

# New Jersey Department of Health Early Intervention System

## NJEIS Rate Study

Time Study FAQs



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# TIME STUDY PROCESS

## 1. What is a time study?

A time study measures the amount of time spent performing direct service and administrative activities. For this time study, participants will record 10 scheduled working days within a three-week time period.

## 2. Why are we doing a time study?

The time study will allow PCG and the Department to allocate costs based on service activities performed by practitioners and capture necessary administrative services that can be included in rate calculations.

## 3. Who should participate in the time study?

All practitioners who provide Early Intervention services, including salaried staff and independent contractors working for multiple agencies.

## 4. When will the Time Study happen?

The 21-day period between Monday, February 28, 2022 and Sunday, March 20, 2022. Training sessions and materials will be available to participants between Monday, January 10, 2022, and Friday, February 25, 2022.

## 5. How many days during the period should I record my time?

The data collection period runs from Monday February 28, 2022 to Sunday March 20, 2022, but the days you record your time depend a bit on your normal schedule.

- Schedule A: you work a traditional Monday-Friday work week. If you have this type of schedule, please pick two back-to-back sets of weekdays to record your time (total of 10 days). If you work any off-hours to catch up, please record this time as well.
- Schedule B: you only work Th/Th. If you have this type of schedule, please record all six of the Tu/Th you work during the data collection period. If you work any off-hours to catch up, please record this time as well.

## 6. What if I do not work 10 days during the three-week period?

If you do not work 10 days during the three-week period for an agency, (maybe you are an “as needed” or per diem employee or only scheduled for two days a week), please fill out the tool for each day during the 3-week time period you are called upon or scheduled to work.

## 7. I only work for an agency one or two days a week, what do I do?

Please fill out the time study for the days you DO work for the agency, so in this case it might only be 3 or 6 days completed during the time period.

## 8. What if I take time off (a day, a week) during the time study?

That is OK, it just means that if you were out for a week, your working days have essentially been chosen for you. Please complete the tool for the remaining days during the time period you DID work.

## **9. What if I did not work during the time period?**

If you did not work during any portion of the time period, you should not complete a time study tool. This might be for a number of reasons like maternity leave, vacation, no cases from that agency, etc.

## **10. How long will it take to record my time?**

Not including the 1 hour of training time, it should take practitioners an average 10-15 minutes at the end of the day to enter their day's activities into the Time Study Tool. If it's taking more than 30 minutes, please pause and consider if you are adding too much detail, or if it would be helpful to jot down notes throughout the day about what you've completed. Overall, this amounts to about 2.5 hours over the course of two weeks/10 scheduled working days, though some may be faster or slower.

## **11. Will we be compensated for the time spent doing this?**

Yes, you will receive an honorarium for your time if you meet the requirements set by DOH. These requirements, the amount, and the mechanism for payment are not finalized yet, but will be tied to you completing the tool.

## **12. I work for multiple agencies, should I fill out more than one tool?**

Provided you have cases with each of the agencies, please complete a separate tool for the time you work to support and provide services for each agency during the time period. If you are full time at one agency and a part time as an independent contractor at another, or part time at more than two agencies, you need to fill out a separate tool for each agency. We will be tying them together during the analysis, so please make sure to use the same name/spelling in each tool.

## **13. I work for two agencies but currently I have cases with only one agency. Do I submit a blank form indicating I do not service kids from that other agency?**

No, you do not need to submit a blank form for the agency you do not have a current caseload with.

## **14. I do two roles in at my EI program; I am a secretary, and I also am an interpreter. Do I have to participate in this time study?**

Yes, if you wear "two hats" and one provides direct service, you'd participate as an interpreter but not as a secretary, because that role is administrative.

## **15. Do you have to put the county in which the agency is based? Are you able to enter two counties?**

You'll have to pick one county that you are based out of but can pick multiple counties that you work in/ serve clients in.

**16. What if I do not have any Form 25 or other tasks that typically take a long time to complete scheduled during this particular 3-week period? How will this capture my time accurately?**

While you as an individual might not have any of those tasks scheduled for these three weeks, other practitioners most certainly will. Therefore, it is important for everyone to participate in the Time Study data collection, so that we get an accurate spread of the tasks occurring over the entire system.

**17. Do I need to submit this file each day as I complete it? Or after the time Period is over?**

Please hold onto the file you are filling out until the end of the time period when you have recorded all of the days with your tasks/activities. Once you have completed the tool, check it over for errors, type your name in the attestation spot, and send it to your agency's Champion for their checks and attestation. The Champions will submit the tools to PCG via a Secure File Transfer Protocol site.

**18. Do I still need to complete the service verification in EIMS if I am filling out this tool?**

Yes, please continue to log in EIMS per usual.

**19. Interpreters do not provide direct service; how should we record our time?**

You are present during the direct service though, so please enter it as a direct service "Foreign Language Interpretation" and mark it as providing a bi-lingual service.

**20. I often do work (record Form 25s, enter documentation) on my days off. Should I record it on my off day? I also offer makeup sessions on my days off; do I record those too?**

We encourage you to record any and all time you spend working on tasks/activities that support your EI services. You are more than welcome to give us more than the 10 days if you are able.

**21. I have just one case and see a child just two times a week. Should I participate in this project?**

It is important that all types of caseloads are reflected across the system, so yes, we encourage even those with small caseloads to participate and record their time.

**22. What was the result from the other states where this was completed?**

The results of each state vary based on the services, needs, and data collected. The results and recommendations typically result in a rate increase when the rates have not been examined in several years.

**23. Sometimes a session runs over because a parent has further questions than what we can cover in the 60 minutes. Will I be penalized for marking more than the 60 billable minutes?**

No, in fact we encourage you to enter time as accurately as you can, even if it means entering it as 65 minutes instead of 60. However, if the topic is no longer relevant to the direct service, then it would become an indirect/admin activity; “Case Management” would capture the time you might spend talking about coordinating other services, “Schedule/Reschedule session” would capture time spend setting up the next session, etc.

**24. Can we have the phone number to call during office hours please?**

This is the number to use to call in during our office hours session: (866) 619-5581,424777316#. Please reach out to your Champion for the meeting login information.

**25. Is there a training video?**

Yes - it can be found on the Time Study Information Page:  
<https://survey.pcgus.com/s3/NJEISTimeStudy>

## **TIME STUDY TOOL**

**1. What if I don’t have access to Excel? Will this work on a Chromebook or MacBook?**

The tool will also work in Google Sheets (free, web-based, compatible with Chromebooks) and Apple Numbers, though the formatting is best in Excel.

**2. Will the tool work on my phone?**

The tool will work through Google Sheets on your phone if you do not have Excel on your mobile device, though it’s a much better user experience through Excel on a computer.

**3. Can I print out the tool?**

We recommend printing the Time Study Print Out PDF version so you can reference the lists of choices in the drop-down menus. However, the print settings on the tool itself will allow you to print out the tool so it fits horizontally on a standard sized 8.5x11” paper to jot down notes throughout the day. Keep in mind you’ll still need to enter your notes into the digital version at the end of the day.

**4. What is the difference between direct and indirect service (Column K)?**

Direct Service is time spent with the child/family, either in person or virtually. Indirect services are all the other activities you must complete to adequately serve children and families.

**5. What is the difference between the different employee relationship types on the cover page?**

Relationship With Agency	Description
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Full-Time Salaried Employee	Salaried employee who receives benefits and works a full-time schedule for an agency; receives W-2
Part-Time Employee	Employee who works a set part-time schedule for an agency; receives W-2
Independent Contractor	Subcontractor who receives a 1099

## 6. How do we show when we are multi-tasking?

There are two ways you can do this. Either determine the main activity you are doing during that time and record the total time as that activity, or if the two tasks really were 50:50 please split the time you were multi-tasking between the two activities. If you were eating lunch while you were driving to another session though, please record that as travel to a session, not lunch.

## 7. When should I fill out the Direct Early Intervention Activities section (Columns M-Q) versus the Indirect/ Other Activities section (column S)?

When you have performed a direct service, you will fill out the direct service details in **Columns M-Q** of the tool. When you have performed an indirect service in support of EI, you will fill out **Column S**.

## 8. What if I work in/see children in multiple different counties?

On the cover page, please select all counties that apply (**Rows 32-36**), even if it's only applicable to a single child/family/service. If you are providing a service virtually to a child/family in a different county please indicate the county the child/family are in, not the one you are in. If you work virtually with a group of children who are each in different counties, please chose the one county that is most common to represent that group in the Direct Service drop-down (**Column O**).

## 9. On the cover page should I put the total # of hours I work for the agency or just the # of billable hours?

Please put just the # of billable hours you work for the agency on the cover page. On the individual date tabs though, please include ALL time you spent working to support EI services, prep, documentation, travel time, etc. included.

## 10. I worked EI in another state as well- do I count the time I spent in the other state when recording my experience?

Please do count your experience from the other state!

## 11. Do we count personal experience with EI or just professional?

In this case, please limit it to professional experience, though of course personal experience informs your work!

## 12. Do we need to provide a New Jersey license number?

There is no need to provide us with a license number.

**13. I work a different number of hours each week, how should I calculate the # of billable hours for the Cover Page?**

If you work a different number of hours for your agency each week, please give your best estimate at an average number of billable hours.

**14. Sometimes I need to do the documentation/ EIMS reporting later in the day after the session. Should I record that time as direct service still?**

No, please record that time as an indirect activity under “EIMS Documentation or Report Writing”

**15. How do I record a missed or cancelled session from a family due to covid, sickness, or another reason?**

If it was a No Show/Missed Session because the family did not show up at the set time, please first choose “Indirect/ Other Admin Activity” in **Column K**. Then choose “No Show/Missed Session - Client/Family” in **Column S**. Be sure to enter the time you waited by entering the time you started and the time you ended in columns B-H as well.

If it was a cancellation ahead of time, please record the time you spent communicating about the cancelled session by first choosing “Indirect/ Other Admin Activity” in **Column K**. Then choose “Cancellation - Client/Family” in **Column S**. Be sure to enter the time you began and the time you ended the communication in columns B-H as well. You can put a short note about the reason for the cancellation in the Comments/Notes field (**Column U**).

**16. If a parent of Child Y writes a message or a text either to cancel or to provide information while I am in the middle of a session with Child Z, how can I calculate the same time for a direct and an indirect service even though I will not see the text until after my session with the direct child?**

Using times in this example, please record your one-hour session with Child Z from 9am to 10am as direct service. Then you hang up/get in your car and read the text from Parent of Child Y. Record the time you spent reading and responding to Parent of Child Y about the information or cancellation from 10:00 to 10:05am (or however long it took) as either “Respond to E-mail/Telephone/Text” or “Cancellation - Client/Family” depending on the context.

**17. Is there a way for us to be able to document when we do not get paid when a family must quarantine for 14 days? Would that be a cancellation?**

When entering the “Cancellation – Client/Family” line, please enter a note about it not taking place due to COVID and how many sessions will be impacted.

**18. I am taking a training during this period; how do I reflect that time?**

Please use the Indirect/Other Activities option called “Training/Education” in **Column S**.

## 19. How to I record the time spent filling out the Time Study Tool?

Please mark the time you spend filling out the time study tool as “Other Admin. Activity” in **Column S** under the Indirect/Other Activities section and leave a note that it is for the Time Study Tool.

## 20. Where do I indicate the time I spend invoicing the agency?

Please choose “Indirect/ Other Admin Activity” in **Column K** and then the activity called “Invoicing” in **Column S**.

## 21. How can I log a staff meeting?

- If it was a Team Meeting IFSP about a specific case/client/family, it’s the Direct Service task “Team Meeting.”
- If it was a Staff Meeting where you were going over a new agency policy, it’s the Indirect task “Staff Meeting.”
- If it was a Team Collaboration where you were working on something not specific to any one client/family (i.e. planning an upcoming event that all of your families will partake in), it’s the Indirect task “Team Collaboration.”

## 22. How do I record the time traveling between sessions?

Please record the time you spent travelling to/from a session by first choosing “Indirect/ Other Admin Activity” in **Column K**. Then choose “Travel to/from Sessions” in **Column S**. Be sure to enter the time you began and the time you ended in columns B-H as well.

## 23. I’m an independent contractor and in a day, I see kids from 2-3 different agencies, where should I log my travel time in between session travels if they’re from 2 different agencies?

Please spread out the travel across agencies as best you can. If you start from home and go to see Kid 1 from Agency 1, and then go directly to Kid 2 from Agency 2 and then back home, split the travel time between agencies.

## 24. I may see only one child per day; do I track travel to & from home?

Yes, please record the travel time to and from sessions, even if it’s to/from your home.

## 25. How do I record trips to the store to buy materials for sessions?

Please record the time you spend going to the store to buy supplies by first choosing “Indirect/ Other Admin Activity” in **Column K**. Then choose “Travel Other (pick up materials/ donations/ security)” in **Column S**. Be sure to enter the time you began and the time you ended in columns B-H as well.

## 26. Are services labeled bi-lingual or non-English only when an interpreter is present? Or also if the practitioner is bi-lingual?

There does not need to be an interpreter present in order to record a service as bi-lingual. If the practitioner themselves is conducting the service in another language, that qualifies as “yes” a

Bilingual – Non-English Service Provided. It also qualifies if there is an interpreter present physically, or if an interpreter service is being used over the phone.

### **27. How do I record a PF25/ Form 25/ Write-Up/ Progress Summary?**

First, chose “Indirect/ Other Admin Activity” in Column K. Then choose “Form 25 Write-Up/Progress Summary” in column S. Be sure to enter the time you began and the time you ended in columns B-H as well.

### **28. I see some children multiple times a week. Should I submit all the time that I work with each child or just summarize it to just one total time?**

Please enter all the time that you work with each child distinctly over the course of multiple days, not as a lumped sum at the end of a week, for instance.

### **29. I often contact families via text message to schedule and confirm appointments. These text threads often run on throughout the day, how would I log time frame for these contacts? Start and end time of each text message?**

Start and end of each text would be the most accurate way of recording that conversation, but in lieu of that, adding the cumulative time you spent texting a family to the end of the day will suffice.

### **30. How do I show I’ve provided a virtual/ Tele-Health session versus in-person session?**

In Column N, “Service Setting,” there is an option to select Phone/Video Conferencing, please use this to show a virtual session.

### **31. EIMS documentation is generally done in session (for example, treatment 9:00-9:50 and note 9:50-10:00.) Do we put that down as 50 minutes of direct service provision and 10 of administrative, or an hour of direct service?**

Please record that time spent documenting during the session as time in the direct service. However if you spend time after the session/after in the day/week completing notes, please use the Indirect task “EIMS Documentation or Report Writing.”

### **32. Is this including evaluations or just direct therapy?**

Please include evaluations using the direct service task “Evaluation Service.”

## **TIME STUDY TASKS**

### **1. Direct Early Intervention activities**

<b>Task/Service Type</b>	<b>Definition/Example(s)</b>
Assessment	An assessment of the child’s strengths and needs in each area of development.
Audiology	Services necessary for the habilitation or rehabilitation of children with auditory impairment.

Developmental Intervention	Child-focused services through a team approach that facilitates development within natural settings and activities and in the context of meaningful relationships.
Evaluation Service	Evaluation of a child's developmental status in any of the five developmental domains for the purposes of determining eligibility or for informing the development of an IFSP.
Exit Evaluation	Assessment of a child's developmental status as part of exit/transition from the program.
Family Training/Counseling	Services to assist the family of a child in understanding the special needs of the child and enhancing the child's development.
Foreign Language Interpretation Non IFSP	Interpretation services for a language other than English that is not part of a service authorized on an IFSP.
Foreign Language Interpretation	Interpretation services for a language other than English that IS part of a service authorized on an IFSP.
Health	Services necessary to enable a child to benefit from the other early intervention services during the time that the child is receiving early intervention services.
Interpreter for the Deaf	Interpretation services for a deaf or hard of hearing child or family member that IS part of a service authorized on an IFSP.
Interpreter for the Deaf Non IFSP	Interpretation services for a deaf or hard of hearing child or family member that IS not part of a service authorized on an IFSP.
Medical (Diagnostic Only)	Services provided by a licensed physician to determine a child's developmental status and need for early intervention services.
Nursing	Provision of nursing care to prevent health problems, restore or improve functioning, and promote optimal health and development.
Nutrition	Developing and monitoring appropriate plans to address the nutritional needs of children.
Occupational Therapy	Adaptation of the environment, and selection, design and fabrication of assistive and orthotic devices to facilitate development and promote the acquisition of functional skills.
Physical Therapy	Providing services to prevent, alleviate, or compensate for movement dysfunction and related functional problems.
Psychological	Psychological services, including counseling for children and parents, family counseling, consultation on child development, parent training, and education programs.
Respite	Temporary relief from caregiving responsibilities. It is intended to provide support to parents or other caregivers
Sign Cued Language	Instruction provided to a child or family on the use of hand shapes to help communicate.
Social Work	Providing counseling with parents and other family members, and appropriate social skill building activities with the child and parents
Speech Therapy	Provision of services for the habilitation, rehabilitation, or prevention of communicative or oropharyngeal disorders and delays in development of communication skills.
Team Meeting IFSP	Meetings between two or more service providers authorized on the IFSP for the purposes of consulting on the plan for a child and family.
Vision	Communication skills training, orientation and mobility training for all environments, visual training, independent living skills training, and additional training necessary to activate visual motor abilities.

## 2. Indirect/ Other/ Administrative Activities

Administrative Tasks	Definition/Example(s)
Case Management	IFSP and Outcome quality checks, service log supervisor reviews, documentation catalogue checks
Coordinating Interpretation	The time you spend working with translators/interpreters outside of the direct service sessions.
Coordinating Security	The time you spend working with security outside of direct service sessions.
EIMS Documentation or Report Writing	EIMS recording or other report writing NOT during a session.

Form 25 Write-Up/Progress Summary	The time you spend completing a Form 25 or other progress summary.
Invoicing	Time spent invoicing the agency(ies) you work for.
Cancellation - Client/Family	Family cancelled due to traffic, illness, personal emergency, etc.
Cancellation - Staff	Staff cancelled due to traffic, car troubles, illness, personal emergency, etc.
No Show/Missed Session - Client/Family	Family was not present at the time/location of the scheduled session.
No Show/Missed Session - Staff	Staff was unable to be present at the time/location of the scheduled session.
Prep. Time	The time you spend getting ready for a session.
Email/Telephone/Text – Client/Family	Responding to correspondence from Parent/Family Member
Email/Telephone/Text – Staff/Other	Responding to correspondence from OSC, Agency Admin, Team member, medical personnel, etc.
Schedule/Reschedule session	The time you spend scheduling sessions with families.
Staff meeting	Time you spend in staff meetings.
Supervision/Mentoring Session	Time that the practitioner spends meeting/speaking with their supervisor/mentor
Supervisory Related Activities	Activities completed in a supervisory role beyond the time spent in direct supervision.
Team Collaboration	Meetings between two or more colleagues about a topic other than a specific child/family.
Technology Issues	Virtual intervention connection issues, EIMS troubles, etc.
Training/Education	Attending trainings or continuing education sessions for professional development.
Travel to/from sessions	The time you spend traveling to or from direct service sessions.
Travel Other (pick up materials/donations/security)	The time you spend travelling for other reasons like buying supplies/materials, going to pick up donations, etc.
Child Find/ Intake Time	Working the Broadcast to pick up a child, Pick Up a Child to take on their IFSP
Other Admin. Activity	Please leave a note describing what the “other” task was
Lunch	Lunch, though only if you are not working on a task while you are eating!
Paid Leave/Staff Time Off (Sick, PTO)	If applicable
Unpaid Leave (Personal Appointments)	If applicable