



DHS/County Fiscal Project – Current Effort

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Initial Project Scope – Specific Objectives

- 1) Development of standard IMRMS and SSTS time study results reports (data files) for quarterly dissemination to counties
- 2) Improved DHS/County administration of current IMRMS and SSTS
- 3) Development of standard IM Fund and SS Fund cost allocation summary reports (data files) for quarterly dissemination to counties
- 4) Update of quarterly IM Fund and SS Fund Cost Reports in conjunction with development of comprehensive IM Fund and SS Fund remittance advices (explanation of payment).

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DHS/County Fiscal Project – Initial Scope

The foundational Income Maintenance (IM) and Social Service (SS) fiscal components:

- 1) SS Fund Cost Report
- 2) SSTS - Social Service Time Study
- 3) IM Fund Cost Report
- 4) IMRMS - Income Maintenance Random Moment Study

DHS/County Fiscal Project – Project Team

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DHS/County Fiscal Project – County Fiscal Advisory Group

County	Name	Phone	Email
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Process for review and update of existing activity names and descriptions

1. Being conducted with assistance of County Fiscal Work Group
2. Surveying county time study coordinators and participants (e.g. financial workers and social workers)
3. Informal meetings and site visits with time study coordinators and participants
4. Informal meetings and discussion with county fiscal staff and management
5. Participating in county conferences and regional meetings
- 6. Need to engage DHS program policy staff and management**
 - Introductory sessions
 - Meetings to address specific activity names and descriptions

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Steps

Steps to Improve DHS/County Administration of the IMRMS and SSTS Time Studies

1. Review and update current program/activity code definitions
2. Consider and implement improvements to current web-based applications and system administration
3. Update DHS training materials (audience specific)
4. Update DHS instructional bulletins
5. Conduct a comprehensive statewide training event
6. Update DHS PACAP via technical amendment

Time Lines DHS/County Fiscal Project

Goal is to complete these steps (i.e. implement) by June 30, 2019

Discovery phase: October – December 2018

Development phase: January – March 2019

Training phase: April – June 2019

Preliminary Results from IMRMS Surveys

- Received 125 surveys from IMRMS Participants
- Received 37 surveys from IMRMS Coordinators
- Themes Identified:

Random Moments during non-working hours

MA PMAP; MA General; METS; MA County Based Purchasing; MA in general. The MA program has greatly changed in the last two years and the codes have NOT kept up with all the changes.

Codes 701 & 801

Case Management Code 300

Response time requirement

Sporadic random moments in clusters and then none for months

Preliminary Results from SSTS Surveys

- Received 176 surveys from SSTS Participants
- Received 40 surveys from SSTS Coordinators
- Themes Identified:

Adult Protection Services & Investigations

Code 23

Code 69: General Administration

MN Choices

Random Moments during the lunch period

Random Moments & Flexible Work Schedules

Response time requirement

Third Party/Contracted Revenue through Health Plans

Background: IMRMS and SSTS Time Studies

Current sample groups / sample size

1. Currently the IMRMS consists of 10 sample groups (the at-large group and 9 county-specific groups). Each groups sample size is 2500 observations per quarter.
2. Currently the SSTS consists of 8 sample groups (the at-large group and the 7 county-specific groups). Each groups sample size is the greater of 2500 or the number of participants multiplied by 5.

IM Random Moment Times/Shifts

- Currently Random Moments are scheduled 7:00 a.m. – 5:00 p.m.

SS Random Moment Times/Shifts

Shift	Hours
• 1	6:00 AM - 4:30 PM, Monday - Friday
• 2	7:00 AM - 5:30 PM, Monday - Friday
• 3	12:00 PM - 10:30 PM, Monday - Friday
• 4	Friday 3:00 PM - Sunday 10:00 PM
• 5	4:00 AM - Midnight Monday - Sunday
• 7	8:00 AM - 4:30 PM, Monday – Friday

DHS/County Fiscal Project IMRMS & SSTS Time Study Results

- IMRMS and SSTS time study results reports (data files) will be sent to counties.
- Each county will only receive their data.
- It has not been determined who will receive this report in the county.
- Looking at the end of September to send out reports.
- Reports will be ongoing quarterly.

County Reports

Your county has the information.
NOW WHAT?
So What Do You Do With IT?

IMRMS & SSTS Time Study Results

- Reports will be in an excel format
- Reports may be bulky
- Work together to review reports within your county
- Break down reports if needed (i.e. by supervisor, unit)
- Use results to re-train staff
- For the At-Large Group, review your county results (from gross observations) to the Group Summary

Statewide Results Analysis

Statewide Results Analysis / Themes identified by DHS so far

1. The percentage of Missed/Deleted observations appears high across all time study groups; ranging from 4% to 13% with IMRMS, and ranging 3% to 10% with SSTS.
2. The percentage of General Admin observations appears high across all time study groups; ranging 23% to 41% with IMRMS, and ranging 25% to 29% with SSTS.
3. The percentage of time spent on the specific programs/activities, and the resulting funding, varies widely between groups (both IMRMS and SSTS).
4. There appears to be trend toward less time being spent on SSTS TCM activities.

Questions?



Thank you!

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Attachment D

IMRMS Program Categories, Activity Codes and Definitions

Effective October 1, 2013, the following definitions should be used in determining the appropriate program and activity to select when IMRMS participants are completing random moments.

PROGRAMS

- 100 TANF Other** – Temporary Assistance for Needy Families (TANF) should be indicated for TANF programs other than MFIP. Programs included under this category would include Statewide MFIP Employment Services, Diversionary Assistance, Diversionary Work Program (DWP) and Emergency Assistance.
- 100 MFIP Administration**
- 120 MFIP Child Care** Activities related to child care for a child in a family who is receiving assistance through the MFIP program or the transitional year child care program
- 130 Basic Sliding Fee Child Care** – Activities related to child care in a non-MFIP family
- 140 Refugee Assistance** – Refugee Assistance Program
- 150 Child Support IV-D** - Child Support Enforcement activities.
- 160 Supplemental Nutrition Assistance Program (SNAP)** – Select this program when engaged in SNAP activities unrelated to the MFIP program.
- 170 Foster Care Title IVE** – Foster care assistance activities extended under Title IVE.
- 180 General Assistance** – State General Assistance
- 190 Group Residential Housing (GRH)**
- 200 Minnesota Supplemental Aid** – Supplemental State Assistance (MSA)
- 300 MA General** - Medical Assistance (Medicaid) programs including Qualified Medicare Beneficiary (QMB) and Specified Low-Income Beneficiary (SLMB).
- 310 MA PMAP** – Prepaid Medical Assistance Program
- 320 MA County Based Purchasing**
- 330 MinnesotaCare/Basic Health Program (BHP)**
MinnesotaCare – Persons aged 65 and older who are ineligible for Medical Assistance and premium-free Medicare Part A (without a premium)

- 310 Fraud and abuse prevention and detection:** (Not to be used with program codes 170, 701, 801 or 802.) Activity related to the prevention and detection of fraud and abusive practices related to any of the programs administered.
- 320 All other provision of program services:** (Not to be used with program codes 150, 170, 701, 801 or 802.) All other activities related to the direct provision of program services and benefits not described above.
- 330 Lunch, leave or other administrative activities:** (Use only with program code 701.) Includes allowable leave time, regularly scheduled general administrative activities unrelated to program management, work involved in general supervisory conferences, unit meetings, coffee breaks, etc.
- 340 All other activities:** (Not to be used with program codes 801 or 802.)

Matrix of Cost Allocation Rules for IMRMS Responses (Revised 1/1/15)

	Program	TANF, Other	MFIP Admin	MFIP Child Care	Basic Sliding Fee Child Care	Refuge Assistance	Child Support IV-D	SNAP (Food Support)	Foster Care Title IV-E	General Assistance	Group Residential Housing	Minnesota Supplemental Aid	MA General	MA PMAP	MA County Based Purchasing	Minnesota Care/Basic Health Program (BHP)	CHIP for Prenatal Care	All other Programs	Common To All Programs	Employee Not Available	Invalid Response	
Activity		100	110	120	130	140	150	160	170	180	190	200	300	310	320	330	340	400	701	801	802	
Determining or re-determining eligibility for programs other than MA	110																					
Client intake, verification, eligibility determination/re-determination & maintenance of client file information for MA Programs excluding MNCare/BHP	120																					
Assisting clients who are MA eligible in choosing a health plan	140																					
Assisting clients who are not MA eligible in choosing a health plan	150																					
Referral to needed services	160																					
Verification of Immigration Status	170																					
Investigating and resolving complaints	180																					
Appeals and disqualification	190																					
Staff development and training activities	200																					
Certification of individuals for SNAP	210																					
Issuance of SNAP Benefits	220																					
Providing direct program benefits and services	230																					
Providing program information to clients	240																					
Screening and assessments	250																					
Development of employability plans	260																					
Providing work activities	270																					
Providing post-employment services	280																					
Providing work supports	290																					
Case management	300																					
Fraud and abuse prevention and detection	310																					
All other provision of program services	320																					
Lunch, leave and other admin activities	330																					
All other activities	340																					

LEGEND	
	valid
	invalid

SSTS Categories and Codes
October 1, 2013

Category A
Funding Eligibility Activity

DHS Code	Code Description
11	Title IV-E Eligibility
12	SSI Eligibility for Children
13	MA Eligibility
14	MA Service Eligibility

Category B
Intakes, Assessments, Case Management and Service Coordination

DHS Code	Code Description
20	Intake for Long Term Services and Supports (LTSS)
21	Other Intake and Investigation
22	Rule 25 Assessments for MA Eligible Clients or when MA Eligibility Status is Undetermined/Unknown
23	Health and Medical Case Management Services for MA Eligible Adults
24	LTSS Assessment and Support Planning for Persons who are MA Eligible or whose MA Eligibility Status is Undetermined/Unknown
25	LTSS Assessment and Support Planning for Persons Determined non-MA Eligible or on a Health Plan Providing Payment to the County
31	Child Welfare Targeted Case Management
32	Children's Mental Health Targeted Case Management
33	Adult Mental Health Targeted Case Management
34	Vulnerable Adult Targeted Case Management
35	DD Adult Targeted Case Management

SSTS Categories and Codes
October 1, 2013

Category C
Treatment and Therapy

DHS Code	Code Description
41	Treatment or Therapy for Children and Adults

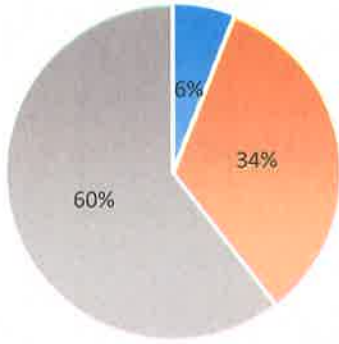
Category D
Training

51	Child Welfare/Child Protection Training for County Staff
52	Program Service Training for County Staff
53	General Training for County Staff
54	Training for Foster and Adoptive Parents or Foster Care Providers

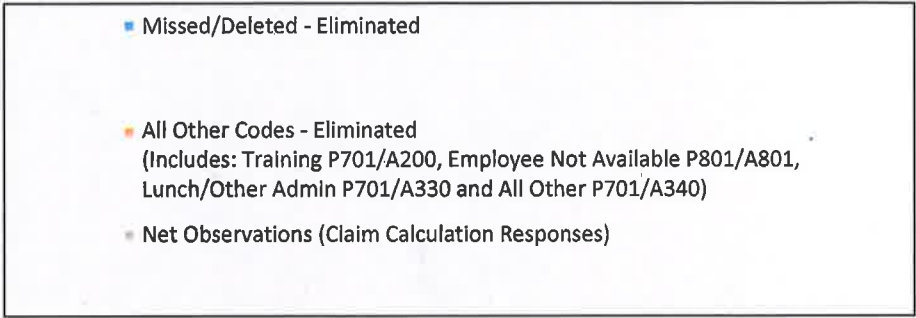
Category E
Other

DHS Code	Code Description
61	Other Health and Medical
62	Other Child Welfare/Child Protection Administration
68	Other Social Services, Health Plans and Third Party Billings
69	General Administration

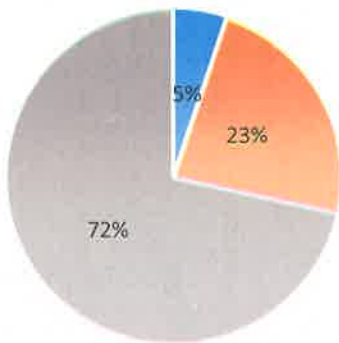
at-large group



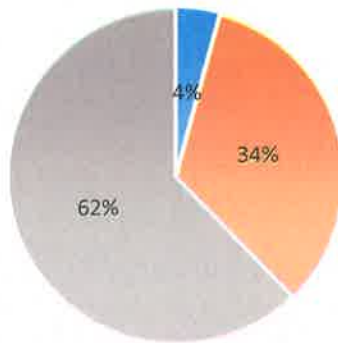
IMRMS Breakdown of Total Random Moments
Eliminated vs. Claim Responses
Q1 2018



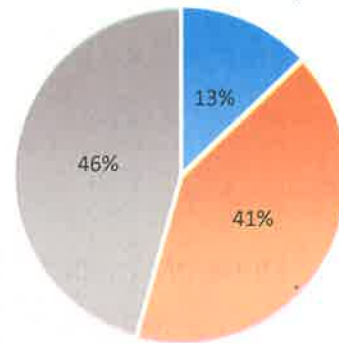
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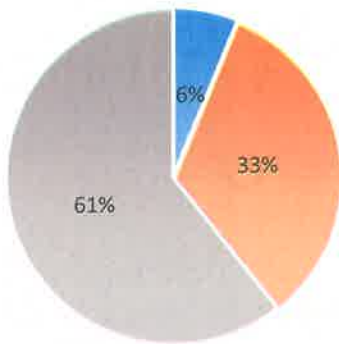
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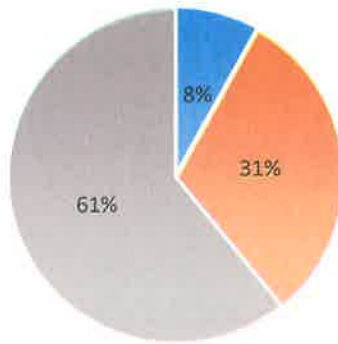
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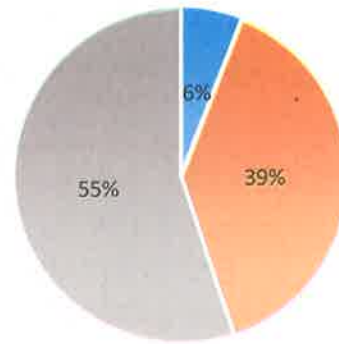
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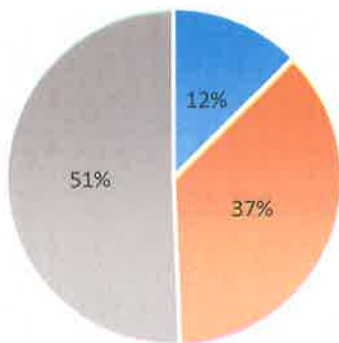
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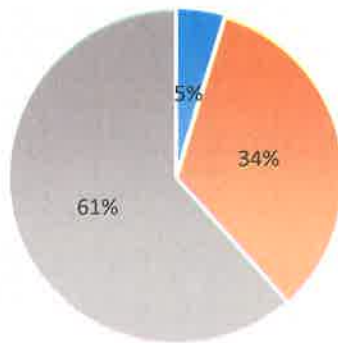
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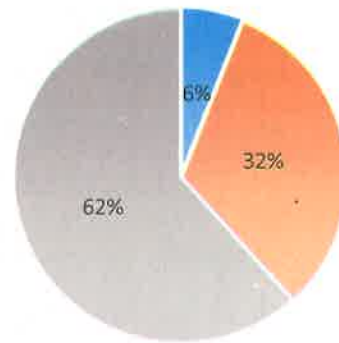
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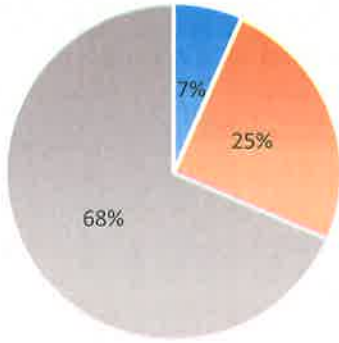
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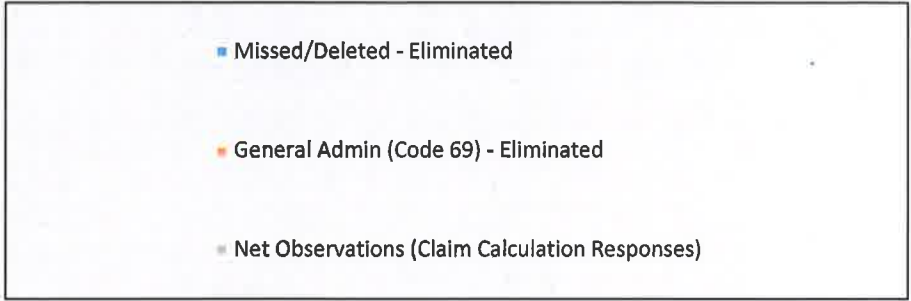
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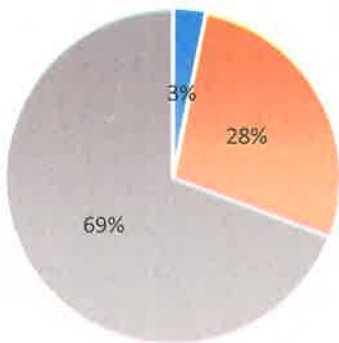
at-large group



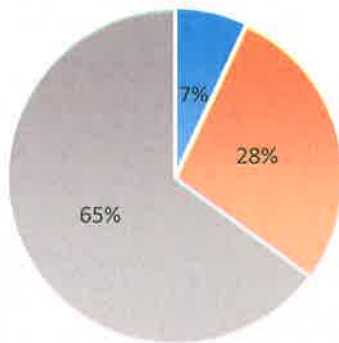
SSTS Breakdown of Total Random Moments Eliminated vs. Claim Responses Q1 2018



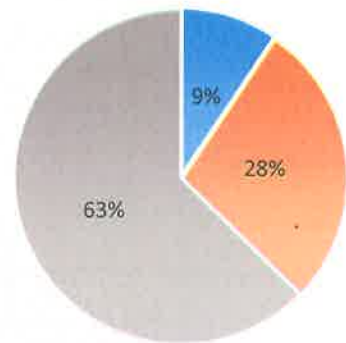
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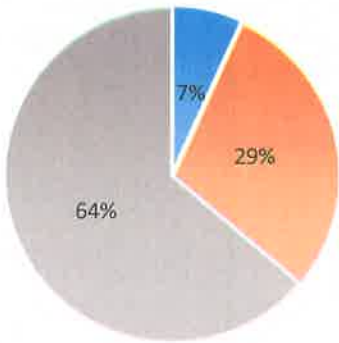
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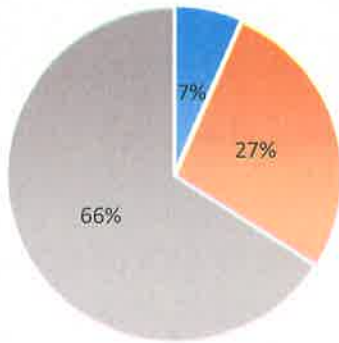
county-specific 3



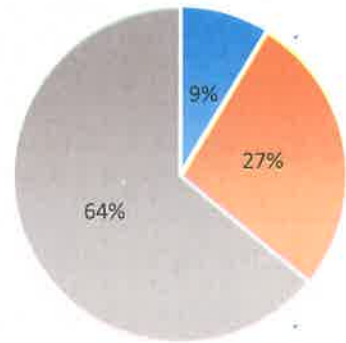
county-specific 4



county-specific 5



county-specific 6



county-specific 7

