

Position Statement

2023

Immediate Needs in the Redesign of Case Management

Short Description

Issue: The Department of Human Services continues to lead a multi-phase Case Management Redesign Project. MACSSA has a comprehensive position statement that discusses all aspects of the project and MACSSA's positions on them. Our intent with this position is to focus on what is critical for 2023 to sustain core human services funding related to targeted case management revenues. We feel the systemic changes needed for SSIS are critical to keeping our TCM revenue stable and counties work being accurately reflected and compensated so we can maintain indispensable services to children, families and individuals in need.

Administrative Simplification (optional): Properly updating SSIS will lead to crucial efficiencies in time reporting for all social workers and less work arounds for fiscal in reporting some of the changes necessary in the case management redesign.

Implementation Strategy: SSIS upgrades are indispensable to the case management redesign process.

To make it feasible for counties to switch to 15-minute units for TCM rate-setting, billing and reconciliation, it is critical that SSIS be updated and work more efficiently for staff to enter time, case notes, and other relevant data. It is not practical for workers to accomplish this with existing, cumbersome SSIS interfaces that require unnecessary repetitions of basic steps that need to be automated, with long lags in response times, and with frequent outages. As we do this we need to make the necessary changes to BRASS (Budgeting, Reporting and Accounting for Social Services) and Activity codes and any other reporting and fiscal functionality so that quarterly reporting for the new federal requirements for case management can be implemented without extensive workarounds.

Long Description:

As we work through the various phases of case management redesign there are some things that need to be done before we can reasonably take the next steps. One of those things is an upgrade and redesign of SSIS. Our staff are currently experiencing multiple time delays due to cumbersome interfaces that require repetition of basic steps as well as the need for them to restart SSIS multiple times while working in the system. It appears we are working towards a system of rate-setting and reimbursement at 15-minute increments in our redesign. Even if we were to leave the reimbursement at monthly we will need to time report to CMS at 15-minute increments for cost reconciliation purposes per the new Certified Public Expenditure (CPE) federal standards, so time reporting is going to be greatly increased and needs to be changed across all 87 counties. We are going to need changes made for quarterly reporting, pulling down of information and even BRASS code changes as well in order to prevent our fiscal staff from having to manually pull data for quarterly reports. If we cannot get the upgrades we need in SSIS we estimate our federal reimbursements will decrease substantially, perhaps by half. A decrease of this nature would destabilize our entire case management funding, putting more pressure on the state to contribute in areas they have not historically had to contribute or leading to drastic reductions in essential child protection and other services.

Additional Information:



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Approved by: [insert the name of the program committee] on [insert date position was approved]
Date Approved by Legislative Committee: [insert date]