

INSTRUCTIONS FOR THE COUNTY WAIVER AGENCY SUPPORT AND SERVICE COORDINATION (SSC) RATES

The County Waiver Agency (CWA) role is central in the delivery of support and service coordination (SSC) for many long-term care programs in Wisconsin. CWAs are mandated by State contracting authority to provide a cost-based 15-minute rate for CWA-provided SSC costs in the Children's Long-Term Support Waiver Program (CLTS) and Children's Community Options Program (CCOP).

A CWA directly providing SSC services for CLTS or CCOP must complete the support and service coordination rate form. SSC rates must be reviewed and approved annually and the rate may be subject to additional audit.

County Agencies must certify that expenses allocated to the SSC rate are consistent with Department of Health Services (DHS) guidance in the [DHS Allowable Cost Policy Manual](#), only pertain to the provision of SSC services, and do not include costs more appropriately reported as CWA administration costs. *The SSC rate may not be used to receive reimbursements exceeding a CWA's actual, appropriately allocated, SSC expenses or to receive reimbursement for expenses which are more appropriately attributed to activities beyond the scope of the SSC rate form.*

Section I: Contact Information

The CWA's listed contacts will be notified when the rate is approved. Department staff may contact the CWA with questions or concerns about the submitted rate.

Each SSC Rate form must include contact information for at least one individual. It is strongly recommended that each CWA include a secondary contact that can be reached in case the primary fiscal contact is unavailable.

Section II: Program(s) Pertinent to the Support and Service Coordination Rate

This form may be used to establish an SSC rate for the Children's Long-Term Support (CLTS) Waiver Program, the Children's Community Options Program (CCOP), or for a combination of the two. Unless there is a substantive difference between CLTS and CCOP SSC labor, position descriptions, and/or credentialing, it is strongly recommended that CWAs create a single CLTS and CCOP SSC rate to use in both programs

Please read the informational text in Section II and check the box(es) for the relevant program(s).

Section III: Certification of Accuracy and Appropriateness

County Agencies must certify that expenses allocated to the SSC rate are consistent with Department of Health Services (DHS) guidance in the [DHS Allowable Cost Policy Manual](#), only pertain to the provision of SSC services, and do not include costs more appropriately reported as CWA administration costs. *The SSC rate may not be used to receive reimbursements exceeding a CWA's actual, appropriately allocated, SSC expenses or to receive reimbursement for expenses which are more appropriately attributed to programs not identified in Section II.*

Please carefully read the certification text included in Section III and have a suitable CWA representative attest to the accuracy and appropriateness of the SSC rate submission.

Section IV: Support and Service Coordination labor

For each employee whose labor can be directly billed as SSC service time, or for any employee whose labor can be directly attributed to the provision of SSC services, complete the following in the clear cells of section IV (blue cells will auto-calculate):

- 1) Column A: Enter the employee's initials
- 2) Column B: Enter the employee's position/title
- 3) Column C: List the programs the employee supports. Please list all programs the employee supports regardless of if they relate to SSC services or not. For example, an employee who supports CLTS and mental health programs should indicate both CLTS and mental health programs even though mental health costs will not be used in the SSC rate calculation.
- 4) Column D: Enter the employee's annual salary and fringe benefit costs.
- 5) Column E: Enter the employee's annual work hours. Be sure to use the same amount of annual work hours that were assumed for the annual salary and fringe in column D.
- 6) Column G: Enter the employee's annual paid time off hours. This includes holidays, vacation, paid sick leave, etc. Be sure to use the same amount of paid time off that was assumed for the annual salary and fringe in column D.
- 7) Column I: Enter the amount of direct billable time, in hours, that you estimate this employee will provide during the year. Direct billable time refers to the time that is billed as SSC service units. Depending on their job responsibilities, some employees included in the SSC rate might not have any direct billable hours.

For example, if an employee spends six hours a day working for CLTS, four hours a day working on SSC services, and three of those hours result in billed SSC units, then column I should include three hours of direct billable time per work day.

- 8) Column J: Enter the amount of allocated direct SSC time, in hours, that this employee will provide during the year. Allocated direct time refers to labor activities that are directly attributable to SSC services but are not direct billable time. Activities that support the CLTS or CCOP broadly (as opposed to supporting to SSC work specifically) should *not* be included in column J. Depending on their job responsibilities, some employees included in the SSC rate might not have any allocated direct hours.

For example, if an employee spends six hours a day working for CLTS, four hours a day working on SSC services, and three of those hours result in billed SSC time, then column J should include one hour of allocated direct time per work day.

The combination of the employee's annual paid time off (column G), projected direct billable hours (column I), and projected allocated direct hours (column J) should not exceed the employee's annual work hours (column E). The percentage of work hours in SSC rate (column K) will turn red if this occurs.

It is rare for 100% of an employee's time to be invested exclusively in SSC activities as most employees have responsibilities to other programs or the county waiver agency as a whole. As an alert about high time apportionments, the percentage of work hours in the SSC rate (column K) will turn yellow if an employee has more than 95% of their annual work hours invested into the SSC rate.

Please use the notes section at the bottom of section IV to add any additional comments relevant to the SSC rate.

Section V: Support and Service Coordination (SSC) responsibilities:

Blue cells in section V will auto-populate. Please provide the following information in the clear cells:

- 1) Column D: List the job duties the employee performs in order to provide the SSC service to participants. Do not include any job duties the employee has that do not pertain to the SSC service.
- 2) Column E: Estimate the maximum caseload each employee is expected to maintain throughout the year regardless of program. Depending on their role, some employees might not maintain a caseload.
- 3) Column F: Estimate the CLTS and/or CCOP case load represented in this SSC rate form. Depending on their role, some employees might not maintain a CLTS and/or CCOP caseload.

Please use the notes section at the bottom of section V to add any additional comments relevant to the SSC rate.

Section VI: Overhead and indirect support and service coordination costs

Use section VI to associate any overhead or indirect costs with SSC activities. Be sure not to inadvertently duplicate any of the payroll costs reported in Section IV as overhead or indirect costs.

- 1) Column A: Use column A to identify the category of overhead, or indirect, costs attributed to the SSC rate. Several examples have been included for convenience but CWAs are not required to associate costs with each of these categories. Spaces to add additional categories have also been provided.
- 2) Column B: Indicate the estimated total agency costs associated with overhead/indirect category.
- 3) Column C: Indicate any federal funding used to support the associated overhead/indirect costs. Federal funds should be entered as a positive number and will be considered an offset to total agency costs
- 4) Column E: Indicate the amount of overhead/indirect expenses incurred providing SSC services. Any costs included in Column E must correspond to SSC service activities specifically and should not be apportioned based on broader program activities.

- 5) Column G: Describe the methodology used to determine the overhead/indirect costs attributed to the SSC rate. Any methodology used must be in accordance with the [DHS Allowable Cost Policy Manual](#).

Please use the notes section at the bottom of section VI to add any additional comments relevant to the SSC rate.

Section VII: Rate calculation

Section VII combines the information from the previous workbooks to determine your CWA's SSC rate. No information needs to be added by the CWA in this section; however, section VII does provide information useful for evaluating the overall appropriateness of the SSC rate.