

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814



July 26, 1988

ALL-COUNTY LETTER NO. 88-88

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY FISCAL OFFICERS
ALL COUNTY AUDITOR CONTROLLERS
ALL COUNTY ADMINISTRATIVE OFFICERS

SUBJECT: CLERICAL AND ADMINISTRATIVE SUPPORT STAFF TIME
REPORTING PROCEDURES - EFFECTIVE JULY 1, 1988

REFERENCE: ALL-COUNTY LETTER (ACL) NO. 88-19

This letter is to provide Counties with time reporting instructions for County Welfare Department (CWD) clerical and administrative support staff effective July 1, 1988. These instructions are issued in conjunction with the approval of the Annual Time Reporting Plans (ATRP) in the 40 largest Counties. As noted in ACL No. 88-19, these new time reporting procedures for support staff do not apply to the eighteen smallest Counties. However, as a result of the new CWD Cost Allocation Plan (CAP), Parts II, III and IV of this ACL contain clarifications and modifications to existing time study instructions which are also applicable to the 18 smallest Counties.

This letter has been divided into seven parts:

- Part I - Instructions for Completing the Clerical and Administrative Support Staff Time Study/Time Certification Form (DFA 7)
- Part II - Special Time Reporting Instructions for Programs Having No Casework Hours (All Counties)
- Part III - Time Reporting Instructions for Clerical and Administrative Staff Providing Direct Service Delivery (All Counties)
- Part IV - Time Reporting Requirements for Electronic Data Processing (EDP) and Staff Development (All Counties)
- Part V - Payroll and Labor Distribution Reporting Systems
- Part VI - Time Reporting Accountability
- Part VII - Future Topics

Part I - Instructions for Completing the DFA 7

In accordance with the new CWD CAP, clerical and administrative support staff will either time study or time certify their activities as specified in an individually approved ATRP for each County. For most Counties, this new time reporting procedure will take place during the mid-month of each quarter and will be implemented using the DFA 7. (The exceptions are those Counties using a payroll and labor distribution reporting system.) Instructions for completing the DFA 7 follow.

A. Staff Required to Complete the DFA 7

The DFA 7 is to be completed by all CWD clerical and administrative support staff identified in the ATRP. Generally, these staff are not required to complete the DFA 43, DFA 46, DFA 48, DFA 50, DFA 52, or DFA 856 time studies.

B. Completion of the DFA 7

1. Check the appropriate box to indicate whether the worker is time studying or time certifying. Time studying staff will complete the form on a daily basis throughout the time study month. Time certifying staff will complete the "Total" column only at the end of the month.
2. Complete the information block containing the worker's name, social security number, etc. Be sure to complete the box containing the unit name (as specified in the ATRP).
3. Check the appropriate box indicating the worker's designation, i.e., clerical support or administrative support. This information will be used to direct the worker's hours and salary to the appropriate salary pool for distribution purposes.
4. Check the appropriate box indicating the benefiting level to which the worker will report time. The level checked must correspond to the level approved for the unit in the ATRP.
 - a. Generic - Activities of unit staff typically have departmentwide benefit.
 - b. Generic and Function(s) - Activities of unit staff are time studied between generic and those benefiting one or more of the four functions. Check the appropriate box(es) indicating the function(s).

- c. Function(s) - Activities of unit staff benefit one or more of the four functions and can be identified through a time study. Check the appropriate box(es) indicating the function(s).
- d. Multifunction - Activities of unit staff are certifiable to two or more of the four functions. When reporting time to the multifunction level, only one multifunction pool may be used, e.g., Services/Eligibility. Check the appropriate boxes indicating the functions.
- e. Direct-to-Program - Activities of unit staff are time studied to programs within one function only. On the blank lines provided, identify the specific programs as listed on the back of the DFA 7. Check the appropriate box indicating the function.

At the end of each time study month, each first-line supervisor will attest to the accuracy of the time studies and certifications completed by employees in their units by signing on the designated line.

A supply of DFA 7 forms has been ordered for each County for use in the July - September 1988 quarter. A copy is included with this letter for reference.

Part II - Special Time Reporting Instructions for Programs Having No Casework Hours - (All Counties)

It is the purpose of the CAP to provide an equitable distribution of allocable support costs to all benefiting programs through the use of a common allocation base, i.e., quarterly caseworker time study hours. Historically, for programs where there are no caseworker hours reported, e.g., the Targeted Assistance or Child Abuse Prevention Programs, this Department has issued individual instructions to Counties for claiming the administrative costs associated with these programs. Incorporated as part of the CAP, effective July 1, 1988, the following standardized time reporting instructions are implemented to provide for an equitable distribution of clerical and administrative support salary costs for programs where there are no caseworker hours reported for an entire fiscal year.

- A. For units which are designated General Administrative in the ATRP, a continuous time study throughout the entire quarter will be kept by those support staff specifically performing activities on the program. This time will be reported on a

blank line in the Direct-to-Program section of the DFA 7. The balance of the staff time will be recorded to the appropriate line on the DFA 7 as designated in the ATRP. Other workers in the same unit will not be required to time study their activities to the program level on a continuous basis, but will time study or time certify their activities to the appropriate level in accordance with the ATRP.

- B. For units which are designated Functional Support in the ATRP, a mid-month time study will be kept by those support workers specifically performing activities on the program. All remaining instructions under A. above will apply.
- C. For the 18 non-ATRP Counties, a continuous time study throughout the entire quarter will be kept by those support staff specifically performing activities on the program. The balance of time will be treated as generic for claiming purposes. These Counties may use the DFA 7 for this purpose.

Part III - Time Reporting Instructions for Clerical and Administrative Staff Providing Direct Service Delivery - (All Counties)

As a result of the ATRP review process, it was noted that many Counties have staff which perform a dual function of providing direct support to casework staff and providing a service to clients. These workers, by way of example, have such classifications as social services aides, vocational assistants, clerk/drivers, etc. In order to provide all Counties with consistent time reporting instructions for non-casework staff performing direct service delivery activities, the DFA 7 has been modified to allow for the reporting of time spent on direct service delivery for separate claiming in the Direct Cost pool.

For example, time spent by CWD non-casework staff providing transportation services to clients in the Child Welfare Services, County Services Block Grant, and the Greater Avenues for Independence Programs will be reported in the Direct Service Delivery area of the DFA 7. If direct service delivery is not performed full time, the balance of time will be reported on the DFA 7 to the level designated in the ATRP. Additionally, time spent by CWD staff performing Food Stamp issuance activities will be reported in the Direct Service Delivery area of the DFA 7 as well. Since these instructions apply to the 18 non-ATRP Counties as well, the balance of time will be treated as generic for claiming purposes.

Casework staff providing direct service delivery to clients will continue to record time to the applicable program on the appropriate casework time study form.

Part IV - Time Reporting Requirements for EDP and Staff
Development Clerical and Administrative Staff - (All Counties)

The following instructions apply to clerical and administrative staff who either perform EDP or Staff Development activities and time study on the DFA 48 or 50 accordingly, or are in support of these offices but do not perform EDP or Staff Development activities.

A. EDP

1. Clerical and administrative staff who spend 100 percent of their time in support of an EDP office who:
 - a. Perform EDP activities, e.g., data entry or EDP systems development, will complete a DFA 48 to report 100 percent of their time.
 - b. Do not perform EDP activities, e.g., the administrator of the EDP office or secretarial support, will not complete a DFA 48. All of their salary and benefits will be reported in the EDP cost pool.
2. Clerical and administrative staff who support an EDP office on a less than 100 percent basis who:
 - a. Perform EDP activities, e.g., data entry or EDP systems development, will report their EDP activities on the DFA 48. Their non-EDP activities will be reported on the non-EDP line on the DFA 48. A corresponding DFA 7 will be completed to report this non-EDP time in accordance with the ATRP.

The 18 non-ATRP Counties will claim this balance of time as generic Allocable Support Staff salaries and benefits.

- b. Do not perform EDP activities, e.g., less than full-time general office support, will complete only a DFA 7 to report their non-EDP time in accordance with the ATRP. Their salary and benefits will be prorated between the EDP cost pool and the Allocable Support cost pool for claiming purposes.

The 18 non-ATRP Counties will claim this balance of time as generic Allocable Support Staff salaries and benefits.

B. Staff Development

1. Clerical and administrative staff who spend 100 percent of their time in support of a Staff Development Office, but who do not perform staff development activities, will not complete a DFA 50. All of their salary and benefits will be reported in the Staff Development cost pool.
2. Clerical and administrative staff (except second-line and above supervisors) assigned to a Staff Development Office on a less than 100 percent basis do not complete a DFA 50. Their non-staff development time will be reported on the DFA 7 in accordance with the ATRP. Their salary and benefits will be prorated between the Staff Development cost pool and the Allocable Support cost pool for claiming purposes.

The 18 non-ATRP Counties will claim this balance of time as generic Allocable Support Staff salaries and benefits.

3. Second-line and above supervisors responsible for both Staff Development and non-Staff Development units do not complete a DFA 50. All of their time is reported on the DFA 7 in accordance with the ATRP, and 100 percent of their salary and benefits is reported in the Allocable Support cost pool.

The 18 non-ATRP Counties will claim this balance of time as generic Allocable Support Staff salaries and benefits.

Part V - Payroll and Labor Distribution Reporting Systems

Counties which are using a payroll and labor distribution reporting system, in lieu of completing DFA 7 forms, have received approval to do so in their individual ATRP approval letters. For these Counties, the salaries of clerical and administrative support staff will be automatically reported to specific cost pools as approved in the ATRP with each payroll reporting period effective July 1, 1988. By signing each worker's payroll document, first-line supervisors are attesting that, through firsthand knowledge, the individual has performed activities with benefit to the level specified in the ATRP.

Other Counties interested in using a payroll and labor distribution reporting system must receive prior written approval to do so from this Department. The following information must be included in the County's request:

- A. An outline of the time reporting process, including a description of the procedures followed by employees to code the activities performed in their job assignments;
- B. A list of the activity codes used by CWD staff throughout the department, with an explanation of how the codes relate to the ATRP;
- C. A sample of a completed payroll and attendance document; and,
- D. A description of the system checks and verifications which ensure that the employee is actually performing activities which are consistent with the activity codes reported on the employee's time card.

Part VI - Time Reporting Accountability

Counties are reminded of their responsibility of ensuring an accurate reporting of time by clerical and administrative staff. Whether time is reported through time study/time certification on the DFA 7, or through a payroll reporting system, the first-line supervisor of each employee is responsible for certifying through firsthand knowledge and observation that the employee has performed activities described for the unit in the ATRP, and has recorded their time accurately in accordance with the ATRP. Failure to report time accurately could result in a subsequent audit disallowance. COUNTIES ARE ULTIMATELY RESPONSIBLE FOR THE ACCURACY OF COSTS REPORTED IN THE ADMINISTRATIVE EXPENSE CLAIM.

Part VII - Future Topics

The following topics related to the implementation of the new CAP will be covered in a future letter:

1. Time study summary and salary distribution schedule for clerical and administrative support salaries.
2. Revised Administrative Expense Claim forms.
3. Administrative expense claiming instructions.

Any questions on the above should be directed to the Fiscal Policy and Procedures Bureau at (916) 445-7046.

A handwritten signature in cursive script, appearing to read "Robert L. Garcia".

ROBERT L. GARCIA
Deputy Director
Administration

cc: CWDA

Attachment

Staff Required to Complete DFA 7

The DFA 7 is to be completed by all county welfare department clerical and administrative staff identified in the Annual Time Reporting Plan (ATRP) who are not required to complete the DFA 43, DFA 46, DFA 48, DFA 50, DFA 52, or DFA 856 time studies.

- A. **Clerical Support:** Staff who are predominantly in direct support of casework staff.
- B. **Administrative Support:** Staff who perform activities having departmentwide benefit, or who are not in direct support of casework staff.

NOTE:
EDP and Staff Development support staff whose time is prorated between the EDP or Staff Development cost pools and the Allocable Support cost pool, must complete a DFA 7 for that amount of time considered as Non-EDP time or Non-Staff Development time.

Benefitting Level

1. **Generic** — Activities of unit staff typically have departmentwide benefit.
2. **Generic and Function(s)** — Activities of unit staff are time studied between generic and one or more of the four functions.
3. **Function(s)** — Activities of unit staff benefit one or more of the four functions.
4. **Multi-Function** — Activities of unit staff are certified to two or more functions. When using the multi-function line, only one multi-function pool may be listed, e.g., Services/Eligibility.
5. **Direct-to-Program** — Activities of unit staff are time studied to programs within one function only.

NOTE:

Except for certain exceptions allowed under the ATRP, staff within a unit must be treated consistently for time reporting purposes, i.e., either all staff must time certify or all staff must time study. All units performing similar activities must identify time to the same benefitting level, e.g., reporting time to the function level.

DIRECT SERVICE DELIVERY

This section of the DFA 7 identifies time spent by staff associated with direct delivery of service to specific programs. The salary of individuals reporting time in this section will be prorated to the Direct Cost Pool for claiming purposes. Report time spent on the following activities by program.

1. Transportation by CWD non-casework staff to clients in CWS, CSBG, GAIN, etc.
2. Food Stamp Issuance activities.

Time Study Instructions

1. The DFA 7 is to be completed by employees designated in the ATRP on a daily basis throughout the time study month. Time studied positions will be indicated by checking the appropriate box.
2. Check the appropriate box to indicate the worker's classification, i.e., clerical or administrative support.
3. Check the appropriate boxes to indicate the benefitting organizational level approved in the ATRP, e.g., Generic (departmentwide), function(s) or direct-to-program, and the function(s) affected. If time is recorded to the program level, indicate the program(s) on a blank line(s).
4. Hours are to be recorded to appropriate line and are to be rounded to the nearest quarter hour.
5. Time spent on coffee breaks, etc., except lunch, is to be charged to the last program or function worked on.
6. The total hours worked during the day, excluding overtime, must be shown.
7. Vacation, sick leave, dock time, jury duty, etc., shall be recorded as nonallocable. Paid holidays shall be treated the same as weekends.
8. Charge travel time to the level to which it is associated.

Time Certification Instructions (Complete Total column only)

1. The DFA 7 is to be completed by employees designated in the ATRP on a monthly basis in lieu of completing the daily time study. Certifiable positions will be indicated by checking the appropriate box.
2. Check the appropriate box to indicate the worker's classification, i.e., clerical or administrative support.
3. Check the appropriate boxes to indicate the benefitting organizational level approved in the ATRP, e.g., Generic (departmentwide), multifunction, or single function, and the function(s) affected.
4. Record the subtotal of hours worked during the month on clerical or administrative activities, excluding overtime. Record total nonallocable time at the end of the month.

At the end of each time study month, each first-line supervisor will attest to the accuracy of the time studies and certifications completed by employees in their units by signing on the designated line.

Time Reporting Instructions for First-Line Supervisors

1. First-line supervisors will complete a DFA 7 and may prorate their time based on the activities of their unit(s).

Time Reporting for Second-Line Supervisors Through Deputy Directors

1. Second-line supervisors and above will complete a DFA 7 and will time study time certify, as specified in the ATRP. Generally, time may be recorded as follows:
 - a. certified as generic where specified;
 - b. certified to a multi-function pool where specified;
 - c. time studied between benefitting functions; or,
 - d. prorated between benefitting functions based on time of units supervised.

Functions and Programs

Listed below are the definitions and program categories for each function. Code numbers have been assigned and are to be used when recording time. Programs having multiple components, e.g., CWS, AFDC, GAIN, have been combined into one program category. Additional programs and projects administered by the CWD should be noted on the blank lines and coded to the applicable function. Counties may develop a different coding structure provided the same programs are addressed.

A. Social Services Function:

This function includes those activities directed towards improving the welfare and condition of needy individuals and families, and providing protective services for adults and children in danger of abuse, neglect, or exploitation. Programs which are included in this function include:

Code	Program Categories
A 1	In-Home Supportive Services (IHSS)
A 2	Emergency Assistance — Abused, Neglected or Exploited Children (EA-ANEC)
A 3	Child Welfare Services (CWS)
A 4	County Services Block Grant (CSBG)
A 5	Adoptions
A 6	SSI-SSP/Out of Home Care
A 7	Refugee Resettlement Program (RRP)
A 8	Early Periodic Screening, Detection and Treatment (EPSDT)
A 9	Licensing
A 10	Child Care Development
A 11	Severely Emotionally Disturbed (SED)
A 12	Independent Living Skills Program (ILSP)
A 13-18	Additional Programs and Projects
A-19	Other County Only Program (OCOP) General Relief (GR)

B. Eligibility and Nonservice Function:

This function includes those activities which are related to providing cash grants, maintenance assistance (such as food stamps and medical benefits), and nonservice activities. Programs which are included in this function are:

B 1	AFDC — Family Group (FG)/Unemployed Parent (U) Programs
B 2	AFDC — Foster Care (FC) Program
B 3	Nonassistance Food Stamps (NAFS)
B 4	Medi-Cal
B 5	County Only Medical Services — Non RRP
B 6	GR/OCOP
B 7	EA-ANEC
B 8	Child Support
B 9	Adoptions Assistance Programs (AAP)
B 10	State Adult Program
B 11	RRP/Refugee Demonstration Project (RDP)
B 12	Immigration Reform and Control Act (IRCA)
B 13-B 19	Additional Programs and Projects

C. Welfare Fraud Function:

This function includes those activities directly related to clarifying an allegation of fraud. Programs which are included in this function are:

Code	Program Categories
C 1	AFDC
C 2	NAFS
C 3	AFDC-FS
C 4	IHSS
C 5-C 8	Additional Programs and Projects
C 9	GR/OCOP

D. Employment Services Function:

This function includes those activities directly related to providing recipients of aid with employment training and related services in order to meet employment goals and become self-sufficient.

Code	Program Categories
D 1	Greater Avenues for Independence (GAIN) Program
D 2	WIN — Demonstration Program
D 3	Food Stamp Employment & Training Program (FSE&T)
D 4	RRP/RDP
D 5	Refugee Employment-Social Services (RESS)
D 6-D 9	Additional Programs and Projects
D 10	GR/OCOP