



Welcome!
PLB Agency Training
ISLA



Joyce Prage
Executive Director



When you leave today, there are three things you need to clearly understand:

- **What constitutes a billable unit.**
- **What documentation is required to support the service provided (billable unit or grant).**
- **Without proper documentation, the service did not occur and will not be reimbursed.**



Kim Kopff
Director,
Program Services and Quality



Unit of Service Definition

All Service Areas:

- One hour of face to face service/support directly related to the individual's outcomes as identified in the **individual's support plan and/or person centered plan** as it relates to the PLB funded project.

- For Example:
 - **Billable** = One hour of face to face contact with an individual at work/in their home
 - **Non-billable** = One hour of completing paperwork or travel time, etc.



Unit of Service Definition

ISLA Only:

- Billable units may include contact made by phone in emergencies and/or to provide limited services/support as documented in the support plan/person centered plan and must be related to the PLB funded project.
- Calls must be fully documented in the progress notes.
- Phone contact for ongoing support is **not** billable.

- For Example:
 - **Billable** = Calling the consumer to remind them to take their daily medications while they are developing skills to independently administer their medications.
 - **Non-billable** = Staff calling Call-a-Ride to schedule transportation for the consumer.



REQUIRED DOCUMENTATION

- Individualized Support Plan and/or Person Centered Plan
- Individual Progress Notes
- Staff Time Sheet
- Project Monthly Unit Summary
- PLB Monthly Invoice



Individualized Support Plan, Person Centered Plan, Enrollment Form and/or Assessment:

Agencies will use Individual Support/Person Centered Plans in the delivery of service/supports to consumers.

Support Plan documentation should include the following:

- Name of the consumer and date the plan was completed.
- Identifies the need for the service/support.
- Identifies the level/type of support to be provided.
- Identifies the expected outcomes and support needs of the individual for a specific project.
- Outcomes should relate to the PLB project.



Individualized Support Plan, Person Centered Plan, Enrollment Form and/or Assessment Continued:

- Documents the intensity and timelines of the services provided.
- Documents clear goals and how progress will be measured and timelines for completion.
- Identifies all of the individuals who contributed to the development of the support plan, with signatures and dates.
- The plan is updated annually.
- Documents the involvement of the consumer and their family.
- The Agency maintains a person-centered approach to all services and supports.



Individual Progress Notes:

- Must include the name of the consumer.
- Must document progress toward achieving outcomes.
- Must be written after each service/support.
- Must indicate time in/out, date of service and units provided.
- Must be signed by the consumer for all one on one support.
- Group programs must have sign in sheets for the individuals in attendance.
- Must be signed and dated by staff.
- Must be signed and dated by the supervisor.
- Without proper documentation, the service did not occur and will not be reimbursed.



Staff Time Sheet:

- Includes the staff person's name.
- Includes dates worked.
- Includes the name of the individuals being supported.
- Includes time worked, units of service provided.
- Indicates billable and non-billable hours worked.
- Summarizes the time a staff member worked.
- Must be signed and dated by staff.
- Must be signed and dated by the supervisor.



Brian Bond
Director,
Finance and Administration



Project Monthly Unit Summary:

- List all consumers receiving services during the month.
- List total billable units of service provided by consumer by week of service.
- Total billable units of service provided by week and for the month.
- Must be signed by the person preparing the form.
- Must be signed by the person reviewing and approving the billing.



Reconciling Billable Units:

- **The Agency must reconcile billable staff time with units billed to PLB.**

Progress Note Units =

Billable Staff Time =

Billable Units



Overview of Agency Budgets

- Project Expenses are categorized as:
 - Direct expenses and
 - Indirect expenses



Direct Project Expenses

□ Personnel Costs – Wages

- Salary expenses for program staff providing direct service, and other staff whose time is devoted directly to this project.
- Examples of eligible staff are direct support professionals, supervisors, coordinators, and directors.
- Salary expenses must be properly allocated to reflect the staff's percentage of time in this project.
- Administrative staff personnel expenses are included in the administrative allocation section.



Direct Project Expenses Continued

- Personnel Costs – Benefits
 - Fringe benefit expenses incurred to retain staff.
 - Examples of eligible fringe benefit expenses include sick and vacation leave (if not included with wages), FICA taxes, various insurance benefits, such as health, dental, long-term disability, life, and workers' compensation.



Direct Project Expenses Continued

- Consumable Project Equipment / Supplies
 - Equipment and supplies expenses directly incurred to provide the service, such as sanitary supplies, first aid supplies, linens (for in-facility projects), activities supplies, etc.



Direct Project Expenses Continued

□ Office Equipment / Supplies

- Office equipment and supplies expenses directly incurred to provide the service, such as printing/copying supplies, envelopes, administrative office supplies, computer supplies, and equipment leases.
- Expenses must be properly allocated to reflect the percentage directly related to this project.



Direct Project Expenses Continued

□ Facility Costs

- Facility costs directly incurred to provide the service, such as rent, utilities, cleaning and maintenance, and depreciation expense related to a building.
- Expenses must be properly allocated to reflect the percentage directly related to this project.



Direct Project Expenses Continued

□ Communication

- Communication expenses directly incurred to provide the service, such as paging and cellular phone devices and services, postage, printing, etc.
- Expenses must be properly allocated to reflect the percentage directly related to this project.



Direct Project Expenses Continued

□ Staff Training

- Training expenses directly incurred for staff to remain current on practices and standards, and to acquire new skills.
- Examples of eligible expenses include conference registration fees, travel expenses related to conferences, tuition costs, fees paid to group trainers (such as CPR training), etc.



Direct Project Expenses Continued

- Staff Travel

- Travel expenses directly incurred to provide the service, such as mileage reimbursement and parking fees.



Direct Project Expenses Continued

- Vehicle Operating Costs

- Vehicle operating costs directly incurred to provide the service, such as vehicle rental, gasoline, vehicle repairs, and preventive maintenance.



Direct Project Expenses Continued

□ Professional Services / Fees

- Professional Services expenses directly related to provide this service, such as consulting fees, interpreters, or licensing renewals.
- Examples of expenses not eligible include: audit fees, outsourced administrative functions, national organization dues, expenses incurred for accreditations – some of these may be recouped as part of the administrative allocation.



Direct Project Expenses Continued

- Client Assistance

- Expenses directly benefiting the consumer, such as event costs.



Direct Project Expenses Continued

- Food Costs

- Food expenses directly benefiting the consumer
(primarily for in-facility and camp programs)



Indirect Project Expenses

□ Administrative Allocation

- These costs shall be allocated through a formula that spreads costs equitably to all cost centers within the agency. The method of allocating these costs shall be documented and should be reviewed annually.
- **Cannot exceed 15% of total project expenses.**
- Should not include nationally affiliated association costs and/or fundraising costs.
- Examples of administrative allocation expenses include insurance, audit fees, administrative staff salaries and benefits, etc.



Unit Cost

**Total Project Expenses /
Total Project Units (not just PLB units)
= Unit Cost**



Example of a PLB Project Budget

- ABC Agency employs the following individuals for their PLB funded project:
 - 3 direct support professionals serving only PLB consumers with 30 billable hours per week and 10 hours of administrative/travel time @ \$25k/year (they each receive vacation, sick, and holiday leave).
 - 1 direct support professional serving PLB consumers half of the time and serving consumers from another county half of the time, with 30 billable hours per week and 10 hours of administrative/travel time @ \$25k/year (and receives vacation, sick, and holiday leave).
 - 1 supervisor @ \$35k/yr (who receives vacation, sick, and holiday leave).
- Benefits are determined to be 25% of the staff's salaries
- Other directly allocated expenses as detailed
- Indirectly allocated expenses of \$45,000

Example of a PLB Project Budget

Personnel Costs – Wages (4 @ \$25k plus 1 @ \$35k = \$135k)	\$135,000
Personnel Costs – Benefits (\$135k * 25%)	33,750
Office equipment/supplies	5,000
Facility Costs	15,000
Staff Training	5,000
Staff Travel	<u>10,000</u>
Total Direct Expenses	\$203,750
Administrative Allocation (\$9,058 disallowed due to 15% cap)	<u>35,942</u>
Project Total Expenses	\$239,692
Units (4 * 30 * 52 = 6,240; 5,460 are PLB related)	<u>6,240</u>
Cost per Unit (\$239,692 / 6,240)	\$ 38.41



Factors that may influence your costs:

- Declines in units delivered due to staff vacancies or increases in administrative/travel time (i.e. a decrease in billable time)
- Understaffing, i.e. not delivering all of your contract units
- Units delivered exceed units in contract



Verification

- **Finance staff are responsible for verifying that all units billed to the PLB:**
 - **Have been approved by program staff**
 - **Are billable units, i.e. no units for travel time, administrative time, etc.**
 - **Do not exceed what is recorded on individual progress notes and on staff time sheets**



Joyce Prage
Executive Director



Summary

- **When you leave today, there are three things you need to clearly understand:**
 1. What constitutes a billable unit
 2. What documentation is required to support the service provided (billable unit or grant)
 3. Without proper documentation, the service did not occur and will not be reimbursed.

- **As a reminder, you also need to know that the Board is extremely concerned about the noncompliance with service agreements and we will not reimburse for units of service provided after October 1, 2008 that do not meet the service definition of billable units or if the required documentation is not available.**



Thank You