

Rate Study Instructions for Case Management Services

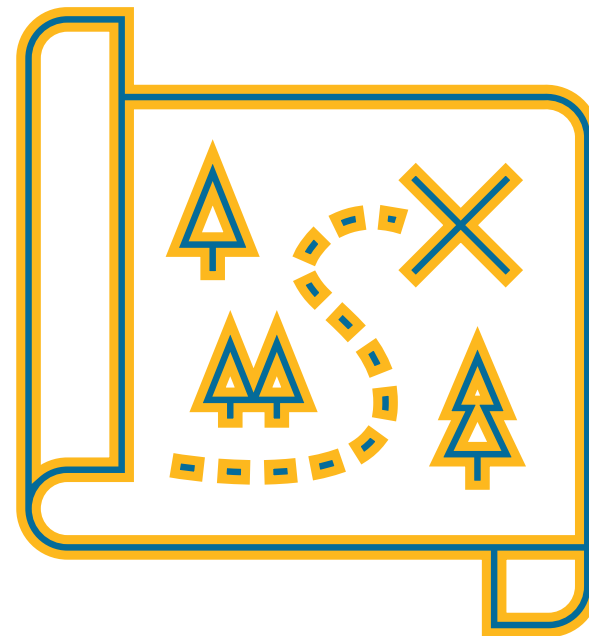
2025



Introduction to the Rate Study Process

- Targeted Case Management (TCM) rates are based on each regional center's cost of providing Case Management (CM) services to all individuals, both Medi-Cal eligible and non-Medi-Cal eligible.
- Medi-Cal reimburses the cost of CM staff providing direct case management services to TCM-eligible individuals.
- During time studies, case managers will complete TCM documentation for all active Status 1, Status 2, and Status U individuals, and individuals transitioning from an institution (DC, ICF, et cetera) to the community for only the 180 days prior to community placement.

Let's get Started




WHO ARE CASE MANAGERS? WHO COMPLETES TIME SHEETS?

- Case managers are Consumer Service Coordinators, contract Consumer Service Coordinators and Supervising Client Program Coordinators (CPC), who spend a portion or all their time providing case management services.
- Supervising CPCs who do not provide direct CM services are categorized as Administrative Staff. Supervising CPCs who provide direct CM services will be categorized as Case Management Staff for purposes of this rate study.
- All case management staff must complete Case Management Time Study Sheets (DS 1916) during the rate study. Regional centers may use modified time sheet formats for recording time during rate studies; however, an Excel version of the DS 1916 must be completed, signed and submitted for each position required to complete a time sheet.
- The original records of case management units (Title XIX ID notes) will be input and stored in SANDIS or Virtual Chart.

What does a time sheet look like?



SAMPLE TIME SHEET FORM DS 1916



SIGNATURES This document needs to be signed.

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DS 1916

Hours may be rounded to the nearest quarter hour. For example: 6 hours 11 minutes could be rounded to 6 hours 15 minutes, or 6.25 in the timesheet

Time spent on mandated work breaks, etc., except lunch, is to be charged to the last function worked on. Also, the total hours worked during the day, including overtime must be shown.

1. Name (Surname first):		2. TCM Classification Case Management (CM) <input type="text"/> Supervising Client Program Coordinator (who performs Case Management) (CPCCM) <input type="text"/>		3. Month/Year: MAY 2022	
4. Regional Center Job Classification: Consumer Services Coordinator <input type="text"/> Supervising Client Program Coordinator <input type="text"/>		5. Employed Full-time <input type="text"/> Part-time <input type="text"/> Percent Part-time <input type="text"/>		6. Regional Center	

Functions	DAYS																															Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
A. Allowable																																0.00
B. Unallowable																																0.00
C. Other																																0.00
D. Time off																																0.00
E. Daily Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

EMPLOYEE: I hereby certify that this is a true and accurate report of my time and the functions performed as shown above.

X
Employee

SUPERVISOR: I hereby certify the employee's time records have been examined and that, to the best of my knowledge and belief, this record is true and correct, and the functions were performed as shown above.

X
Supervisor

WHAT GOES INTO THE TIME SHEET?

The time sheet has six components:

1. Identifying data (employee, name of regional center, et cetera)
2. Allowable time
3. Unallowable time
4. Other time
5. Time off
6. Certifications

WHAT IS IDENTIFYING DATA ?

State of California - Health and Human Services Agency		Department of Developmental Services	
Case Management Time Study			
DS 1916			
Hours may be rounded to the nearest quarter hour. For example: 6 hours 11 minutes could be rounded to 6 hours 15 minutes, or 6.25 in the timesheet Time spent on mandated work breaks, etc., except lunch, is to be charged to the last function worked on. Also, the total hours worked during the day, including overtime must be shown.			
1. Name (Surname first):	2. TCM Classification Case Management (CM) <input type="checkbox"/> Supervising Client Program Coordinator (who performs Case Management) (CPCCM) <input type="checkbox"/>	3. Month/Year: MAY 2022	
4. Regional Center Job Classification: Consumer Services Coordinator <input type="checkbox"/> Supervising Client Program Coordinator <input type="checkbox"/>	5. Employed Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Percent Part-time <input type="checkbox"/>	6. Regional Center	

1. Enter name of employee.
2. Check the appropriate box of the employee's TCM classification (CM or CPCCM).
3. The month and year of time study is pre-populated.
4. Check the appropriate box of the employee's job classification.
5. Check the appropriate box of the employee's job status during the time-study.
6. Enter the regional center name.

WHAT GOES IN THE “DATE” COLUMNS?

- Each employee participating in the time study must account for all hours worked each day.
- Hours may be rounded to the nearest quarter hour. For example: six hours, eleven minutes may be rounded to six hours, fifteen minutes or 6.25 on the time sheet.
- Time spent on mandated work breaks, except lunch, is to be charged to the last function worked. Also, the total hours worked during the day, including overtime, must be shown.
- Time must be identified as allowable services, unallowable services, other services, and/or time off.

WHAT ARE "ALLOWABLE" SERVICES?

Examples of allowable services are:

Providing information to a specific individual on available programs/services, referrals to such services, and advice regarding the utilization of such services

Assessment of individuals' functioning levels, needs, and progress

Reviews of assessments done by other professionals and consultation with other professionals regarding individuals

Development/revision/monitoring of Individual Program Plans, including arranging for services, pre-placement visits, et cetera

Case Management Time Study																						
DS 1916																						
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1. Name (Surname first):												2. TCM Classification										
												Case Management (CM) <input type="checkbox"/>										
												Supervising Client Program Coordinator (who performs Case Management) (CPCCM) <input type="checkbox"/>										
4. Regional Center Job Classification:												5. Employed										
Consumer Services Coordinator <input type="checkbox"/>												Full-time <input type="checkbox"/>										
Supervising Client Program Coordinator <input type="checkbox"/>												Part-time <input type="checkbox"/> Percent Part-time <input type="text"/>										
Functions	DAYS																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
A. Allowable																						
B. Unallowable																						
C. Other																						
D. Time off																						
E. Daily Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

More examples of allowable services are:

- Periodic reviews of individuals' progress/needs
- Consultation with service providers regarding individuals' progress/needs
- Assessment of care, training, and services to individuals
- Providing individual-specific services such as seeking conservatorship or assisting individuals in obtaining services from other agencies
- Consultation with supervisor regarding specific individuals
- Travel associated with the above activities



WHAT ARE "UNALLOWABLE" SERVICES?

Examples of unallowable services are:

Public education and regional center information services, which are not specific to active individuals

Case finding and outreach services

Intake services prior to the determination that the individual is developmentally disabled

Case Management Time Study

DS 1916

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1. Name (Surname first):		2. TCM Classification	
		Case Management (CM)	<input type="checkbox"/>
		Supervising Client Program Coordinator (who performs Case Management) (CPCCM)	<input type="checkbox"/>
4. Regional Center Job Classification:		5. Employed	
Consumer Services Coordinator <input type="checkbox"/>		Full-time <input type="checkbox"/>	
Supervising Client Program Coordinator <input type="checkbox"/>		Part-time <input type="checkbox"/>	Percent Part-time <input type="checkbox"/>

Functions	DAYS																				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
A. Allowable																					
B. Unallowable																					
C. Other																					
D. Time off																					
E. Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

More examples of unallowable services are:

- All services provided to individuals who have not been determined to meet regional center eligibility
- Union activities during work time
- Services which are already covered by the Medi-Cal program (e.g., physician and psychology services)
- Time spent performing Social Security representative payee activities
- Services provided as a result of case management, such as counseling by a nutritionist as a result of the Individual Program Plan



WHAT ARE "OTHER" SERVICES?

"Other" services are a third category of service. They are tracked separately from time spent on "allowable" and "unallowable" activities in the calculation of the TCM rate. Ultimately, these costs are spread across both allowable and unallowable activities.

Examples of “other” services are:

- Regional center staff meetings and training
- Conferences with supervisor on other than individual-specific issues, i.e., policies, job performance, et cetera
- Facility liaison activities
- Resource development
- Evaluation of provider programs

Case Management Time Study

DS 1916

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1. Name (Surname first):											2. TCM Classification: Case Management (CM) Supervising Client Program Coordinator (who performs Case Management) (CPC)						
4. Regional Center Job Classification: Consumer Services Coordinator <input type="checkbox"/> Supervising Client Program Coordinator <input type="checkbox"/>											5. Employment: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Perceiver <input type="checkbox"/>						
Functions	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
A. Allowable																	
B. Unallowable																	
C. Other																	
D. Time off																	
E. Daily Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

More examples of “other” services are:

- Time spent on administration, management, or supervision
- Development/negotiation of agreements, which provide for allowable services
- Review of referral packets received from other regional centers or developmental centers
- Development of policies and procedures for the regional center
- Time spent on shared-out cases
- Travel associated with the above-described other services, including time spent traveling to meet with an individual, vendor or family member who fails to keep an appointment



WHAT IS TIME OFF?

Examples of time off are:

- Sick Leave
- Vacation
- Holidays
- Jury Duty
- Administrative Time Off
- Military Leave
- Do not include hours for Saturdays and Sundays on the time sheet, unless you worked doing case management on those days

Case Management Time Study																	
DS 1916																	
Hours may be rounded to the nearest quarter hour. For example: 6 hours 11 minutes could be rounded to 6 hours 15 minutes. Time spent on mandated work breaks, etc., except lunch, is to be charged to the last function worked on. Also, the total hours worked during the day, including overtime must be shown.																	
1. Name (Surname first):										2. TCM Classification: Case Management (CM) Supervising Client Program Coordinator (who performs Case Management)							
4. Regional Center Job Classification: Consumer Services Coordinator <input type="checkbox"/> Supervising Client Program Coordinator <input type="checkbox"/>										5. Employment Status: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>							
Functions	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	DAY
A. Allowable																	
B. Unallowable																	
C. Other																	
D. Time off																	
E. Daily Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

WHO MUST CERTIFY THE TIME SHEET?

- Both the employee and the employee's supervisor must sign the time sheet certifying the time as indicated below.
- The employee is certifying that the time recorded on the time sheet is a true and accurate report of his/her/their time and the functions performed.
- The supervisor is certifying that he/she/they has reviewed the employee's time records and, to the best of his/her/their knowledge and belief, the record is true and correct, and the functions were performed as shown.

SIGNATURES This document needs to be signed. View Signatures...																																	
E. Daily Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>EMPLOYEE: I hereby certify that this is a true and accurate report of my time and the functions performed as shown above.</p> <div style="text-align: center;">X _____ Employee</div> </div> <div style="width: 45%;"> <p>SUPERVISOR: I hereby certify the employee's time records have been examined and that, to the best of my knowledge and belief, this record is true and correct, and the functions were performed as shown above.</p> <div style="text-align: center;">X _____ Supervisor</div> </div> </div>																																	

That's It! Are there any questions?

Contact Federal.Programs@dds.ca.gov

