech attend their weekly mtg and she goes over any paperwork that has deadlines coming up with time entry being one of them.

6. Carlton: In theory, Carlton is 100% time recording. Certain programs like ARMHS workers may not record all their time. The supervisors didn't ask me before making decisions like that. Should be 100%.

All time should be recorded by the 3rd of the month and supervisors have until the 10th to review their work before the billing process begins.

It is extra work for the employees, but the benefits are being able to track less productive workers and potentially missed contacts and revenue.

7. Chisago: The time reporting topic has been painful in our shop. Some units report 100% and others report variations of 100%. We are just going to be doing time training with a shove to have the department get to 100%. There is great push back from folks saying they are too busy to make this happen. The greater return historically has appeared to be in periodic training of random moment codes. So we are definitely doing that again. Plus we have a number of new staff across the Department on a variety of caseloads so time reporting has to be trained, reviewed, encouraged, enforced. The question has not been only 100% time reporting, but then in what increments? i.e. actual, 15 minute increments, or 10 minute increments. We are not planning on abandoning time reporting however. We are also wrestling with the effect of contracted out case workers NOT doing time reporting and what affect that has on our revenue and reports.

8. Crow Wing: We require our staff to report 100% of their time in SSIS. In doing this, we are able to measure the work that is being done. Right now we are reviewing the coding options and streamlining them, educating our staff on them and ensuring a consistent practice of entry. It helps us to document the real time that goes into case management for families and the other tasks that our workers that takes time. In ensuring consistency, we can also compare worker time spent on a case and potentially develop best practices for all staff.

The below response is from our Social Service Supervisor: (Lynda Erickson)

One obvious reason to do 100% is to be able to measure what work is being done. That leads to what we are doing now around recording consistency. I think it really helps us document the real time that goes into case management for families and what other things are taking up worker's time.

This below response is from our Financial Service Supervisor: (Deb Ellis)

I would agree with Lynda. There is less chance of missing time activity recording when management is able to monitor and of course it gives a good picture of real time case management.

9. Douglas: requires 100 % time reporting. This is not tied to payroll at all, but does help with making sure we get as many contacts as possible in for our billable time. They are supposed to have in by the 5th following month end, but this does not always happen. We send out reminder emails to make sure all of the time is in for our quarterly reporting.

10. Faribault & Martin: All units except children and family do 100% time reporting. We were experimenting with that unit recording only billable time. No conclusions have been drawn at this time.

11. Isanti: is 100% reporting. We have a standard at Isanti County that 80% of your time or more has to be program specific. So with that we have always required that they do 100% reporting keeping in mind our threshold for program related. I hope this helps.

12. Kandiyohi: It's hard for me to say if our 100% time reporting has increased or decreased our earnings. We've been doing it for so long, I don't really have old data to compare to.

I reached out to Julie Spurgeon, DHS FOD, and she sent me some very good information. She has examples from other counties who have 1) seen an increase in revenue when they've gone to 100% time reporting and 2) seen a decrease in revenue when they've stopped doing 100% time reporting. It's a lot of information to sift through, but I think it's worth the time.

Something else to keep in mind is that SSIS is always adding new reports to help supervisors manage staff. If an agency hasn't implemented 100% time reporting, these reports aren't as useful. Time entry is due by the 10th and billing is done the 15th.

13. Kittson: does 100% time reporting. Our rationale is that we believe it helps to better catch all billable time that SWs might be conducting. We think that if we lower the % of time reporting, SWs might just report to the time % requested and might not capture all billable time.

That's a lot of "thinks", "mights", and "believes" for something that our SWs hate to do and we're not sure produces what we want to catch, which is all possible billable time.

14. Koochiching: has been doing 100% for a number of years.

15. Morrison: we are 100% time recording and has been since I was here. It has been the philosophy that reimbursement is better if you track all the time and helps your SEAGR rate. It helps us to determine if they have completed their timesheets. It would be hard to track who has completed time if not for 100%.

I hope you get a response from Otter Tail. When I was there, we decided to move to client only entry. I did set up a spreadsheet indicating a minimum number of hours spent on client time and if not there could be a performance issue. We were only into it for about a year before I left so not sure how it affected rates or worker time. It was more time consuming for me as a supervisor to track time

because the expected hours required varied depending on how many hours in a month that were work days.

Having gone back and forth, I am now in favor of 100% time recording as staff and administration know they are done.

16. Ottertail: OTC has been requesting that workers report 100%, for quite some time. We changed back in 2011 and were requesting only direct time. Our billable time dropped dramatically, so we are back to requesting 100% since.

17. Polk: has been requiring 100% time reporting for about 10 years. The first year that this was implemented and tracked we saw our reimbursements go up almost 100%. I explained to employees that without this revenue, caseloads would have to be higher because we would not have the reimbursement to employ the staff we need.

18. Pope: is 100% time reporting in SSIS. Our procedure and rationale are attached:

Pope County Human Services Policies & Procedures	
Policy/Procedure: POPE COUNTY HUMAN SERVICES POLICY FOR SSIS DOCUMENTATION	
Reference(Rule/Statute): 256B.092 Subd 1a; 9505.0322 Subd 9 & 10; 245.462 Subd 3	
Division/Unit: Human Services Units	Date Effective: January 1, 2015
Purpose: To clarify agency expectations regarding employee documentation in SSIS	
Personnel Responsible: Pope County Human Services Social Workers & Social Services Supervisor	
<p>RATIONALE and EXPECTATIONS:</p> <p>The Human Services documentation system used by counties statewide is called SSIS. This system is used to document all client contact and activities; such as meetings, phone contacts, travel, case consultation and Court-related activities, as well as non-client related time, such as training, general documentation or general office work.</p> <p>Targeted Case Mangement (TCM) and Waivered Case Management revenue is earned through employee time documented in SSIS. In order for this revenue to be billed, there are MA requirements for documentation that must be followed (see below).</p> <p>To ensure accurate reporting and reflection of your duties, 100% time reporting in SSIS is required. It is expected that approximately 70% of work time is documented as program/case related (see attached report).</p>	

All SSIS time must be entered no later than the 10th of the following month. Every effort should be made to be no more than 2 weeks behind. Prior to vacations, it is expected time reporting will be up to date.

PROCEDURE:

In your case notes please include basic information such as who, what, when, and where.

Enter clearly in a case note and your plan specific qualifying information (see bulletin# 14-68-21).

List the goal(s) and objective(s) you worked on from the client's case plan.

Describe your interaction and the client's ability and willingness to participate and relate your activity to the goal (CMH & AMH Goals need to be based on the CASSI/IEP/DA & FA symptoms, behaviors and impairments).

For Targeted Case Management claims:

- **Be sure to use the required language including the following key words in both the body of your case note and the purpose line in SSIS: Assess, Monitor, Refer, Coordinate, Evaluate, Advocate.**
 - **The Waivered Case Management Claims must contain the following activities in the purpose line of your case note:**
 - *Annual review of service plans
 - *Assisting to identify providers
 - *Assisting in accessing services
 - *Coordination of service
 - *Development of service plan
 - *Evaluation & monitoring of the services identified in the plan.
- (Please provide details in the body of the case note)*

EXAMPLES:

For TCM:

IN THE PURPOSE LINE TYPE: Assess, Monitor & Refer

IN THE BODY OF CASE NOTE:

Worker met with (client name) today to assess and monitor progress and identify any barriers to achieving goals. (client) stated he/she is taking medications as prescribed. (client) reports feeling like his/her affect is like a roller coaster and that he/she is experiencing high anxiety and symptoms of depression, however, he/she reports feeling stable overall. (client) reports he/she is improving overall with his/her medical and/or mental health. (client) states it will be several weeks before his/her surgery site heals up. (client) has been walking more. (client) requested a Food Shelf Voucher stating his/her General Assistance was renewed and he has not received his Food Stamps yet. Plan to meet with (client) again on (date). Services currently in place or referred for include: (x).

For WAIVERED:

IN THE PURPOSE LINE: Evaluation and Monitoring

IN THE BODY OF THE CASE NOTE: PC with new provider, first month of service is going well, client has met on a regular basis and has actively worked on all goals set at first meeting. Home staff relate a good relationship being established. Baselines are being developed and will be presented for final goals to be recommended at the 45 day meeting.

Authored By: Nicole Names & Phyllis Reller

Date Approved:

19. Renville: We have been doing 100% time reporting in Renville for at least the last 15 years. We started after I heard a MACCSA conference presentation by three different counties who were doing 100% reporting and had the research to show it generated more revenue...I have never done the research but still believe it does generate money. If something has changed I would not be against change myself...

20. Sibley: does 100% time reporting. It has been done that way "since the beginning of time" so I really don't know why it was decided to do it that way. Unfortunately, the people making the decision when it began are all long gone so I can't add to the discussion as to the "why". But I am very interested to see the results of this to see if it's still a wise way to go.

21. Stearns: does 100% time reporting and it is due the 5th day after the end of the month. Division Directors and the HS Administrator receive reports monthly on staff time.

PROS: Requiring 100% assures all billable time is entered. If the threshold is lower it is difficult to tell if the time was just not billable or if the staff didn't get the contact/case note entered.

CON: It can be time consuming to document the time that is not billable or needing documentation in SSIS for other purposes.

22. Washington: does require 100% time reporting in SSIS. Time reporting is completed weekly, preferably by 9:00AM on the Monday following the week being reported. We transfer time reporting data entered into SSIS right into our payroll system, thus not needing additional entry of this data.

The benefits:

- No dual time reporting
- Data complete and entered timely in SSIS for claiming
- Staff know their time needs to be completed for payroll (easier sell to them)
- Claiming time and payroll time are equal (to support our claim amounts)

23. Watonwan: We have gone to a 100% time reporting in the past 2 years. I can tell you that we have over a 20% increase in funding. So much so that we were able to decrease our county Levey by 1.7%, and that is with the addition of two staff.

We have also found it very beneficial for the supervision of the staff, as it gives us one more reason to give them a "great Job" slap on the back kind of thing. At the individual meetings with the supervisors the talk which areas the staff are spending time and ensure they are putting as much time as possible in billable areas. If the staff are putting too much time in non case specific areas we are able to retrain them so that they are "refocused". This is part of the annual review process for us.

The last reason we use it as an argument why we have the staff we do. It gives us some tangible thing to show the Board what staff have been doing during the day. We break the numbers down and use graphs to show the board the amount of time the staff spend on various areas. This has been very

helpful for the Board, as they are requesting accountability from the staff and proof that we are monitoring it.

24. Wright: Pros: If done timely, it does increase the accuracy and potential for billable time. We've asked that they enter their time daily, and it is required to be done weekly. If we are lucky it is done by the middle of the next month when we need to bill. It does seem to impact the SEAGR rate, and this has been beneficial for us to share with the board as we show them that our average costs are significantly lower than comparable counties.

Cons: It is time consuming for the SWs and they would really like us to lower the requirement (or not require time reporting at all.) When they don't enter their time until the following month, instead of daily, we lose the accuracy and are probably missing some billable time because of the lack of accuracy.

DOES NOT 100% TIME REPORT ~ 19

- 1. Aitkin:** Not currently, but question if we should move to 100% time reporting as not sure how much [billable] time is being missed.
- 2. Becker County child protection:** we are currently not doing 100% time reporting. We do the face to face contacts and any other very important contacts the social worker feels should be entered but all other phone calls and contacts are written up at this time and put in the file under contact/activities due to the caseload sizes. Social workers do not have the time to enter 100% time entry with the amount of work they have at this time as they are already 50 hours + in comp time to use and don't feel they have time to use that. Not sure what the other departments are doing in Becker County but at this time child protection only puts in the important and face to face contacts and the rest are handwritten in the file that are easily accessible if needed.
- 3. Beltrami:** We have a goal of recording 90% of an 8 hour day but most people do more than that. This eliminated the need to record lunch time. I created units in SSIS specific to each supervisor so they could run a time report for their staff and see how they were doing and how much was client specific. This can vary depending on training, PTO etc and only the supv would know that.
- 4. Carver:** is probably 70-80%. Time needs to be entered by 2nd Friday of the following month. The Child & Family supervisors/manager use Crystal Reports to pull data needed for performance.
- 5. Cook:** We require 90% time reporting. We do not have people report on lunch breaks, and 2-15 minute breaks throughout the day. The 90% as it was explained to me gives a good picture of how time is spent and also tracks reimbursable time. We are also interested to know if anyone has standards as far as direct service time percentage vs. "overhead" type of time??
- 6. Faribault & Martin:** All units except children and family do 100% time reporting. We were experimenting with that unit recording only billable time. No conclusions have been drawn at this time.
- 7. Freeborn:** implemented a new policy In Sept. 2014 that staff were no longer required to complete 100% time reporting. Supervisors believed that professional staff understand the importance of documentation and do fairly well at case noting for their cases. We are going to evaluate this in the next couple of months to see if we have had a decrease in revenue with the change.
- 8. Hennepin:** does not require 100% time reporting in SSIS. We want our workers to focus on completing client related activities in SSIS in a timely, accurate, and thorough manner instead of being concerned about assuring that all of their work time is accounted for in SSIS.

If we did want to track things like time in supervision, staff meetings, etc., we could use our payroll/personnel system (PeopleSoft). To date, the only thing that we have asked staff to track

separately in that system is time in training. That was just implemented a few months ago, so it is too early to report if it is working or valuable.

We have an expectation for Case Managers to report on the activities, and face to face contacts with their clients and families. We define this requirement as our Productivity Policy

9. Hubbard: We are not 100% Time Reporting.

This was the policy when the previous supervisor was here and I have been in this position for approximately 3 years. Her expectation was between 60-80% and only case-specific information needed to be reported.

I am expecting 80% and that being case specific as well as program specific.

I supervise all programs and have 20 staff reporting on SSIS.

They all are handling very high caseloads. Especially Child Protection, Waivers, CD and AMH.

Some of them have difficulty getting to 80% and to require 100% I believe would be difficult with the extra time required. Question, if they do not hit 100% - what are the consequences? (I had heard of another county denying vacations because of this.) So, then how do union contracts figure into that?

I do see the pro of 100% time reporting being that all time is accounted for. But, then do they just pad their time? And then my supervision of this piece is going to require a lot of additional supervision...

I am also aware of vacations, sick time, etc, so do take this into consideration.

10. Le Sueur: We do not require 100% time reporting for several reasons:

1) There is no good reason to record your breaks, vacations, holidays, lunch time, sick time, etc. in SSIS. If this is documented on your timecard it is a waste of time.

2) Every employee has approximately 25% of their total working time spent on Break, Sick Time, Vacation, Holiday, and other Paid time off. It sounds amazing, but it is true.

3) That leaves 75% of time remaining to document (100%) of program specific / client related type activities. However, there are other things done in the name of county work. For example: people go to safety committee meetings, general staff meetings, time spent doing your timecard, and other general work type activities that are not program specific.

4) So, given above, we have requested that of all the paid work time that each social worker has on the books for a given month, that at least 50% of that paid work time be client/program specific time recorded in SSIS. This eliminates the need for documenting breaks, vacation, general staff meetings, etc. and allows the worker to document their work and not feel 100% chained to SSIS for every minute of every day, of every year.

5) There is a clear correlation between this 50% program specific time requirement and whether the worker is getting behind in their documentation.

11. McLeod: McLeod County does NOT formally do 100% SSIS Time Reporting. We, too, continue to seek reasons to start doing that.

12. Meeker: does not require 100% time reporting; there doesn't appear to be any real value to it, and in my opinion, almost encourages some exaggeration of how time is spent. I monitor staff time by reviewing the total amount of time they've documented in SSIS (activity log); most often, staff are

reporting in excess of 130-150 hours per month. I'm anxious to hear what other counties are doing and their justification for it.

13. Roseau: We don't do 100% time reporting. Staff are entering about 70% of their time currently and we think that isn't too bad.

14. Sherburne: does not have 100% time reporting. Our practice is 80% client related. This decision was made back in 2005 and re-examined it in 2011. The major reason of not having 100% time reporting was based on honesty. How honest would workers really be if they had to account for 8 ½ hours every day? Our goal was to account for client time that you could enter a program and activity.

15. Southwest: we do not require this. We do require 100% of anything workgroup related and we highly encourage anything additional that is program related. So we don't require staff meetings, personal leave, etc. Many workers struggle to get in the time that is workgroup related so we don't ask them to do 100%. We have looked at it a few times but didn't think there would be much difference. Anything revenue generating must be entered. We do have a few staff who choose to do 100% as a means to organize themselves. We require all time to be in by the 3rd working day of the following month.

16. Swift: currently we require that employees enter all consumer direct time (including paperwork, travel, telephone, email, discussion regarding specific consumer, etc.). Our goal is at least 65% (at conference I heard 70%). I would prefer 100% reporting but have NO support from social services or fiscal supervisors for that.

17. Wadena: we too have the same questions and am trying to make an informed decision on mandating 100% time reporting...currently I have requested staff to work towards this (as it wasn't required in the past). Since we have changed the expectation we have been able to discover some opportunities to provide training for more consistent coding on services as we were missing opportunities to capture revenue.

18. Wilkin: Staff requested not doing 100% so we changed over to case related only reporting the 1st of the year. The bench mark we set for staff is 70% of their time needs to be case related. All time has to be entered no later than the 10th of the following month. They get real close to the 70% and seem much more deliberate in their time entry. We are unsure if this is going to have an impact of funding/formulas and won't know until we have been doing it for over a year.

Not sure if that helps or not. I have attached the tracking grid. We are small. Tracking like this would be a nightmare with many staff.

19. Yellow Medicine: We do NOT require 100% time reporting in Yellow Medicine. We ONLY record DIRECT time in SSIS. Our goal is to be at 70% direct time reported. We don't require 100% as we do not feel it is worth time effort and it is time consuming (and probably not accurate). I am not sure but I think it also affects the social service cost report?

UNSURE/RANDOM COMMENTS

Brown: If you do drop 100% reporting, be prepared for a revenue drop. In every county I have talked to on this that was their experience. You are the first I have heard from thinking of leaving it. The rest are going to it which is generally not popular with staff. Dave Christianson went to it last year. Ask his experience with that in Watonwan Co.

*All responses were generated via an email request through MACSSA and/or DHS Financial Operations Division. The responses have not been modified, but are listed here as they appeared in the original email response. Wright County Health & Human Services initiated this venture in response to a staff survey and verbal requests to discontinue requiring 100% Time Reporting. Since embarking on this request for statewide information, WCHHS has decided to continue reporting at 100%.