

Pennsylvania Bureau of Early Intervention Services and Family Support Rate Study Early Intervention Provider and Evaluator Time Study Tool Instructions

Purpose

The Pennsylvania Bureau of Early Intervention Services and Family Support (BEISFS) contracted with the Public Consulting Group LLC (PCG) to perform a cost study of Early Intervention (EI) services. The goal of this project is to gain a better understanding of the full costs (direct and indirect expenses) of providing EI services in Pennsylvania and other pertinent data (e.g., staff interviews, a time study) which will be used as part of a rate build-up methodology to recommend statewide reimbursement rates to BEISFS leadership.

Part of this rate study involves facilitating a time study to identify the time associated with the delivery of early intervention services, independent evaluations, and service coordination. This includes direct early intervention services with children and families as well as indirect and administrative time that supports service delivery (e.g., travel, preparation, coordination with families, etc.) which will result in an overall ratio of direct to indirect time.

Time Study Period

The time study for EI providers and evaluators will take place from **Monday**, **February 5**, **2024**, **to Friday**, **March 15**, **2024**.

All early intervention providers (evaluators and ongoing El providers) should enter their time for a minimum of 10 working days during the time study period.

IMPORTANT: There is a separate time study tool and instructions for providers of service coordination.

All completed Time Study Tools must be submitted to PCG by Tuesday, March 26, 2024.

Time Study Resources and Supports

PCG will provide multiple live training sessions and will post a recording of one of those sessions to a dedicated Weebly website for the rate study. PCG will also offer one-on-one help in the form of regular open, live Office Hours sessions to assist participants in completing the time study. During these sessions, you can call in, by using the links below, to ask your own questions or those of your colleagues. If you are unable to attend one of the Office Hour sessions, simply email us at the dedicated rate study email address below and we'll set up one-on-one time with you to help!

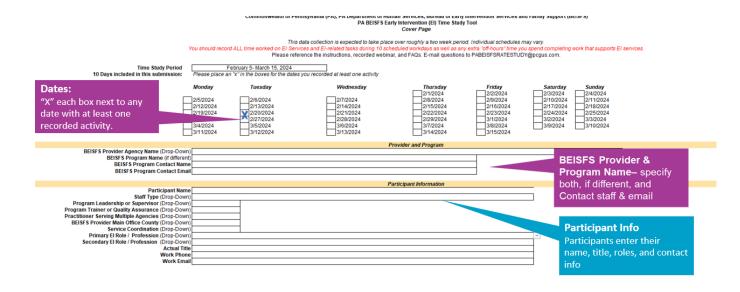
- Live Training Webinars: Click any date from the list below for a link to the meeting:
 - EI Providers and Evaluators: January 17, 2024, from 10:00 AM 11:30 AM EST
 - EI Providers and Evaluators: January 18, 2024, from 3:00 PM 4:30 PM EST
 - EI Providers and Evaluators: January 22, 2024, from 11:00 AM 12:30 PM EST
 - El Providers and Evaluators: January 24, 2024, from 4:00 PM 5:30 PM EST

- PA BEISFS Rate Study Website: https://paeiratestudy.weebly.com/
 - The project website will include a recording of the live training webinar, the Time Study Tool, login information for the live Office Hours sessions, and an FAQs document (with frequently asked questions pertaining to the time study).
- Email Support: PCG has created a dedicated email account for this rate study, <u>PABEISFSRATESTUDY@pcgus.com</u>. This email is available for any questions related to the time study. PCG will respond to all emails as quickly as possible, typically within one business day.
- Live Office Hours: PCG team members will be available to answer any questions related to completing the Time Study Tool. Click any date from the list below for a link to a live Office Hours session at the corresponding date and time:
 - Tuesday, February 6, 2024, from 10:00 AM 11:00 AM EST
 - Tuesday, February 13, 2024, from 9:30 AM 10:30 AM EST
 - Wednesday, February 21, 2024, from 2:30 PM 3:30 PM EST
 - Tuesday, February 27, 2024, from 11:00 AM 12:00 PM
 - Wednesday, March 6, 2024, from 3:00 PM 4:00 PM
 - Wednesday, March 13, 2024, from 5:00 PM 6:00 PM EST

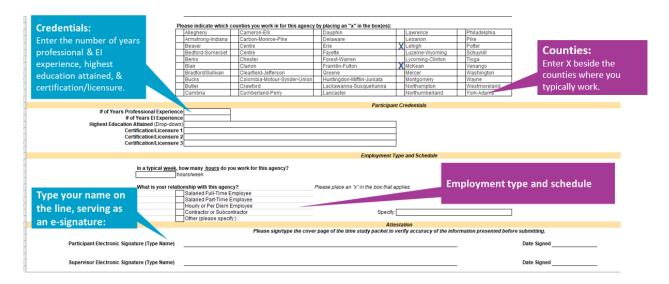
How to Fill Out the Cover Sheet of the Time Study Tool

The Time Study Tool is a Microsoft Excel workbook (.xlsx). Some staff prefer to handwrite their time onto a printed paper version of the tool during the day for ease of use. Please transfer all handwritten data into the Excel-based Time Study Tool prior to submitting.

The Time Study Tool contains a cover page worksheet followed by daily activity tabs (one for each day logged during the time study period). All fields on the cover page should be completed. The following is a snapshot of the 'Provider and Program' and 'Participant Information' sections of the PA BEISFS Provider & Evaluator Time Study Tool's cover sheet (i.e., the top half of the cover page):



Below is an additional snapshot of the Counties, Participant Credentials, Employment Type and Schedule, and Attestation sections of the PA BEISFS Provider & Evaluator Time Study Tool's cover sheet (i.e., the bottom half of the cover page):



As is visible in the two snapshots above, the Cover Sheet worksheet is designed to collect the time study period, provider and program information, and participant information. It also captures participant credential information, such as certifications and licensures, relevant to the delivery of EI services, as well as employment type and schedule.

Each participant must enter the appropriate information in the Cover Sheet fields of their Time Study Tool workbooks. Some of the fields, including the BEISFS Provider Agency Name, Staff Type, Program Leadership or Supervisor, Primary El Role/Profession, and highest education fields are dropdown menus. Other fields are free text that require a typed response.

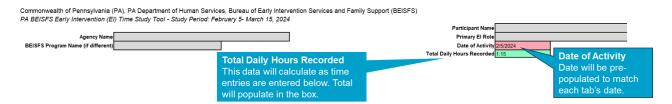
As is visible in the second snapshot above, there is an Attestation section at the bottom of the Cover Sheet. When the time study period is over, the participant should type their full name, serving as an electronic signature, and enter the date signed. After reviewing and approving all workbook contents, the participant's supervisor, or agency/provider Point of Contact (POC) should type their full name, serving as an electronic signature, and enter the date of the approval.

How to Fill Out the Daily Activity Tabs of the Time Study Tool

The Daily Activity Tabs have three main sections: Activity Detail, Direct Early Intervention Activities, and Indirect / Other Activities (Administrative Activities). The activity detail section must be completed for all time worked for the early intervention program for that day.

Top Section of Each Daily Activity Tab

There is one tab for each day of the time study data collection. The top portion of each tab will auto-populate with what you've entered in the cover page including the "Date of Activity" field. The data in the "Total Daily Hours Recorded" field will calculate as time entries are entered in the Time Study Tool. The following is a snapshot of the top portion of a Daily Activity Tab of the Time Study Tool:



The 'Total Daily Hours Recorded' can help you see if all your hours worked for that day were recorded and enable you to fix any errors or missing time.

Time Entry Section of Each Daily Activity Tab

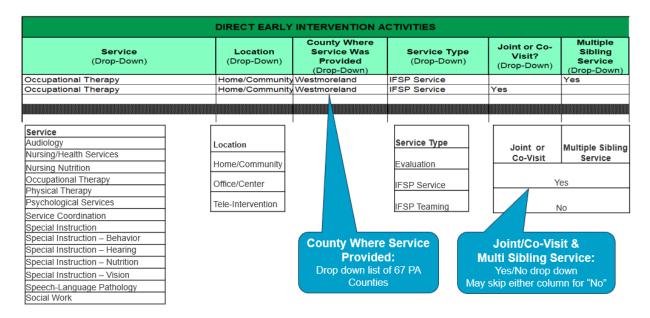
Below is a snapshot of the section of the Daily Activity Detail that allows EI practitioners to catalogue what time a specific EI activity started and ended, as well as if it was a Direct Service activity or Indirect/Other administrative activity.

START TIME				END TIME				ACTIVITY DETAIL	
Start hour	Start minute	AM/PM	Time	End hour	End minute	AM/PM	Time	Duration	Type of Activity - Direct or Indirect Service (Drop-Down)
			:0				:0		
			:0				:0		
1	00	PM	1:00 PM	2	00	PM	2:00 PM	1:00	Direct Service
2	00	PM	2:00 PM	2	30	PM	2:30 PM	0:30	Indirect/Other Admin Activity
			:0				:0		
			:0				:0		
			:0				:0		
			:0				:0		
			:0				:0		
			.0				.0		

- Use the drop-down menu or type the appropriate response in each cell.
- You only need to enter time for hours of the day you are working. For example:
 - o If you only work 1:00–6:00 pm, then you only enter that time.
 - If you flex your day to serve families outside of typical work hours, then you do not need to enter the flexed time (e.g., (e.g., if you do not work btw. 1:00–3:00 pm, then you would not enter time for 1:00–3:00 pm).
 - Only enter time associated with providing services and supports to children and families in BEISFS

Direct Early Intervention Activities Section of Each Daily Activity Tab

Below is a snapshot of the Direct Early Intervention Activities section of each Daily Activity Tab with the drop-down menus detailed:



In this section of a given Daily Activity Tab, there are a total of six fields — all with drop-down menus — to complete, namely:

- **Service** This is a required field for all billable Direct El Services. El practitioners will choose one of the following specific direct services:
 - Audiology
 - Nursing/Health Services
 - Nursing Nutrition
 - Occupational Therapy
 - Physical Therapy
 - Psychological Services
 - Service Coordination
 - Special Instruction
 - Special Instruction Behavior
 - Special Instruction Hearing
 - Special Instruction Nutrition
 - Special Instruction Vision
 - Speech-Language Pathology
 - Social Work
- Location This is a required field for all billable Direct El Services. El practitioners will
 choose one of the following:
 - Home/Community
 - Office/Center
 - Tele-Intervention
- County Where Service Was Provided This is a required field for all billable Direct El Services. El practitioners will choose from one of the 67 PA Counties.

- **Service Type** This is a required field for all billable Direct El Services. El practitioners will choose one of the following:
 - Evaluation
 - IFSP Service
 - IFSP Teaming
- **Joint or Co-Visit?** This is a required field for all billable Direct El Services. El practitioners may choose: *
 - o Yes
 - o No

*If preferred, in lieu of selecting "No" for all activities that were not joint or co-visits, practitioners may skip entry in this column for those activities. A blank in this field will denote "No", this was not a joint or co-visit. <u>Practitioners must select "Yes" in this field for all activities that are a joint or co-visit</u>. **Note:** A Multidisciplinary Evaluation is not considered a joint or co-visit.

- Multiple Sibling Service? This is a required field for all billable Direct El Services. El practitioners may choose: *
 - Yes
 - o No

*If preferred, in lieu of selecting "No" for all activities that were not multiple sibling services, practitioners may skip entry in this column for those activities. A blank in this field will denote "No", this was not a multiple sibling service. <u>Practitioners must select</u> "Yes" in this field for all activities that are provided to multiple siblings and their family simultaneously.

Indirect / Other Activities Section of Each Daily Activity Tab

Below is a snapshot of the Indirect / Other Activities (Administrative Activities) section of each Daily Activity tab (with all Indirect/Other Activities drop-down options listed in alphabetical order):

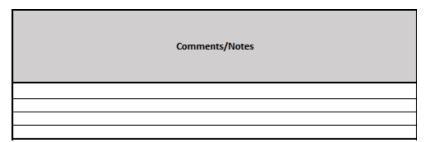
INDIRECT / OTHER ACTIVITIES (Administrative Activities)	INDIRECT / OTHER ACTIVITIES (Administrative Activities)	INDIRECT / OTHER ACTIVITIES (Administrative Activities)		
Other Activities (Drop-Down)	Other Activities (Drop-Down)	Other Activities (Drop-Down)		
Data Entry	Intake Meeting	Staff Meeting		
Cancellation - Client/Family	Invoicing/Billing/Payroll	Staffing Consultation Supervisory Related Activities Team Collaboration (planned or unplanned) Technology Issues Time Study Training/Professional Development Travel Other (pick up materials/donations/security) Travel to/from Sessions Unpaid Leave (Personal Appointments) Wait Time Other Admin. Activity		
Cancellation - Staff	Lunch/Break			
Case Management (non-service coordination)	No Show/Missed Session - Client/Family			
Child Find	No Show/Missed Session - Staff			
Communications with Non-IFSP-Team-Members	Other Admin. Activity			
Coordinating Interpretation	Paid Leave/Staff Time Off (Sick, PTO)			
-mail/Telephone - Client/Family	Prep. Time			
E-mail/Telephone - Staff	Providing Interpretation			
Evaluation Clinics	Providing Supervision			
FSP Development/Revision				
IFSP Team Collaboration	Receiving Supervision Schedule/Reschedule session			

In this section of a given Daily Activity Tab, there is a single field with a drop-down list of Administrative Activities. El practitioners will choose one of the following:

- Indirect/Other Administrative This is a required field for all Administrative Activities.
 - Data Entry
 - Cancellation Client/Family
 - Cancellation Staff
 - Case Management (non-Service Coordination)
 - o Child Find
 - o Communications with non-IFSP Team Members
 - Coordinating Interpretation
 - E-Mail/Telephone-Client/Family
 - o E-Mail/Telephone-Staff
 - o Evaluation Clinics
 - IFSP Development/Revision
 - o IFSP Team Collaboration
 - Intake Meeting
 - o Invoicing/Billing/Payroll
 - o Lunch/Break
 - No Show/Missed Session Client/Family
 - No Show/Missed Session Staff
 - Other Admin Activity
 - o Paid Leave/Staff Time Off (Sick, PTO)
 - o Prep. Time
 - o Providing Interpretation
 - Providing Supervision
 - Receiving Supervision
 - Schedule/Reschedule Session
 - Session Note Completion
 - Staff Meeting
 - Supervisory Related Activities
 - Text-Client/Family
 - Text-Staff
 - Technology Issues
 - Time Study
 - Training/Professional Development
 - o Travel Other
 - Travel to/from Sessions
 - Unpaid Leave (Personal Appointments)

Comments/Notes Section of Each Daily Activity Tab

Comments and notes may also be provided for both billable and nonbillable time (i.e., direct and indirect/other activities). Below is a snapshot of the Comments/Notes column in each Daily Activity tab:



Submission of Completed Time Study Tool

All completed Time Study Tools should be compiled by each program, in their original Excel format, and submitted electronically via the rate study website on the data submission tab (https://paeiratestudy.weebly.com/submit-data.html).

All completed Time Study Tools should be submitted electronically to PCG by <u>Tuesday, March</u> **26**, **2024**.

Once complete, each provider should send an email to PABEISFSRateStudy@pcgus.com letting PCG know how many Time Study Tools have been submitted.

Providers may submit multiple submissions to account for all tools completed by your agency.