

## Supports Waiver and Mi Via Waiver Employment Supports Time Study Instructions

The State of New Mexico Department of Health (DOH) Developmental Disabilities Supports Division (DDSD) has contracted with Public Consulting Group, LLC (PCG) to perform a rate review for some of the Supports Waiver and Mi Via Waiver rates to ensure that the programs' reimbursement rates consider state and local minimum wage increases and required sick leave. Part of this assessment involves facilitating a time study to identify the level of effort associated with each employment activity included in Employment Supports. From this study, PCG can propose rate recommendations to the Department that reflect the costs associated with the Supports Waiver and Mi Via Waiver impacted rates.

This document provides instructions on how to complete the Employment Supports time study. The time study captures all work completed during a continuous 14-day period from **November 29 to December 12, 2021**. **Only employees that deliver Employment Supports services should participate** in the time study. Administrative employees do not need to complete a time study. **The completed time study must be completed by December 12, 2021.**

In addition to these instructions, PCG is available to Supports Waiver and Mi Via Waiver programs throughout this engagement via email: [NMHCBSRateStudy@pcgus.com](mailto:NMHCBSRateStudy@pcgus.com).

The email account above is available to all agency staff for any questions related to the time study. The email account is actively monitored during normal business hours (9 a.m. to 5 p.m. Eastern Time). PCG will respond to all emails within one business day.

### **Purpose of Time Study**

The Employment Supports service is comprised of five different activities: Job Development, Job Coaching, Job Maintenance, Job Aide, Self-Employment. The time study allows the Department to quantify the portion of staff time allocated to each activity within the Employment Supports service. The results are used to identify the time and effort associated with service delivery. Knowing the time spent by various staff performing each activity helps the Department determine a final rate encompassing the five activity rates.

The time study is not an evaluation of provider effectiveness or compliance. The time study results are used solely to help PCG and the Department determine the Employment Services rate recommendation.

### **Staff Included in the Time Study**

Direct service staff/vendors that provide Employment Supports in the Supports Waiver and Mi Via Waiver should participate in the time study. As noted above, administrative staff do not need to participate in the time study. If administrative staff, such as a program director, deliver direct Employment Services from time to time, then they should participate in the time study.

All time worked when providing Employment Supports during the time study should be recorded.

### **Time Study Logistics**

The time study captures all time providing the Employment Supports service during a 14-day period. Participants must record their time worked during the following time period:

- Monday, November 29 at 12:00 a.m. to Sunday, December 12, 2021, at 11:49 p.m.

After the time study ends, each provider should have a supervisor or other authorized colleague review and approve their time worked. Review should ensure that time study reports only include time that is appropriate to be billed to home and community-based services (HCBS) waiver services. For example, if a provider is providing job development or job coaching and being compensated by vocational rehabilitation or special education services, the time should not be reported on this time study.

### **Time Study Process**

The time study process has four parts:

- 1) **Data Collection:** Provider keeps track of the Employment Supports service provided in a Microsoft excel worksheet. Microsoft Excel (.xlsx) is compatible with Microsoft Excel 2003, 2007, 2010, 2013 and 2016. The worksheet enables the provider to keep track of services provided during their day. The provider can specify which component (Job Development, Job Coaching, Job Maintenance, Job Aide, Self-Employment) of Employment Supports was provided, for how long (in 15-minute blocks) and for whom (name of HCBS individual receiving services).
- 2) **Data Submission:** Provider enters the data into Qualtrics, an online survey tool. Qualtrics collects data on the study period, HCBS waiver program, participant information, provider credential information, and time worked for each activity of Employment Supports. Once data is submitted through Qualtrics, it will be available to PCG staff.
- 3) **Data Validation:** Supervisor or other authorized colleague validates time billed to the HCBS waiver program. Supervisor reviews and approves the worksheet.
- 4) **Data Submission:** Supervisor or other authorized colleague submits the Microsoft excel worksheet to PCG.

## **New Mexico Development Disabilities Supports Division HCBS Supports and Mi Via Waiver Programs Time Study Tool**

### **Data Collection**

#### **Employment Supports Activity Definitions**

Employment Supports service encompasses five activities. The definitions for those activities are shown below, as well as within the Microsoft excel worksheet.

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This time study takes place over a consecutive 14-day period. Please record all time worked delivering Employment Supports during the 14 days from [ENTER DATE SPAN(S)]

Please reference the instructions.

#### *Employment Supports Activity Definitions*

**Job Development** • Implementing the Career Development Plan

- Job development activities
- Employer negotiations and job placement
- Job restructuring
- Job sampling
- Placement in a job related to the participant's desired outcomes

**Job Coaching** • Training

- Skill development and employer consultation a participant may require while learning to perform specific work tasks
- Coaching on the job
- Co-worker training
- Job site analysis
- Implementation of career planning
- Incorporation of reasonable accommodations
  - May include therapy and/or behavioral support plans related to the workplace
- Education for the participant and co-workers on rights and responsibilities: medication administration
- Referral for benefits counseling

**Job Maintenance** (Short-term job coaching generally lasting up to 4 months)

Maintaining ongoing communication with various levels of the company to assure satisfaction for both the participant and the company

- Assisting the participant with the development of natural supports
- Assisting the participant to communicate and express his/her needs with co-workers
- Facilitating/developing job accommodations and use of assistive technology such as communication devices
- Providing job site analysis (i.e., matching workplace needs with those of the participant)
- Advocating for the participant to be integrated into the work culture
  - including attending job-related social functions
  - interacting with their non-disabled co-workers during lunch or break times
  - ensuring full access to employer designated dining or break areas

**Job Aide** One-to-one (1:1) personal care services in an integrated employment setting for participant's who require assistance with Activities of Daily Living (ADL) during work hours to maintain successful employment as job coaching is reduced.

- Assistance with personal care and ADL during work hours
- Advocating for the participant to be integrated into the work culture
  - Attending job-related social functions
  - Interacting with non-disabled co-workers during lunch or break times
  - Fully accessing employer designated dining or break areas

**Self Employment** Assisting the participant to develop a business plan, conduct a market analysis of the product or service and establish necessary infrastructure to support a successful business.

- Completing a market analysis of product/business viability
- Creating a business plan or accessing community resources to develop a business plan, including
  - Development of a business infrastructure to sustain the business over time
  - Marketing plans
- Referring and coordinating with the division of vocational rehabilitation (DVR) for possible funds for business start-up
- Assisting in obtaining required licenses, necessary tax identifications, incorporation documents and completing any other business paperwork required by local and state codes
- Supporting the eligible recipient in developing and implementing a system of bookkeeping and records management
- Arranging transportation or public transportation during self-employment services



All services provided for the day should be entered into the worksheet. Therefore, all services provided to all participants on that day are to be included in the same worksheet. The worksheet may contain multiple participants.

As a best practice, the worksheet should be completed at the end of every day. This will help ensure the information that is tracked is accurate.

### **Data Submission**

The data tracked in the worksheet is entered into Qualtrics, an online survey tool. Qualtrics can be completed on any device, including a phone, tablet, or computer. To access Qualtrics, click the following link: [https://publicconsultinggroup.qualtrics.com/jfe/form/SV\\_3ReBAfGwlk7W93o](https://publicconsultinggroup.qualtrics.com/jfe/form/SV_3ReBAfGwlk7W93o). Qualtrics needs to be completed for each day Employment Supports is billed to the HCBS waiver program. Therefore, for every worksheet that has been completed, a Qualtrics survey needs to be submitted. Use the same link, located above every time a Qualtrics survey is submitted.

General information must be entered in Qualtrics including the date, date of the study period, HCBS waiver program, provider information, participant information and contact information. For participant information, do not enter the participant's full name. Enter their first name and last initial.

The survey captures time billed to HCBS waiver program for each activity of Employment Supports. The survey includes the following questions:

- How many 15-minute blocks of time for Job Development did you deliver?
- How many 15-minute blocks of time for Job Coaching did you deliver?
- How many 15-minute blocks of time for Job Maintenance did you deliver?
- How many 15-minute blocks of time for Job Aide did you deliver?
- How many 15-minute blocks of time for Self-Employment did you deliver?

The questions can be completed using the Total line in the Microsoft excel worksheet. From the above example, it was determined that three 15-minute blocks of time were billed to the waiver. Therefore, for the following question, *How many 15-minute blocks of time for Job Coaching did you deliver?*, the answer would be "3". The answer for the other questions would be "0". Every question must be answered.

To submit the Qualtrics survey, click the blue arrow at the bottom. Ensure that all questions are completed.



If any questions are blank, the survey cannot be submitted. When trying to submit, the blank question will be highlighted in blue, and an error message will appear. Fix the error by completing the question and follow the submission instructions to submit again.

Please answer this question.

Primary Title:

Once the survey is submitted, the following page will appear.

We thank you for your time spent taking this survey.  
Your response has been recorded.

As a best practice, the survey should be submitted each day a waiver reimbursed Employment Supports service is provided.

**Data Validation**

Supervisor Signature

Supervisor Electronic Signature (Type Name)

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Date Signed

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To validate the Employment Supports service billed to the HCBS waiver program, the provider submits the worksheet to their supervisor or other authorized colleague. The supervisor or other authorized colleague reviews and approves the Microsoft excel worksheet for accuracy. If correct, the supervisor or other authorized colleague will electronically sign their name in the excel worksheet.

**Data Submission**

The supervisor or other authorized colleague emails the completed worksheet, with data on Employment Supports service provided and their signature to [NMHCBSRateStudy@pcgus.com](mailto:NMHCBSRateStudy@pcgus.com) by December 12, 2021, with a subject line of "Employment Supports Study Tool".