



Iowa Department of Human Services

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GENERAL LETTER NO. 23-I-4

ISSUED BY: Division of Fiscal Management

SUBJECT: Management Manual, Title 23, Chapter I, ***RANDOM MOMENT SAMPLE SYSTEM***, pages 5 through 13, 17, and 18, revised.

Summary

This chapter is revised to update the instructions to reflect current policies and procedures as approved by the federal Division of Cost Allocation.

Effective Date

April 1, 2014

Material Superseded

This material replaces the following pages from Management Manual, Title 23, Chapter I:

<u>Page</u>	<u>Date</u>
5-13, 17, 18	May 25, 2012

Additional Information

Refer questions about this general letter to your central office random moment time study administrator.

After the sampled worker completes and submits the observation, the screen will change and a message will appear letting the worker know that the response was successfully recorded in the RMS database.

Observations by Income Maintenance Workers

Program Selection

Select the one most appropriate program category in which you are working at the chosen moment. Do not select the program based on the current eligibility status of the client, but instead choose based on the program you are actually working on at the time of the chosen sample moment.

If you need help in determining which program to select, please refer to the following descriptions:

CODE DESCRIPTION

- 100** **Family Investment Program (FIP)** provides aid to needy families with children.

- 102** **Child Care Assistance** provides a subsidy for child care services (less than 24 hours per day) to eligible children of low-income parents in a licensed, registered, or approved non-registered setting.

- 105** **Food Assistance AND FIP** provides assistance to FIP eligibles to access FIP services AND provides assistance to increase the food purchasing power of households receiving public assistance in the form of FIP benefits.

- 106** **Food Assistance AND Medicaid** provides assistance to Medicaid eligibles to access Medicaid services AND provides assistance to increase the food purchasing power of households receiving Medicaid but not receiving FIP.

- 107** **Food Assistance** provides assistance to increase the food purchasing power of households with low income, but **not** providing assistance to access other services such as FIP or Medicaid assistance during the sampled moment.

CODE DESCRIPTION

- 109 Medicaid (MAGI-Related)** provides Medicaid coverage for persons whose eligibility is derived from the regulations governing the MAGI program. This program area includes MAGI, Medically Needy, transitional or extended Medicaid, CMAP, MAGI-related automatic redetermination, children in PMICs and MAC (pregnant women, infants and children) related cases. (Aid types 30-8, 37-E, 37-0, 37-2, 38-0, and 92-0)
- 110 Medicaid (SSI-Related)** provides Medicaid coverage for the aged, blind, and disabled persons whose eligibility is derived, in part, from the Supplemental Security Income (SSI) eligibility standards. This includes SSI-related Medically Needy and activity that affects:
- ◆ The Medicaid of an SSI cash recipient.
 - ◆ The Medicaid of persons residing in acute-care hospitals, psychiatric institutions, nursing facilities, and intermediate care facilities for the mentally retarded.
 - ◆ Only the Medicaid of State Supplementary Assistance recipients.
- 111 Medical for Foster Care/Adoption (FBU 19)** provides medical services for children in foster care or subsidized adoption.
- 112 Medicaid (other than 109 - 111)** is used when a case with Medicaid is not in categories 109 through 111, such as people under age 21 who reside in an MHI or people who participate in a breast or cervical cancer program.
- 128 Medicare Part D Low Income Subsidy (LIS)** provides a subsidy for low-income aged, blind, or disabled persons to pay for a part or all of the Medicare Part D premium for the Medicare prescription drug program.
- 129 IowaCare** is an expansion of the Medicaid Program, with a limited benefit package and limited provider network. Eligible persons must have income less than 200% of the federal poverty level and not be eligible for the regular Medicaid Program.

Services are limited to inpatient and outpatient hospital, physician, dental, and transportation if offered by the provider. Covered providers include the University of Iowa Hospitals and Clinics, Broadlawns Medical Center, and the state mental health institutions.

CODE DESCRIPTION

130 **Iowa Health and Wellness Plan** replaces the IowaCare 1115 demonstration and implements three options that offer coverage to adults ages 19 through 64 with income not exceeding 133 percent of the federal poverty level.

135 **State Supplementary Assistance** provides payments issued either by the Social Security Administration or by the Department to persons who meet all SSI eligibility requirements except for income above SSI standards and whose income is insufficient to meet the cost of certain special needs, including residential care facility care. Use this code for activity that affects both the State Supplementary payment and Medicaid for State Supplementary Assistance recipients.

140 **Refugee Cash Assistance (06 aid type)** provides cash assistance to eligible refugees in 06 aid types who have been in the United States for eight months or less. Aid is terminated upon attainment of the ninth month of arrival. Also use this code for people whose RCA is suspended and people who are eligible for RCA but receive no check because the amount is less than \$10.

141 **Refugee Medical Assistance (06 aid type)** provides medical assistance to eligible refugees in 06 aid types who have been in the United States for eight months or less. Aid is terminated upon attainment of the ninth month of arrival.

400 **Not Limited to Specific Program** includes all activities that are not identifiable to a specific program. Try to select a specific program area from the list before selecting this program code. Program code 400 is used with the following activity codes:

“500 – Lunch,”

“600 – Vacation, Breaks, Personal, Ill, Military,”

“800 - Not Scheduled To Work,” and

“999 – Position Vacant or Unpaid Leave.”

This code may be selected for other activity codes if necessary.

IM Activity Selection

Select the one activity that best describes what you are doing at the chosen moment. The codes in this section are organized into two groups.

Caseload Activity: Use this group when you are working on a case and will enter a case number in the space provided on the intranet observation form. These activities apply to any of the programs and generally relate to case-specific activity.

Report the activity you are performing by selecting from the drop-down list the one activity code that best describes what you are doing at the chosen moment. If you are traveling for a case-specific activity, please select the code that best describes the purpose of the travel. For example, if you are traveling to appear at a hearing, select code 307.

If you need help in determining which activity to mark, please refer to the following descriptions:

CODE DESCRIPTION

300 Screening Interview/Intake includes:

- ◆ Conducting interviews;
- ◆ Providing applicants with appropriate forms in the office, in the field, by mail, or by telephone;
- ◆ Preliminary review of application forms and verification documents in the office, in the field, by mail, or by telephone; and
- ◆ Entering and correcting data in the eligibility system for pending purposes.

301 Application/Certification includes:

- ◆ Reviewing verification documents (IEVS),
- ◆ Preparing calculation entries or computations,
- ◆ Entering and correcting data in the eligibility system or REFER, and
- ◆ Completing necessary forms.

<u>CODE</u>	<u>DESCRIPTION</u>
302	Redetermination (review/recertification) includes: <ul style="list-style-type: none">◆ Reviewing case records, verification documents (IEVS),◆ Preparing calculation entries or computations,◆ Entering and correcting data in the eligibility system or REFER for eligibility,◆ Completing necessary forms and any case-specific policy research,◆ Completing case reviews that may affect the level of assistance,◆ Completing monthly report activities and actions on client reports that do not result from a regularly scheduled review.
303	Process Changes to Ongoing Case includes activities that do not affect eligibility, such as: <ul style="list-style-type: none">◆ Changing an address,◆ Entering or correcting the eligibility system or REFER data,◆ Authorizing replacement benefits,◆ Changing managed health care enrollments.
304	Cancellation/Discontinue includes all activities related to canceling a case and entering or correcting the eligibility system data after the redetermination.
305	Overpayment/Underpayment Processing includes: <ul style="list-style-type: none">◆ Review of files,◆ Referral for investigations,◆ Calculation of overpayment or underpayment,◆ Completion of appropriate forms, vendor adjustments,◆ Court appearances,◆ Preparation of claim determinations,◆ Issuing a receipt for an item of value, and◆ Related data entry and correction activity for the eligibility system and SPAD.
306	Case Documentation includes preparing narratives on household situation and case activity.

CODE DESCRIPTION

307 Hearings and Appeals includes:

- ◆ File review,
- ◆ Preparation of written or oral testimony,
- ◆ Appearance at hearing, and
- ◆ Completion of appropriate forms.

308 Information and Referral (Non-Eligibility) includes referral of the client and providing information on behalf of the client to social services, employment agencies, housing agencies, or other governmental or private agencies.

309 Eligibility Information and Referral includes:

- ◆ Providing information for eligibility determinations.
- ◆ Routing the appropriate copy of the application to another agency for eligibility determination.

310 Home Visit includes in-home contact with a client or family.

311 Sanctions/Disqualifications include preparing and sending a notice of decision and updating the eligibility system.

312 Verification of Alien Status includes verifying the immigration status of an alien applying for Food Assistance, Medicaid, FIP or State Supplementary Assistance benefits.

313 Case Reading includes reviewing the work of another person when the decision on eligibility has already been made.

315 Benefit Replacement is used for all non-EBT activities when clients have not received their benefits. Such activities include:

- ◆ Researching why the benefits were delayed;
- ◆ Follow-up activities to correct the situation, such as tracing mail, stop-payment activities, and completing affidavits for lost and stolen warrants; and
- ◆ Phone calls explaining to the client what happened and the necessary referrals to help clients until the benefits arrive.

When performing these activities related to EBT issuances, **use code 317**. Do **not** use code 315 for computer entry time.

CODE DESCRIPTION

- 317 Electronic Benefit Transfer (EBT) Issuance** is used when you are informing the client EBT and for all EBT activities after the client is registered.
- 318 Voter Registration** includes offering the opportunity to register to vote, assisting with the completion of the registration form, and the disposition of the declination and voter registration forms.
- 319 Case Consultation** is used when discussing a specific case with a supervisor. Activities may also include preparation/review of e-mail, voice mail, on-line manual reviews, filing notices specific to cases, and SPIRS calls.

General Activity: The codes in this section are not case-specific. However, they can be used with any program code in Section I.

Use this group when the work you are doing does not relate to a specific case, but relates to general job duties, training, or time away from your work area. Do not use a code in this series if there is a specific activity code that better describes the activity being performed.

If you are in job-related travel status, select the activity that best describes the purpose of the travel. For example, if you are traveling to participate in a staff meeting, select activity code 400; if you are traveling to participate in program-specific training, select activity code 401.

CODE DESCRIPTION

- 400 Administrative Meetings or Trainings** includes preparation for the purpose of conducting or participating in unit staff meetings, as well as the actual participation or leading of unit staff meetings. Also includes general administrative meetings.
- 401 Program Specific Training** includes preparation for the purpose of conducting or participating in staff training as well as the actual participation in or leading of training. This includes supervisors training staff on program-specific issues. This also includes travel to and from training.

CODE DESCRIPTION

- 402** **Participate in ELIAS eligibility system training** includes preparation for and participation in staff training on the new eligibility system. This also includes travel to and from the training.
- 403** **Supervisory Meeting (not case specific)** covers discussion with a supervisor not relating to a specific case or any staff meeting. If discussing a specific case, please use code 319.
- 404** **General Administrative Functions** includes all other non-case-related activity, such as organizing your desk, filing, reading or responding to non-case specific e-mails and voice mails, and attending to general clerical matters.
- 410** **Answering General Income Maintenance Questions** includes answering program questions from potential applicants.
- 500** **Lunch** is used when sample time is during lunch.
- 600** **Vacation, Breaks, Personal, Ill and Military** is selected when the employee is using paid benefit time.
- 800** **Sample Outside Scheduled Work Hours** means the sample moment is outside the scheduled work shift or hours of the employee and therefore the employee is not scheduled to be at work at the time of the sample.
- 999** **Position Vacant or Unpaid Leave** is used for leave without pay or position vacancy.

IM Case Identification and Comments

If you are working on a specific case at the time of the sample, you must include the case number, client name, or client social security number on the Intranet form.

You may also include in the comments section any information relevant to the sample moment, such as describing specific actions associated with the activity (i.e., scheduled appointment with client).

Once you have selected one program, one activity, included a case number (if appropriate) and included any additional or relevant comments in the boxes provided, click "submit" to complete your sample response.

Observations by Social Workers

Service Category

Select the one most appropriate service category in which you are working at the chosen moment. If you need help in determining which service to select, please refer to the following descriptions or rollover a choice on the Intranet form's pull-down list to review the service description.

CODE DESCRIPTION

- 10** **Child Protective Assessments** conducted under both the Child Abuse pathway and the Family Assessment pathway. Includes services related to the assessment of reports that children have been or are suspected of being abused, neglected, or exploited by their parents, legal guardians or other caretakers, including the need for:
- ◆ Ongoing child welfare services,
 - ◆ Safety and risk assessment,
 - ◆ Court intervention, or
 - ◆ Out-of-home placement.
- 15** **CINA Assessments** include services related to the assessment of child's need for CINA adjudication when there is no allegation of child abuse. Services include:
- ◆ Assessments of family strengths and needs,
 - ◆ Recommendations on filing a CINA petition,
 - ◆ Determining what services are available in the community with or without court order, and
 - ◆ Determining the need for ongoing child welfare services, court intervention, or out of home placement.
- 20** **Family Foster Care – Licensed/In-Process** provides services in a licensed relative or non-relative foster family home, or in a relative home that is in the process of becoming licensed. Also use this service code for licensing or recruiting foster family homes.
- 25** **Unlicensed Relative Care (e.g., Relative Placement)** provides services in an unlicensed relative home when the family has not submitted an application to be licensed as a family foster care home.

Service Activity Selection

Select the one activity that best describes what you are doing at the chosen moment. The choices in this section are organized into two groups.

Caseload Activity. These activities apply to most of the choices and generally relate to case-specific activity.

If you are traveling for a case-specific activity, please select the choice that best describes the purpose of the travel. For example, if you are on the way to a court hearing, select the activity code describing this effort (e.g., actions involving court proceedings to remove child from home or judicial hearings or reviews (after removal)).

Child Welfare Services:

CODE DESCRIPTION

200 Child Screening/Intake includes:

- ◆ Receipt of calls or other communication alleging abuse to a child,
- ◆ Elicitation of information to make a determination of acceptance or rejection of the allegation report for assessment,
- ◆ Provision of intake decision to the individual responsible to conduct the assessment.

205 CINA Intake through Completion of CINA Assessment includes service intake functions, including:

- ◆ Identifying circumstances that would justify filing of a CINA petition, and
- ◆ Providing applicant with information and referral assistance.

207 Accepted CPS Assessment work during first 24 hours of the assessment: All work performed during the first 24 hours of a CPS assessment under both the Child Abuse pathway and the Family Assessment pathway. Includes:

- ◆ Travel to assure safety of victims,
- ◆ Completion of the initial safety assessment and safety plan, and
- ◆ Any supervisor consultation occurring within the first 24 hours of the CPS intake date and time.

CODE DESCRIPTION

210 Actions involving court proceedings to remove child from home includes preparation of court report and study, appearing at hearings, providing testimony, and coordination of information for the court.

215 Child Placement includes development of the placement plan and service agreements with respect to arranging for supervision or other provider services.

220 Pre-placement Activities include:

- ◆ Organizing and sending client referral information to secure an appropriate placement,
- ◆ Contacts with placement agencies (or families), and
- ◆ Transporting client for preplacement visits to in state or out of state placement.

225 IV-E Eligibility Forms Preparation and Completion for Sending to IV-E Unit includes:

- ◆ Case file review,
- ◆ Completion of required forms, and
- ◆ Gathering required documentation (e.g., court documents) needed to forward to the IV-E unit in order to determine IV-E eligibility.

230 Judicial hearings/reviews includes:

- ◆ File review,
- ◆ Preparation of court report and study,
- ◆ Appearing at hearings,
- ◆ Providing testimony, and
- ◆ Coordination of information for the court.

235 Child Protective Services (CPS) Assessment includes:

- ◆ Planning for and conducting the CPS assessment,
- ◆ Conducting interviews,
- ◆ Determining if the report is confirmed, and
- ◆ Making recommendations for services when completing an assessment under the Family Assessment pathway.