

# ECONOMIC SERVICE ACTIVITY TIME STUDY (EATS) FAMILY SUPPORT ACTIVITY TIME STUDY (FATS) OUT STATIONED ACTIVITY TIME STUDY (OATS)

## I. INTRODUCTION

Time Studies have been developed to determine amounts of time and costs expended in completion of various functions. The time study is used to claim administrative expenditures from federal and state funding sources based on worker time involved in the program activities.

The time study appropriate to your job function will be completed on randomly selected days in each county statewide, as determined by the Office of Accountability and Management Reporting, with the exception of out-stationed (OATS) staff who complete time studies daily.

## II. TIME STUDY ORGANIZATION

The time study has been organized into: (1) an identifying information section, and (2) a major category information section dealing with funding categories.

The identifying information on the time study is used to distinguish the particular worker who is completing the time study if questions arise concerning incomplete or inconsistent information.

## III. FORM COMPLETION

The time study is completed by all employees who perform Economic Service, Family Support, Out-stationed, or Food Stamp Employment and Training functions with the exception of temporary and contracted employees.

**If an employee is unable to complete a time study due to his/her absence, the time study must be completed by the employee's supervisor or community service manager (CSM). The supervisor or CSM can not enter information regarding customers and/or time spent on program activities.**

### Identifying Data

When you log on to the time study site, please verify that your information is correct. If any information is inaccurate, please notify the DHHR time study help desk at 1-888-889-3190.

< Employee's Name

—

< Worker ID

—

< EMAIL

< County

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- < Level – Employee, Supervisor, Community Service Manager, Regional Director
- < Supervisor
- < CSM
- < Regional Director
- < Type – OATS, EATS, FATS

### Column 1 - Full Case Name

This section is designed to leave an audit trail in federal audit/disallowance issues. Indicate the full name of whatever case you are working on when you select an activity.

If you are participating in training related to an assistance program such as TANF, Food Stamps, or Medicaid select the appropriate program related activity and enter a case name such as "TANF training" "Food Stamp Training" or "Medicaid Training", etc. in the Full Case Name area.

If you are explaining the rules, benefits or application process for TANF, Food Stamps or Medicaid to a prospective recipient - you should select the appropriate program related activity on the time study and enter "Outreach to Potential Recipient" in the Full Case Name.

If any other program information is being delivered to a potential enrollee, use your best judgment and create a case name that best reflects what you are doing related to that program.

### Column 2 - Category

This section is designed to capture program identity and additionally any identification necessary to prepare federal reports.

Enter the specific program/funding category in column (2) of the Category section that applies to the client being served. Enter only one program/service per line. If the same client receives multiple programs/services and action is taken on more than one, separate lines must be used to record the time spent on each.

1. **TANF Assistance** - The term, **TANF Assistance**, is defined as receipt of a monthly WV WORKS cash assistance check. All activities of and payments made to families receiving a monthly WV WORKS cash assistance check should be reported in this area. School Clothing Allowance activity for TANF cases will be reported under this area. Time spent in determining eligibility for or maintenance of Food Stamps, Medicaid, Emergency Assistance, or other programs should be reported under those respective areas.
2. **TANF Non-Assistance** - The term, "TANF Non-Assistance", is defined as persons who formerly received a WV WORKS cash assistance check and are currently receiving support service payments and/or case management services. Note that all School Clothing Allowance activity for any non-TANF cases are reported under this area. Diversionary Cash Assistance would also be reported under "TANF Non-Assistance".

3. **Child Care** - Referral and/or follow-up regarding Child Care services.
4. **Emergency Assistance TANF eligible** - This program is to provide short-term financial assistance to individuals or families receiving WV WORKS to eliminate an emergency or crisis such as rent, utilities, food, etc. Includes payments generated in RAPIDS for these emergencies or referrals to other agencies to assist in helping eliminate these emergencies.
5. **Emergency Assistance Non - TANF** - Emergency Assistance provided to individuals and families **not** receiving WV WORKS cash assistance.
6. **Food Stamp - Certification** - Determination of eligibility. Code 6 if completing an application or redetermination.
7. **Food Stamp - Issuance** - Code 7 if completing case maintenance.
8. **FSE&T - (CWEP) Community Work Experience Program** - Assigning an individual to a public agency or not-for-profit agency sponsor to perform non-paid work.
9. **FSE&T- (EIP) Employer Incentive Program** - Negotiating a contract with an employer to hire and train participant. Monitoring to assure that service is provided.
10. **FSE&T - Driver=s Education** - Negotiating a contract with provider to provide Driver=s Education to a participant.
11. **FSE&T- Job Search** - Assigning a client to job search; monitoring progress and completion of activity.
12. **FSE&T- Education** - Placing an individual into an educational position, includes literacy, Adult Basic Education, GED, high school or college.
13. **FSE&T-Skills/Vocational Training** - Negotiating, making payments for and/or monitoring progress in a formal training program.
14. **Special Needs Children Services** - Assisting a client in completing a Speciality Case Intake Form (WVDHHR/BPH/OMCH/CSC/FormCSC-1/July/2000) for services.
15. **LIEAP - Low-Income Energy Assistance Program** - Assistance to eligible households affected by rising costs of home heating that are excessive in relation to household income. Includes Emergency LIEAP.
16. **Medicaid** - All determination of Medicaid eligibility and case maintenance including SSI recipients. Does NOT include CHIP eligibility.
17. **WV CHIP (West Virginia Children's Health Insurance Program)** - All determination of CHIP eligibility and case maintenance.

18. **TRIP - Transportation Remuneration Incentive Program** - All determination of eligibility and case maintenance for TRIP.
19. **Og leck 'J gct lpi "**- Any work associated with preparing or participating in a customer related hearing or pre-hearing conference.
20. **Burial** - The Indigent Burial Program which is designed to provide a decent burial for persons who die and have no resources to pay for the interment costs at the time of death.
21. **Vacant** – Reserved for future use.
22. NEMT – Non Emergency Medical Transportation

### Column 3 - Status

This section is designed to identify type of work completed for TANF clients, i.e., application, redetermination (Status A), or case maintenance (Status B). In addition, this section includes former TANF clients who are receiving continued support service payments and those receiving Diversionary Cash Assistance.

This section will also be used to code Food Stamp Employment and Training clients as (ABAWD) Able Bodied Adults Without Dependents (Status C) or exempt ABAWDS (Status D).

Status A,B,C, and D are **not** to be used in reporting activity for any other programs.

### Column 4 - Minutes

Time In Minutes - Indicate the amount of time spent performing each action. This may be an estimate to the best of your ability and rounded to the nearest whole minute, but **MUST**, when totaled with administrative activity time, equal a minimum of 480 minutes.

## IV. MISCELLANEOUS

Lunch/Breaks - Staff will use this section to report the minutes spent on lunch and breaks.

Training - Staff will use this section to report time spent in training activities that are not specifically program related or case name specific and that are not appropriately reported in any other section of this time study.

Sick Leave - Time spent on sick leave. **In the event a staff member is required to report time on a day which is entirely devoted to sick leave, the supervisor or CSM will be responsible for completing an EATS, OATS, or FATS form for the employee indicating 480 minutes of sick leave.**

Other Leave - Time spent on leave other than sick leave, including annual leave,

military leave, jury duty, compensatory time, etc. **In the event a staff member is required to report time on a day which is entirely devoted to other leave, the supervisor or CSM will be responsible for completing an EATS, OATS, or FATS form indicating 480 minutes of other leave.**

- Part-Time - Part-time employees who were on the job less than a full day on the day sampled should reflect this by inserting the number of minutes not spent on the job due to the part-time status. This may be the full 480 minutes if the part-time employee did not work any part of the day.
- Flex-Time - This section is used to account for flex-time minutes/hours. Staff who are working flex-time on the day sampled will use this section to record the number of minutes not spent on the job due to the flex-time status.
- Other - Time spent which cannot be reported under one of the specific items above. For example, time spent in a meeting with a Supervisor on a non-case specific discussion, generic meetings, etc
- Total Time - The minutes reported for all activities must total at a minimum 480 minutes each work day sampled. If an employee works more than 480 minutes on any day sampled, the time study should reflect the total minutes actually worked that day-