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Management Manual
Title 23
Chapter I

RANDOM MOMENT SAMPLE SYSTEM



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Overview

Both the state and federal government share the cost burden for administering public assistance programs. The Department uses the Random Moment Sample (RMS) system to find out what program or service a Department employee is working on and what kind of activity that employee is doing at a randomly chosen moment.

The information collected through the RMS system is used to determine how various programs and services are funded with state and federal dollars. Based on the results from the sampling process, the federal government reimburses the state for the federal share of the administrative costs for each program.

Legal Basis

OMB Circular A-87 establishes cost principles and standards for state and local governments to determine administrative costs applicable to grants, contracts, and other agreements with state and local governments.

Randomly sampling workers to find out what they're working on is one of the federally approved methods of identifying worker effort. In the Department's federally approved cost allocation plan, the Department has chosen the RMS method rather than a 100% time reporting method.

Frequency of Sampling

One cycle of the RMS system is completed each calendar quarter as follows:

- ◆ First calendar quarter = January, February, March
- ◆ Second calendar quarter = April, May, June
- ◆ Third calendar quarter = July, August, September
- ◆ Fourth calendar quarter = October, November, December

Sample Production

The central office RMS administrator produces the quarterly sample using the sample size (2,700), core work hours, and the most recent HRIS (payroll) file.

Sample Population

The positions included in the RMS are all positions performing direct program functions that benefit one or more program or service areas, with the exception of positions performing managerial, supervisory, or administrative support functions.

Sample Size

The sample size for the entire state is 2,700 sampled moments (observations) per quarter for social services workers and 2,700 sampled moments (observations) per quarter for income maintenance workers. These observed or sampled moments make up the sample and provide a statistically valid representation of all DHS workers in the field.

Core Work Hours

The RMS sampled moments are chosen from the Department's core work hours. For service areas using flex time, the core work hours in which the majority of staff are scheduled to work are used. The federally approved core work hours are 8:00 AM to 4:30 PM.

Sampling Roles

RMS Sample Administrator

The RMS sample administrator in the Division of Fiscal Management is responsible for:

- ◆ Notifying staff that they have been selected for the sample.
- ◆ Responding to questions about the process and problems in completing it.

Sample Coordinators

Each service area shall appoint an RMS coordinator. The primary responsibilities of the RMS coordinator include the following:

- ◆ Acting as the communications link with the central office RMS administrator.
- ◆ Verifying that a sample taker has personally conducted 10 percent of the observations for randomly chosen moments.

Sample Takers

Each service area shall designate a sample taker and at least one alternate sample taker for each local or area office. The primary responsibilities of the sample taker include the following:

- ◆ Acting as the communication link with the RMS coordinator.
- ◆ Personally interviewing employees for 10 percent of the moments randomly chosen for observation to ensure sampling accuracy, electronic form completion, and quality control.
- ◆ Personally interviewing workers in designated rural offices by telephone or e-mail.

The purpose of having a sample taker personally interview workers for 10 percent of the sampled moments is to ensure overall sampling accuracy, form completion, and quality control in the RMS system.

It is very important that the RMS coordinators and sample takers complete these steps on an accurate and timely basis. Program and service funding for each quarter is based upon the information collected through the random moment sampling system.

Random Moment Observation

The RMS administrator e-mails each sampled worker. The e-mail includes:

- ◆ The sample moment date and time,
- ◆ Instructions on accessing and completing the observation form on the intranet, and
- ◆ Contact information for questions or concerns.

The sampled worker then:

- ◆ Left mouse clicks on the highlighted link to go to the sample observation form.
- ◆ Checks that the worker's name and observation time are listed on the top line.
- ◆ Contacts the RMS administrator via e-mail at rmsadmin@dhs.state.ia.us if the name does not appear.

Sample Information:

Name: Tom Smith **Observation:** 2/11/2009 3:41:00 PM

Location: Northeast Indiana

Sequence Number: 10

Your Response:

Please respond to this RMS Observation by entering the appropriate information in the boxes shown below. Complete your response by clicking the Submit button.

Important: Your response should reflect what you were doing on *Wednesday, 2/11/2009 at 3:41:00 PM*

Program [Program Description](#)

Activity [Activity Description](#)

Case Number

Note: If working on a specific case, include case number, name, or unique identifier.

Comments
(500 char max)

Questions or Concerns? Contact the RMS Administrator at rmsadmin@dhs.state.ia.us.
RMS Web Version 2.2

[RMS Intranet Instructions](#)
[RMS Policy](#)

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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.

<u>CODE</u>	<u>DESCRIPTION</u>
30	PMIC provides services to a child placed in a specialized psychiatric medical institution for children and adolescents.
35	Shelter Care provides placement on a temporary basis in a licensed shelter.
40	Group Care provides services in a licensed group care setting.
45	Supervised Apartments (formerly FC independent living) provides services to youth living in supervised apartment placement outside the parental home to more effectively prepare foster care adolescents for self-sufficiency or independence (Transition Plan).
50	Adoption (Pre and Post) provides adoption services to children whose parental rights have been terminated who are in the process of being terminated or who have a concurrent permanency goal of adoption so the children do not have to remain, or be placed, in foster homes, group care, or institutions. This service also includes: <ul style="list-style-type: none">◆ Post finalization activities,◆ Subsidies,◆ Recruitment,◆ Adoption studies,◆ Case consultation efforts to support adoptive or potentially adoptive parents, and◆ All training specifically related to adoption services.
55	Interstate Compact (Incoming) includes: <ul style="list-style-type: none">◆ Completion of pre-placement home studies or arranging for the purchase of home studies,◆ Case management, and◆ Direct services and supervision provided to a child or youth who is under the jurisdiction of another state's court or human services department.

CODE DESCRIPTION

- 60 Intact Family Services** provide services and support parenting to children living with their parents. Staff provide case management for families that are eligible for:
- ◆ Services funded by DHS (e.g., DECAT),
 - ◆ Services funded through another state or community agency (e.g., substance abuse treatment), or
 - ◆ Informal services and supports to reduce the risk or prevent out-of-home placement.
- 65 Subsidized Guardianship** provides services to children who are in a guardianship placement in which the guardian is receiving a subsidy through DHS.
- 70 Child Care Services (Home Registrations)** is used for home registration activities and complaint investigations.
- 75 State Institution Placements** includes services provided to children who have been committed to state institutions (e.g., Toledo, Eldora, a Resource Center, or an MHI).
- 80 In-Home Health Related Care** provides personal and skilled care services in a person's home when the person's state of physical or mental health prevents independent self-care. Services shall be approved by a physician and supervised by a registered nurse and are primarily for clients 18 years of age and older.

CODE DESCRIPTION

85 Adult Protective and Support Services provide intake and assessment to determine supports for dependent adults who are:

- ◆ Unable to protect their own interests, or
- ◆ Harmed or threatened with harm through action or inaction by another person or through their own actions due to ignorance, incompetence, or poor health.

These services and supports are intended to:

- ◆ Avoid physical or mental injury; neglect or maltreatment; failure to receive adequate food, shelter or clothing; deprivation of entitlements; or diminution of resources; and
- ◆ Enable dependent adults to remain in their homes.

These home-care services are intended to:

- ◆ Provide physical, mental and environmental stimulation and
- ◆ Prevent or reduce the incidence of institutionalization.

90 Family-Life Home provides services in a single-family living unit to a physically or mentally challenged or elderly person in need of room and board within a family setting.

95 Medicaid Waiver Services maintain people in their own homes or communities who would otherwise require care in medical institutions. These services are provided only to certain client groups for whom a federal waiver has been approved and are not available to other Medicaid recipients. Claims are processed through the Iowa Medicaid Enterprise (IME) the Medicaid fiscal agent.

400 Not Service Specific is used when choosing activity code 500 (lunch), 600 (vacation, breaks, personal business, illness, paid leave), 800 (sample outside scheduled work hours), or 999 (position vacant, unpaid leave). This code may be selected for other activity codes, but workers are asked to try to select a specific service category from the list before selecting service category 400.

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.

CODE DESCRIPTION

240 Identify Medical Service Needs and Collaborate with Health Care Providers includes:

- ◆ Prescreening of children for mental health services,
- ◆ Providing consultation to parents in selecting mental health services and other health care providers,
- ◆ Selecting physical and mental health providers for children in foster care,
- ◆ Integrating physical and mental health treatment plan into the DHS family case plan, and
- ◆ Updating DHS family case plan for health care changes.

245 Identify Services and Complete Referrals includes referral readiness and referral to community services other than health care providers and community care, such as AEA, energy assistance, employment assistance, low-income housing, etc.

250 Protective Child Care Eligibility/Referral includes activity to:

- ◆ Determine if child care will reduce the potential for child abuse and
- ◆ Make a child care services referral for children.

255 Referral to Community Care Agency includes referral readiness and referral of family to community care agency.

260 Ongoing Assessment of Family Functioning includes:

- ◆ Evaluation of safety and risk factors and family functioning,
- ◆ Engaging the family in appropriate services to enhance family strengths and meet identified needs in a culturally sensitive manner, and
- ◆ Case management of service related to ongoing assessments.

265 Case Documentation includes:

- ◆ Documenting contacts and observations,
- ◆ Preparing narratives on the client's situation, service provision, and client progress, and
- ◆ Completion of general forms such as FACS, STAR, SRS, ABC, etc.

CODE DESCRIPTION

266 Case Collaboration includes discussion with providers, community partners, DHS social workers, DHS Help Desk staff, counselors, attorneys, and others relating to a specific case.

270 Family Team Meeting includes:

- ◆ Attendance and participation at meetings where client progress is discussed with the family or involved service providers, and
- ◆ Preparing for and participation in the family team meetings to engage the family in referral readiness and continuing appropriate services to enhance family strengths and address safety, well-being and permanency issues, and
- ◆ Oversight of family mediation activities, and
- ◆ Travel to and from family team meetings.

275 Case Permanency Planning includes time spent:

- ◆ Engaging the family in developing the case permanency goal and plan for the child;
- ◆ Gathering information from the child, parents, providers and collaterals;
- ◆ Preparing and reviewing a child's case permanency plan (*Family Case Plan*); and
- ◆ Gathering information to develop concurrent permanency options (e.g., adoption or guardianship) if reunification is not achievable.

280 Case Supervision includes:

- ◆ Arranging and monitoring client support,
- ◆ Obtaining services,
- ◆ Monitoring community based services (e.g., substance abuse),
- ◆ Preparing for and attending case staffings, and
- ◆ Monthly caseworker visits with children and parents.

285 Case Consultation includes discussion with a supervisor relating to a specific case.

CODE DESCRIPTION

290 Professional Consultation Outside of DHS includes:

- ◆ Requesting a review of DHS involvement in a case;
- ◆ Discussion with professionals who can assist in the assessment of strengths and needs, promote referral readiness, and resolve problems related to clients' behavior, family, and social environment;
- ◆ Accessing the support and assessments of experts to substantiate CPS assessment summary findings or support recommendations to the court.

295 Client Transportation includes:

- ◆ Transportation of a client to a judicial determination related to placement,
- ◆ Transportation associated with child placements,
- ◆ Transportation to case reviews and other case management and supervisory-related functions related to the client.

Family team meetings for intact families are not included.

300 Develop, Monitor, Document Transition Plan includes activities related to the assessment, planning and supporting youth to successfully transition out of foster care to independence, including sharing information on Aftercare, ETV, PAL, or, MIYA, etc.

310 Foster Care Administrative Review/FCRB includes preparation for and participation in initial preplacement, 30-day or six-month foster care administrative reviews (e.g., writing reports, sending notices, etc.), whether conducted by the Department or by local foster care review boards.

CODE DESCRIPTION

315 Resource Family (Foster Home/Adoptive Home) Provider Recruitment or Licensing includes:

- ◆ Speaking to prospective applicants,
- ◆ Participating in local forums or public service programs to inform the public of need,
- ◆ Composing brochures or flyers,
- ◆ Distributing existing materials,
- ◆ Other promotional activities directly related to recruitment and licensing,
- ◆ Participating in recruitment committees,
- ◆ Initial approval licensure,
- ◆ Performing criminal and child abuse records checks,
- ◆ Interim monitoring,
- ◆ Renewals, denials, and revocations.

Do not use this choice for foster and adoptive parent training.

320 Participate in Adoptive/Foster Parent Training includes attending adoptive or foster care parent training.

325 Child Care Registration or Complaint Investigation includes activities for registration of childcare providers, including complaint investigations and spot checks.

330 ALJ Hearings and Appeals include:

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

Adult Services:

CODE DESCRIPTION

335 Adult Services (AS) Screening/Intake includes:

- ◆ Receipt of calls or other communication alleging abuse to an adult,
- ◆ Eliciting information to make a determination of acceptance or rejection of the allegation for assessment, and
- ◆ Provision of intake decision to referent.

340 Adult Protective Assessment/Interview includes:

- ◆ Assessing the safety of the client, and
- ◆ Ascertaining if abuse or neglect has occurred, and
- ◆ The protective interview process, and
- ◆ Travel to and from protective interviews.

(If the purpose of the interview is to determine eligibility, then use code 355, AS Assessment/Service Eligibility.)

345 XIX (Medicaid) Application Process for Health Services includes completing and sending to eligibility worker documentation such as court order, releases, financial information and other required data.

350 AS Judicial Proceedings includes:

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

355 AS Assessment/Service Eligibility includes evaluation of client's ability to function at the highest level possible with appropriate interventions. Use this activity to complete initial service eligibility documents.

CODE DESCRIPTION

- 360 AS Case Plan Development** includes:
- ◆ Gathering client, provider and collateral contacts,
 - ◆ Input in to case plan, and
 - ◆ Time spent preparing and reviewing the case plan with the client and the family.
- 365 AS Placement** includes assistance in finding alternative housing arrangements for client.
- 370 AS Case Documentation** includes:
- ◆ Preparing notes;
 - ◆ Preparing and reviewing reports on the client's situation, service provision and client progress, as well as;
 - ◆ Completion of general forms such as SRS, ABC; and
 - ◆ Turning forms in for data entry.
- 375 AS Case Supervision** includes:
- ◆ Arranging and monitoring client support,
 - ◆ Obtaining services,
 - ◆ Monitoring community based services, and
 - ◆ Preparing for and attending case staffings.
- 380 AS Case Consultation** includes discussion with a supervisor on issues relating to a specific case.
- 385 AS Professional Consultation Outside DHS** includes reviews and discussions with professionals to:
- ◆ Resolve problems related to clients' behavior, family or social environment;
 - ◆ Assess strengths, needs, promote referral readiness; and
 - ◆ Access the support and assessments of experts to substantiate adult protective evaluation findings or support recommendations to the court.

CODE DESCRIPTION

390 AS Client Transportation includes transportation of client related to:

- ◆ Judicial proceedings,
- ◆ Placements, and
- ◆ Other case management and supervisory-related functions where client is transported to appointment or meeting.

Staff travel for other activities is coded with the activity that requires staff to be out of the office.

395 AS ALJ Hearings and Appeals includes:

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

Administrative Activity: Administrative activities do not relate to work being done on a specific case. However, the activity can relate to a service area (e.g., service specific training).

The activities in this area are primarily used for general job duties, administrative training, or time away from your work area (e.g., lunch, breaks, paid leave, position vacant). They are not service specific and are only valid with service choice "400 Not Service Specific."

CODE DESCRIPTION

400 Participate in General Admin Meetings/Trainings includes preparation for or participating in unit or staff meetings or trainings. The meetings and trainings are general in nature and are not specific to one service area.

405 Participate in Service Specific Meetings/Staff Training include preparation for or participating in meetings or training courses that are specific to a program or service.

CODE DESCRIPTION

415 Professional Reading/Review Manual includes:

- ◆ Professional reading as required to maintain current job knowledge or to track relevant program or legal issues.
- ◆ Reviewing program policy manuals and program policy updates as related to your area of responsibility.

420 General Administrative Functions include all other non-case-related activity, such as organizing desk, filing, attending to general clerical matters, emails, voice mails, etc.

425 Intake Unit General Administrative Functions includes time spent in ready status between phone calls and general intake duties not including case specific work. Specific to Intake Unit only.

500 Lunch. Sample time during lunch.

600 Vacation, Breaks, Personal, Illness, Military (paid leave) is used for approved leave.

800 Sample Outside Scheduled Work Hours. The observation time is when the employee is not routinely scheduled to be at work.

999 Position Vacant or Unpaid Leave means leave without pay, position vacancy.

Service 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., traveling to court).

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.