



# DEPARTMENT OF HUMAN SERVICES

## TCM-CSR 101

Sue Nelson - SSIS

# Targeted Case Management-Client Statistical Report (TCM-CSR)

The TCM CSR Report gathers unduplicated counts of clients receiving Target Case Management services by month for both the current and prior quarter.

- Child Welfare - Targeted Case Management (CW-TCM)
- Mental Health - Targeted Case Management (MH-TCM)
  - Adult Mental Health
  - Children's Mental Health
- Vulnerable Adult/Developmentally Disabled – Targeted Case Management (VA/DD TCM)

# How often is this report submitted?

Time Frame	TCM-CSR Report Submission Deadline
Quarter 1 (January 1 – March 31)	April 30 <sup>th</sup>
Quarter 2 (April 1 – June 30)	July 30 <sup>th</sup>
Quarter 3 (July 1 – September 30)	October 30 <sup>th</sup>
Quarter 4 (October 1 – December 31)	January 30 <sup>th</sup>

Note: If the 30th is a weekend or holiday, the report is due by the last business day **preceding** the 30th

# TCM Rate Setting

- Upon receipt by DHS, the information on the TCM Client Statistical Report is used in the rate setting process by DHS Financial Operations Division to calculate the Medical Assistance (MA) reimbursement rates for targeted case management (TCM).
- The unduplicated client count includes all clients, regardless of whether a TCM claim is generated. It is designed to mirror the activity collected in the TCM activity codes on the SSTS. For more information on the SSTS activity codes, please reference bulletin #14-32-16 Social Service Time Study (SSTS) - Operations & Activity Codes.

# Workflow

- Social Worker makes a contact with a client or about a client
- Social Worker enters the Time Record about the contact
- Client is counted in the TCM-CSR if all criteria for a valid contact are met and has not already been counted

# Time Record

Date: 5/9/2017 12:00 AM

Activity

Workgroup: Only IV-E Eligible CW Case Management 11/03/2003 Caseload

Program: 100 - Child Welfare (General) No. of Persons: 3

Service: 193 - General Case Management

County sub-service:

Activity: Case management, MHM

Duration: Hr. 1 Min. 10

Cnty Acctg:

Regarding:

- Ernest IV-E Washington
- Elvis IV-E Washington
- Eileen IV-E Washington
- Electra IV-E Washington
- Erin IV-E Washington
- Betty Parent
- Bill Parent
- Elaine PMAP IV-E Washington

Allocate Time

Note:

**E** Review case plan and services

Contact:

Purpose: follow up

Status:  Completed  Attempted

Method: Face to face

Location: Field/home

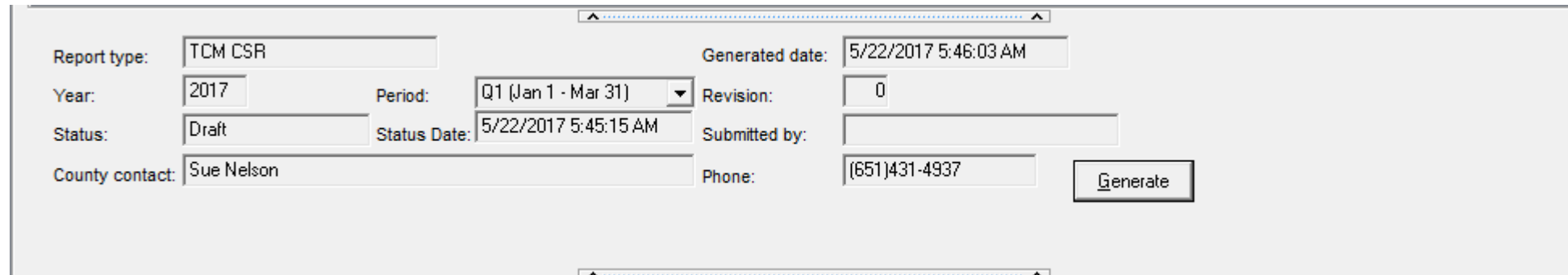
Contact With:

- Erin IV-E Washington
- Betty Parent
- Bill Parent
- Elaine PMAP IV-E Washington

# TCM CSR Report

TCM CSR Report follows the SSIS State Reporting Framework.

- Create the Header record
- Generate the report
- Run Proofing
- Re-generate if needed
- Finalize the report
- Submit the report



The screenshot displays a web-based form for generating a TCM CSR Report. The form includes the following fields and values:

Report type:	TCM CSR	Generated date:	5/22/2017 5:46:03 AM
Year:	2017	Period:	Q1 (Jan 1 - Mar 31)
Status:	Draft	Revision:	0
County contact:	Sue Nelson	Status Date:	5/22/2017 5:45:15 AM
		Submitted by:	
		Phone:	(651)431-4937

A "Generate" button is located at the bottom right of the form.

# TCM CSR Report

TCM CSR Report in SSIS has five tabs:

- TCM CSR Statistics
- Client Summary
- Adjustments
- RTC
- Time Proofing

TCM CSR Statistics				
Client Summary	Adjustments	RTC	Time Proofing	
<b>Previous Quarter Final</b> 10/01/2016 to 12/31/2016				
Targeted Case Management	October	November	December	
PQ1. Adult Rule 79 and VA/DD Case Management	31	26	27	Calculated
	0	0	0	+ Adjustments
	31	26	27	Net
PQ2. Children's Rule 79 Case Management	21	18	18	
PQ3. Child Welfare - Targeted Case Management	113	101	101	
<b>Current Quarter</b> 01/01/2017 to 03/31/2017				
Targeted Case Management	January	February	March	
CQ1. Adult Rule 79 and VA/DD Case Management	27	28	26	Calculated
	0	0	0	+ Adjustments
	27	28	26	Net
CQ2. Children's Rule 79 Case Management	13	18	18	
CQ3. Child Welfare - Targeted Case Management	121	129	120	



# TCM CSR Statistics tab

## Included Time

- Only Time Records entered by County/Tribal and State RTC employee types are considered for this report. Errors will display on the Time Proofing tab for Time Records entered by other Employee Types (for example: Contractor and Collaborative Workers.)
- Clients are counted based on the eligibility of the client and of the contact.

# TCM CSR Statistics tab

## Line 1:

### Adult Rule 79 Mental Health Case Management

- The client must:
  - be age 18 or older as of the service date and
  - have received Adult Rule 79 case management (BRASS Service 491) during the quarter.

If the client received Relocation Service Coordination (RSC), BRASS Service 694 during a month, the client will not be counted in that month. The client will be included on the Client Summary Report with “No-RSC” displaying for the applicable month.

# TCM CSR Statistics tab

## Line 1 continued:

### Adult Developmental Disabilities Case Management

The client must:

- be age 21 or older as of the service date and
- have received Adult (21+) DD non-waiver case management (BRASS Service 593) during the quarter and
- be in either a Developmental Disabilities Workgroup (DD) or an Adult Protection Workgroup (APS) and
- not have an active waiver or AC recipient span in effect for the time record service date.

If the client received Relocation Service Coordination (RSC), BRASS Service 694 during a month, the client will not be counted in that month. The client will be included on the Client Summary Report with “No-RSC” displaying for the applicable month.

**OR**

# TCM CSR Statistics tab

## Line 1 continued:

### Adult Developmental Disabilities Case Management

The client must:

- be age 18 or older, but less than 21 years of age as of the service date and
- have time records for Child (<21) DD non-waiver case management (BRASS Service 592) and
- have VA/DD Supplemental Eligibility in effect on time record service date. (If no VA/DD Supplemental Eligibility record exists, client is counted on Line 3) and
- must not be an active waiver or AC recipient in effect on the time record service date.

If the client received Relocation Services Coordination (RSC), BRASS Service 194 or 694 during a month, the client will not be counted in that month. The client will display on the Client Summary Report with “No-RSC” displaying for the applicable month.

# TCM CSR Statistics tab

## Line 1 continued:

### Vulnerable Adults

The client must:

- be age 18 or older as of the service date and
- have received General case management (BRASS Service 693) for Adult Protective Services **and**
- be in either a Developmental Disabilities (DD) Workgroup or an Adult Protective Services (APS) Workgroup **and**
- must not be an active waiver or AC recipient in effect on the time record service date.

If the client received Relocation Services Coordination (RSC), BRASS Service 694 during a month, the client will not be counted in that month. The client will be included on the Client Summary Report with “No-RSC” displaying for the applicable month.

# TCM CSR Statistics tab

## Line 2:

### **Children's Rule 79 Targeted Case Management (Mental Health):**

The client must:

- be under the age of 18 as of the service date and
- have received Children's Rule 79 (Mental Health) Case Management (BRASS Service 490) during the quarter.

If the client received Relocation Services Coordination (RSC), BRASS Service 194 during a month, the client will not be counted in that month. The client will display on the Client Summary Report with "No-RSC" displaying for the applicable month.

# TCM CSR Statistics tab

## Line 3:

### Child Welfare - Targeted Case Management

The client must:

- be under the age of 21 as of the service date and
- have received Child Welfare – Targeted Case Management Services. This includes Family Assessment Case Management (BRASS Service 192), General Case Management (BRASS Service 193), or Child Mental Health General Case Management, (BRASS Service 492)

OR

# TCM CSR Statistics tab

## Line 3:

### Child Welfare - Targeted Case Management cont.

The client must:

- clients receiving BRASS Service 592 are counted on Line 3, if they are:
  - under 18, or
  - 18 -20 and have a CW-TCM Supplemental Eligibility record in effect on the time record service date, or do not have a Supplemental Eligibility record in effect on the time record service date.

If the client received Relocation Services Coordination (RSC), Service Code 194 during a month, the client will not be counted in that month. The client will display on the Client Summary Report with “No – RSC” displaying for the applicable month.



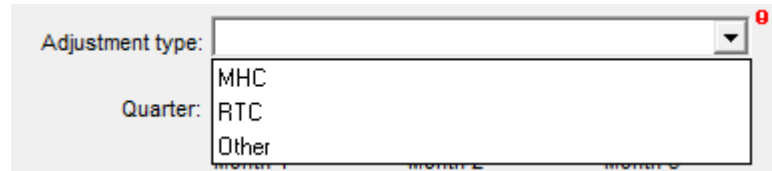
# Adjustments tab

Adjustments can only be made to Line 1 of the TCM CSR. Clients counted on Lines 2 and 3 are children and must be entered directly in SSIS.

The screenshot shows a form for entering adjustments. It includes a dropdown menu for 'Adjustment type', radio buttons for 'Quarter' (Current and Previous), and three input fields for 'Adjustment count' for 'Month 1', 'Month 2', and 'Month 3'. All count fields are currently set to 0. There are small red error icons next to the 'Adjustment type' dropdown and the 'Previous' radio button.

Adjustment type:	[Dropdown menu]		
Quarter:	<input type="radio"/> Current	<input type="radio"/> Previous	
Adjustment count:	Month 1: [0]	Month 2: [0]	Month 3: [0]

# Adjustments



Adjustment type: [dropdown menu] [red error icon]

Quarter: [text input field]

MHC  
RTC  
Other

There are three different Adjustment types:

- MHC - Your county operates a Mental Health Center and the overhead costs are included in your Cost Pool on the DHS-2556, but Time Records are not entered into SSIS. If these clients are not already included in the TCM-CSR Report, they must be unduplicated and added through the adjustment process.
- RTC – Adjustments for Host County RTC workers are no longer necessary.
- Other - Any other situation where case management services are provided to adults who are not entered in SSIS. If these clients are not already counted in the TCM-CSR Report, they must be unduplicated and added through the adjustment process.

# Time Proofing tab

The screenshot shows a web application interface with a navigation bar at the top containing tabs: TCM CSR Statistics, Client Summary, Adjustments, RTC, and Time Proofing. The 'Time Proofing' tab is active. Below the navigation bar, there is a search form with the following fields and options:

- Year:** 2017
- Period:** Q1 (Jan 1 - Mar 31)
- From:** 10/1/2016
- To:** 3/31/2017
- Client
- MA Eligibility
- Supplemental Eligibility
- Time Record
- Staff

There are two buttons on the right side of the form: 'Search' and 'Clear'. Below the form is a scrollable area with a scrollbar.

Displays Time Records with error messages indicating the reason a client cannot be counted and warning messages identifying potentially incorrect information and situations.

Once a client is counted on a line, no proofing messages display for that child and Service. See next section for more information about the Proofing Messages.

# Time Proofing messages

Message # and Description	Possible Causes	Possible Solution
<b>Client</b>		
<p>#107 Estimated DOB.</p> <p>The client has an estimated date of birth. The client must have an actual date of birth.</p>	<p>The client data has not been updated with the actual date of birth.</p>	<p>Research and enter an actual Date of Birth.</p> <p>If the date of birth is unknown, the client will not be counted.</p>
<p>#3002 Client is an adult on the activity date and Service is for children.</p> <p>The age of the client on the time record is incorrect for the "Service".</p>	<p>The Service on the Time Record is incorrect or the wrong client was selected in the Regarding section of the Time Record.</p>	<p>Determine who the Time Record was in regards to and which service was provided.</p> <p>Correct the Time Record.</p>
<p>#3003 Client is a child on the activity date and the Service is for an adult.</p> <p>The age of the client on the Time Record is incorrect for the "Service".</p>	<p>The Service on the Time Record is incorrect or the wrong client was selected in the Regarding section of the Time Record.</p>	<p>Determine who the time record was in regards to and which service was provided.</p> <p>Correct the time record.</p>

# Time Proofing messages

Message # and Description	Possible Causes	Possible Solution
<b>MA Eligibility</b>		
<p>#3000 Client has an AC Major Program on the activity date.</p> <p>A Time Record is not counted when the client has a Major Program of AC on the Activity Date.</p>	<p>The worker selected the incorrect Service on the Time Record.</p>	<p>Verify that the worker intended to enter a non-waivered Service on the Time Record.</p> <p>Correct the Time Record if Alternative Care case management was provided.</p> <p>If the Service is correct, the client will not be counted.</p>
<p>#3001 Client is on a waiver on the activity date.</p> <p>A Time Record is not counted when the client has a Waiver span in effect on the Activity Date.</p>	<p>The worker selected the incorrect Service on the Time Record.</p>	<p>Verify that the worker intended to enter a non-waivered Service on the Time Record.</p> <p>Correct the Time Record if waiver case management was provided.</p> <p>If the Service is correct, the client will not be counted.</p>

# Time Proofing messages

Message # and Description	Possible Causes	Possible Solution
<b>Supplemental Eligibility</b>		
<p>#3007 No VA/DD or CW-TCM Eligibility exists with Service.</p> <p>Client is counted as CW-TCM (Line 3) when no VA/DD-TCM Eligibility and no CW-TCM Eligibility exists for the Activity Date. WARNING</p>	<p>Worker did not enter a Supplemental Healthcare Eligibility record for the client.</p>	<p>Clients 18 – 20 years old receiving Service 592, can be counted on either Line 1 or Line 3. If this client should be counted on Line 1, enter a VA/DD Supplemental Eligibility record.</p> <p>If the client should be counted on Line 3, no corrections are needed.</p>
<b>Time Record</b>		
<p>#3006 APS or DD workgroup not selected for Service.</p> <p>With this "Service" the "Workgroup" on the Time Record must be APS or DD to be counted.</p>	<p>Incorrect workgroup was selected on the time record.</p>	<p>Determine which workgroup should be selected on the Time Record.</p> <p>If the workgroup on the time record is correct and the workgroup is not an APS or DD workgroup, the client will not be counted based on this time record.</p>
<p>#3009 Duration for client is 0.</p> <p>The Duration for the client in the Regarding section of the Time Record is 0. Duration must be at least one minute.</p>	<p>Too many clients were selected in the Regarding field on the time record or the Duration is incorrect.</p>	<p>Review the time Record to determine if the clients selected in the Regarding section and the Duration is correct.</p>

# Time Proofing messages

Message # and Description	Possible Causes	Possible Solution
<b>Staff</b>		
<p>#3004 Worker is an RTC employee and Service is not 491 – Adult Rule 79 Case Management</p> <p>A Time Record for an RTC employee is only counted when the Service is Adult Rule 79 Case Management.</p>	<p>RTC Worker selected the incorrect Service on the Time Record.</p>	<p>Determine whether or not the Service is correct on the Time Record. Correct the Service if necessary.</p> <p>If the Service is correct and it is not 491, the client will not be counted if there are no other eligible Time Records.</p>
<p>#3005 Employee type for the worker is excluded from the TCM CSR.</p> <p>The staff person indicated on the Time Record must have an “Employee type” of “County/Tribal Employee” or “State Employee” to be included in the TCM-CSR.</p>	<p>The employee was set up incorrectly in Admin.</p>	<p>Verify the employee type of the staff person and make the necessary correction in Admin.</p> <p>If the employee type is correct and it is not Tribal/County or State employee, no corrections are needed.</p>

# Client Summary tab

## Review records included in the report

- Like any other state report, you should review the records that are included on the report as well as reviewing the records that display in proofing.
- Review the Client Summary tab of the report to see where clients are being counted. If a client displays as being counted on a line where they are not typically being counted, review the time records and Supplemental Healthcare Eligibility records



# Client Summary tab

TCM CSR Report

TCM CSR Statistics | Client Summary | Adjustments | RTC | Time Proofing

Quarter ▾

SSIS Person #	Client Name	DOB	Line 1			Line 2			Line 3		
			Month 1	Month 2	Month 3	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3
[-] Quarter : Previous											
115032176	Archer, Jessica	08/15/1991	No	No	No	Yes	No	No	No	No	No
208730846	Dirt, Maria	08/15/1991	No	No	No	Yes	No	No	No	No	No
208578027	Snow, Samantha	03/05/1999	No	No	No	Yes	Yes	No	No	No	No
115285280	Sunshine, Samantha	01/04/2005	No	No	No	Yes	Yes	No	Yes	No	No
208143613	Wonderland, Alice A	01/06/1993	No	No	No	Yes	No	No	No	No	No
[-] Quarter : Current											
209676884	Merge, Person Good	01/05/2008	No	No	No	No	Yes	No	No	No	No
115690141	North, Samuel J	06/01/1959	Yes	No	No	No	No	No	No	No	No
209399474	North, Seventeen Eighteen	09/12/1990	No	No	Yes	No	No	No	No	No	No

# Resources

Bulletin # 16-32-07: Target Case Management (TCM) Client Statistical Report (CSR)

For policy questions contact:

New Bridgit or DiAnn or Both

SSIS technical questions:

SSIS Help Desk

- 651-431-4801 or
- [dhs.ssishelp@state.mn.us](mailto:dhs.ssishelp@state.mn.us)

# BRASS Code Definitions

The next slides display the definitions for the BRASS codes that are eligible to create records on the TCM CSR

Line 1: 491x, 592x, 593x, 693x

Line 2: 490x

Line 3: 192x, 193x, 492x, 592x

# BRASS code definitions - Line 1

## 491x - Adult Rule 79 (Minnesota Rules, parts 9520.0900 to 9520.0926) Case Management

- Activities that are coordinated with the community support services program to help adults with serious and persistent mental illness gain access to needed medical, social, educational, vocational, and other necessary services as they relate to the client's mental health needs. These activities include developing a functional assessment, an individual community support plan, referring and assisting the client to obtain needed mental health and other services, ensuring coordination of services, and monitoring the delivery of services.

# BRASS code definitions - Line 1

## 592x - Child (< 21) DD Non-Waiver Case Management

- Includes all the case manager's work related to both the case management administrative functions and the service activities. Administrative functions include intake, eligibility determinations and reviews, service authorization, conciliations and appeals. Case management service activities include: coordination of the performance of assessments of the functional skills and needs of the person; the development, review and revision of individual service plans; informing persons and their legal representatives of service options and providers; assisting the person to access services; coordination of service delivery; and monitoring and evaluation of the outcomes of services.
- *Note: Refer to Rule 9525.0004 – 9525.0036.*

# BRASS code definitions - Line 1

## 593x - Adult (21+) DD Non-Waiver Case Management

- Includes all the case manager's work related to both the case management administrative functions and the service activities. Administrative functions include intake, eligibility determinations and reviews, service authorization, conciliations and appeals. Case management service activities include: coordination of the performance of assessments of the functional skills and needs of the person; the development, review and revision of individual service plans; informing persons and their legal representatives of service options and providers; assisting the person to access services; coordination of service delivery; and monitoring and evaluation of the outcomes of services.
- *Note: Refer to Rule 9525.0004 – 9525.0036.*

# BRASS code definitions - Line 1

## 693x - General Case Management

- A systematic process of ongoing assessment, planning, referral, service coordination, and monitoring, consultation and advocacy assistance through which multiple service needs of clients are addressed to promote the securing of appropriate services. This includes targeted case management for vulnerable adults in need of protection.

# BRASS code definition - Line 2

## 490x - Child Rule 79 (Minnesota Rules, parts 9520.0900 to 9520.0926) Case Management

- Activities that are coordinated with family community support services to help children with severe emotional disturbance and their families obtain needed mental health services, social services, educational, health, recreational and related services. Case management services may include assisting in obtaining a comprehensive diagnostic assessment, developing a functional assessment, developing an individual family community support plan, assisting the child and family in obtaining needed services by coordination with other agencies, monitoring the delivery of services, and assuring continuity of care.



# BRASS code definitions - Line 3

## 192x - Family Assessment Case Management

- A systematic process through which a family's multiple needs are addressed. This process involves ongoing assessment, planning, referral, service coordination, and monitoring. This includes consultation and advocacy assistance to secure appropriate services and resources.

# BRASS code definitions - Line 3

## 193x - General Case Management

- A systematic process of ongoing assessment, planning, referral, service coordination, monitoring, consultation and advocacy assistance through which multiple needs of clients are addressed. It also includes exercising legal consents issued by the commissioner or delegated to the local social service agency to ensure the emotional, health, educational, vocational or other needs, and racial and familial identity of the commissioner's wards.

# BRASS code definitions - Line 3

## 492x - Child General Case Management

- A systematic process of ongoing assessment, planning, referral, service coordination and monitoring, consultation and advocacy through which multiple service needs of children are addressed.

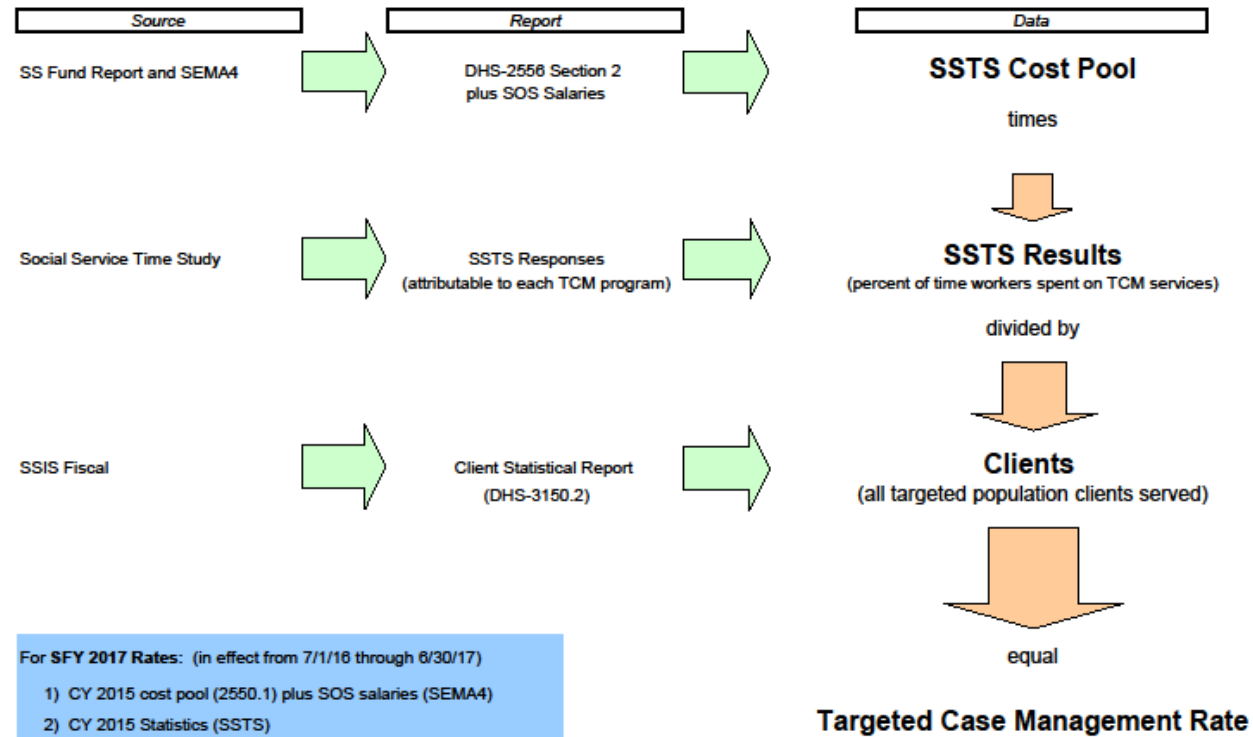
# BRASS code definitions - Line 3

## 592x - Child (< 21) DD Non-Waiver Case Management

- Includes all the case manager's work related to both the case management administrative functions and the service activities. Administrative functions include intake, eligibility determinations and reviews, service authorization, conciliations and appeals. Case management service activities include: coordination of the performance of assessments of the functional skills and needs of the person; the development, review and revision of individual service plans; informing persons and their legal representatives of service options and providers; assisting the person to access services; coordination of service delivery; and monitoring and evaluation of the outcomes of services.
- *Note: Refer to Rule 9525.0004 – 9525.0036.*

# Review of TCM Rate Setting Process (Handout)

## Review of TCM Rate Setting Process



For SFY 2017 Rates: (in effect from 7/1/16 through 6/30/17)

- 1) CY 2015 cost pool (2550.1) plus SOS salaries (SEMA4)
- 2) CY 2015 Statistics (SSTS)
- 3) CY 2015 Client Counts (DHS-3150.2)

Note: The most recently completed calendar year data = the next state fiscal year's TCM rates.