Department of Job and Family Services

BUREAU OF COUNTY FINANCE & TECHNICAL ASSISTANCE (BCFTA)

Random Moment Sample (RMS) Manual

Table of Contents

PART ONE: INTRODUCTION TO RMS

Introduction

The Ohio Dept of Job and Family Services (ODJFS) provides federal and state funding to Ohio's 88 counties to ensure public safety and to promote economic self-sufficiency to its workforce and families. Agencies are funded in large part by federal dollars, local levy monies and local grants. However, county agencies do not receive funding directly from the federal government. Instead, ODJFS receives funding from the federal government and passes it through to the county agencies.

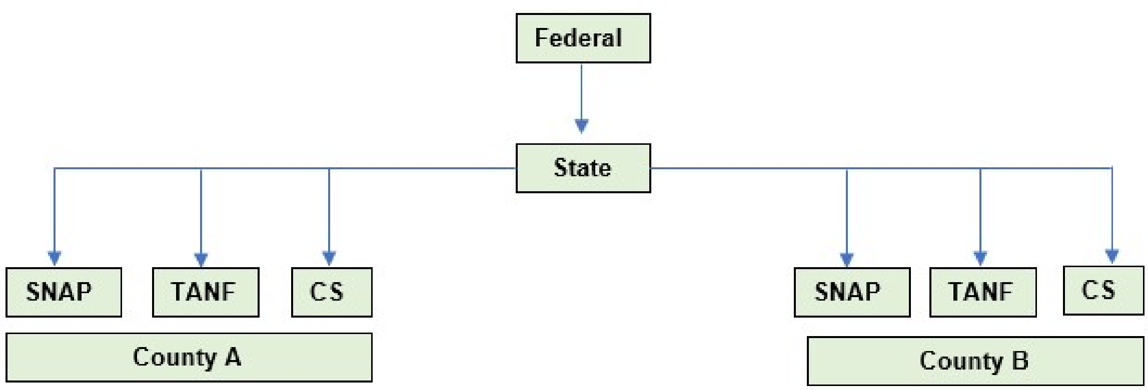
County agencies use federal and state funding to provide many kinds of services, or benefits, to qualified Ohio residents. These services/benefits are called programs. ~~A~~ few examples of these programs are:

- SNAP (Food Assistance/Food Stamps)
- TANF (Temporary Assistance for Needy Families)
- Foster Care and Adoption Services
- Child Care
- Child Support Enforcement
- Employment Assistance

The types of programs you may be involved in, directly or indirectly, will depend on the nature and duties of the job position you have at your agency.

The Flow of Funding

This simplified diagram below shows the flow of the funding:



How does the state know how much funding should go into each program? ODJFS uses **cost allocation** to determine costs for each specific program.

What Is Cost Allocation?

Cost Allocation

In accordance with OMB 2 CFR 200, each public assistance agency must have a method of determining the amount of cost that may be allocated and claimed to various state programs costs to federal program. This is called cost allocation. Specifically, ODJFS has created and maintains a federal cost allocation plan (CAP) to claim administrative dollars. Since ODJFS passes federal funding to the CFSAs and WDSs, there is a section of the CAP that applies to county administrative dollars. In order to utilize federal and state funding for administrative costs, there must be a ***process*** in place to ensure that costs are allocated to the correct program(s).

Costs

There are two types of costs to consider: ***direct*** costs and ***indirect*** costs. Direct costs can be easily charged to one program. Indirect costs benefit more than one program and therefore, a fair and equitable allocation method must be developed to distribute costs to each program as accurately as possible. This manual is about the process of allocating indirect administrative costs to the appropriate federal and/or state programs.

Cost Pools

Child Support Enforcement (CS)
Examples of activities are Title IV-D, Non-IV-D, Parent Location, Paternity Establishment and Collection/Disbursement of Child Support Payments.

Children's Services (CW)
Examples of activities are the Investigation and Treatment of Child Abuse and Neglect.

Social Services (SS)
Examples of activities are Child Care, Refugee Resettlement, Adult Protective Services.

Income Maintenance (IM)
Examples of activities are Food Assistance, TANF, Employment Assistance and Medicaid.

Workforce Innovation & Opportunity (WI)
Examples of activities are workers who perform duties only associated with the Department of Labor programs.

In order to ensure that costs are directed to the appropriate program, cost pools have been created to group activities with the proper programs.

Workers must be placed in cost pools based on the duties they perform. All workers in each cost pool perform the same general type of work under a select set of programs, although they may perform different specific activities within each program. So how do we allocate costs using these cost pools?

Overview of RMS Process

When staff work on multiple activities or programs that are funded by multiple funding sources, one method of allocating staff's costs is by using a **time study**. There are several different ways that time studies can be administered:

- **Continuous** – workers document all activity in 15-minute increments, all day, every day
- **Interval** – workers document all activity in 15-minute increments for a specific portion of each sample period; or
- **Random Moment Sampling (RMS)** - A specified number of moments is generated each quarter and workers respond throughout the quarter to the moments that were randomly assigned to them.

There are pros and cons to each method, however, ODJFS elects to use RMS. Each position that provides direct services is placed into one of the cost pools mentioned above. The RMS selects random workers at various selected dates and times throughout a quarter. These inquiries are called RMS **observations.**

RMS Sample Period and Financial Period

The Random Moment Sampling time studies are designed to measure activity regarding various programs. Data collected from these time studies are used to calculate allocation statistics used to distribute cost pool expenditures to the appropriate programs on a quarterly basis.

The RMS sampling period offsets the financial reporting quarter by one month.

Sampling Period	Financial Period	Quarter
December – February	January – March	1
March – May	April – June	2
June – August	July – September	3
September – November	October – December	4

Number of Observations

The ODJFS CAP establishes the minimum number of observations that is required for each agency type and size. An agency may request extra moments/observations per each quarter. A limit of five thousand total observations is the maximum. Once the observations are approved by ODJFS, they must be completed for that period.

The table below shows the minimum number of observations required per quarter.

RMS Type	Agency Size or Type	Number of Observations
IM	Metro*	**2,300** Total
IM	Suburban/Rural	**354** Total
SS, CW, WF, CS	1 – 10 Participating Positions	Minimum of **33** Per Worker
SS, CW, WF, CS	11 – 74 Participating Positions	Minimum of **354**
SS, CW	75 or more Participating Positions	Minimum of **2,400**

- Butler, Cuyahoga, Franklin, Hamilton, Lorain, Lucas, Mahoning, Montgomery, Stark and Summit

Completing the RMS Observation Form

An observation form is sent to the worker via-email. The worker may receive the observation earlier than the selected time; however, they must wait until the noted time in order to complete the observation (*highlighted below*).

Once the worker opens the email, they click on the provided *observation link* and enter their position number which is included in each initial observation notification (highlighted below). This will link the worker with their on-line observation form. This form requires the worker to state what they are doing at the time indicated.

Hello John Doe:

You were selected for random moment sampling at 8:06 AM (EST) on Monday, April 20, 2020.

1) Click on the RMS web link below to access your internet sample observation form.

2) The initial screen is a sign-on for the entry of your position number (PCN), which is provided below.

3) After the RMS form is displayed, select a program and an activity, using the drop down menus.

4) If working on a case, YOU MUST PROVIDE A CASE NUMBER OR UNIQUE IDENTIFIER establishing case/client identity.

5) For all sample moments, you must provide comments sufficient to document your activity.

6) Click Save and Exit to complete your sample observation.

You will have only 48 work week hours from the time the email was sent to access the observation form on the internet.

If you have any questions or difficulty in completing your sample observation form, please contact your RMS Administrator immediately by telephone or email.

Do not respond to this email, but call or email the RMS Administrator.

Position Number (PCN): 12345

Observation Link

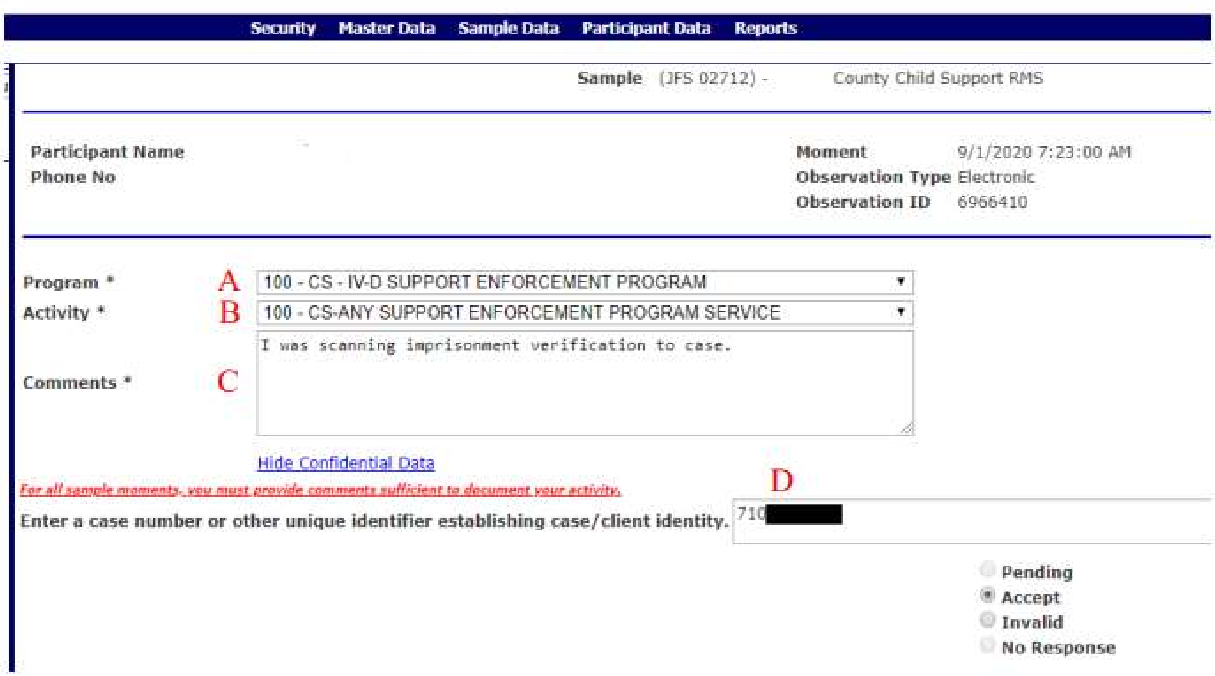
Workers are required to select a program and specific activity that corresponds with what they were doing at the designated time. Each quarter, the statistics that are derived from the observations are used to allocate the associated costs to each of the various programs. The form contains the following fields:

A. Program - Workers must select a program that corresponds to the one they were working on at the designated time. Each worker has program choices limited to the respective cost pool services. For example, a worker in the Child Support cost pool would only see program choices that are relevant to Child Support enforcement.

B. Activity – from the activity drop-down selection, the worker selects the specific activity they were performing. For example, a worker in an IM cost pool selects Medicaid as the program. Now they select a specific activity such as: Eligibility, Pregnancy Related Services, or Transportation.

C. Comment – The comment section is where the worker should describe in detail what job activity they were performing. This might include the type of case and client to substantiate the program and activity selection. There should not be identifying client information in this section.

D. Case Identifier – Any identifying case information should be entered in this section. If the worker is only working on one case, this too should be noted. Social Security numbers should never be used when identifying case information in RMS.


OHIO DEPARTMENT OF JOB & FAMILY SERVICES
Random Moment Sampling - OH
Sample Data --> Observations - RMS Coordinator

Security Master Data Sample Data Participant Data Reports

Sample (JFS 02712) - County Child Support RMS

Participant Name
Phone No

Moment 9/1/2020 7:23:00 AM
Observation Type Electronic
Observation ID 6966410

Program * A 100 - CS - IV-D SUPPORT ENFORCEMENT PROGRAM
Activity * B 100 - CS-ANY SUPPORT ENFORCEMENT PROGRAM SERVICE
Comments * C I was scanning imprisonment verification to case.

Hide Confidential Data
For all sample moments, you must provide comments sufficient to document your activity.
D
Enter a case number or other unique identifier establishing case/client identity. 710[redacted]

Pending
Accept
Invalid
No Response

PART TWO: ADMINISTERING RMS

RMS Roles and Responsibilities

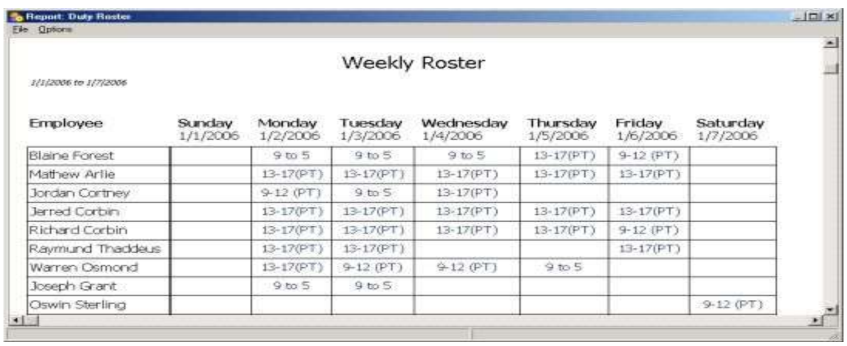
The responsibility of ensuring the accuracy and validity of the RMS process is a team effort. County agencies should assign and maintain the following roles when administering RMS:

1. RMS Coordinator(s)
2. Supervisor/Observer
3. Participant

RMS Coordinators

One of the most important roles when administering and maintaining the RMS system is the RMS coordinator. An RMS coordinator must be assigned to administer each time study. Each RMS cost pool **must maintain 2 <u>trained</u> coordinators,** however, there is no set limit. One person serves as the main coordinator and another as a back-up. In the RMS system, the security level for all coordinators is the same with no designation between main and back-up coordinators. The coordinator is responsible for the following:

- Creating and maintaining RMS rosters and work schedules
- Creating and closing quarterly samples
- Monitoring and validating observations and
- Training participants regarding RMS on a regular basis



Weekly Roster

1/1/2006 to 1/7/2006

Employee	Sunday 1/1/2006	Monday 1/2/2006	Tuesday 1/3/2006	Wednesday 1/4/2006	Thursday 1/5/2006	Friday 1/6/2006	Saturday 1/7/2006
Blaine Forest		9 to 5	9 to 5	9 to 5	13-17(PT)	9-12 (PT)	
Mathew Arlie		13-17(PT)	13-17(PT)	13-17(PT)	13-17(PT)	13-17(PT)	
Jordan Cortney		9-12 (PT)	9 to 5	13-17(PT)			
Jerred Corbin		13-17(PT)	13-17(PT)	13-17(PT)	13-17(PT)	13-17(PT)	
Richard Corbin		13-17(PT)	13-17(PT)	13-17(PT)	13-17(PT)	9-12 (PT)	
Raymund Thaddeus		13-17(PT)	13-17(PT)			13-17(PT)	
Warren Osmond		13-17(PT)	9-12 (PT)	9-12 (PT)	9 to 5		
Joseph Grant		9 to 5	9 to 5				
Oswin Sterling							9-12 (PT)

Creating and Maintaining Rosters

Which Positions are Included?

The Ohio Administrative Code 5101:9-7-20 & 23 (C) establishes which positions are to be included in RMS time studies. Positions engaged in directly related program functions shall participate in the RMS time studies and cannot participate in more than one cost pool. There are currently five (5) cost pools in the RMS system: Income Maintenance (IMRMS), Social Services (SSRMS), Child Support Enforcement (CSRMS), Child Welfare (CWRMS), and Workforce (WIRMS).

Categories of positions generally excluded from the time study are Administrative and Supervisory. However, agencies may add an administrative position or a supervisor to the roster if the position is providing direct services more than fifty per cent of the time. The agency shall retain documentation to support the inclusion of the position in the time study. The documentation shall include a copy of the position description signed by the current agency head. The agency is not required to maintain separate documentation if the position description includes, at a minimum:

(a) The directly related program activities or description of the direct services provided by the position; and
(b) The portion of time spent by the position on the program activities.

RMS SYSTEM FUNCTIONS

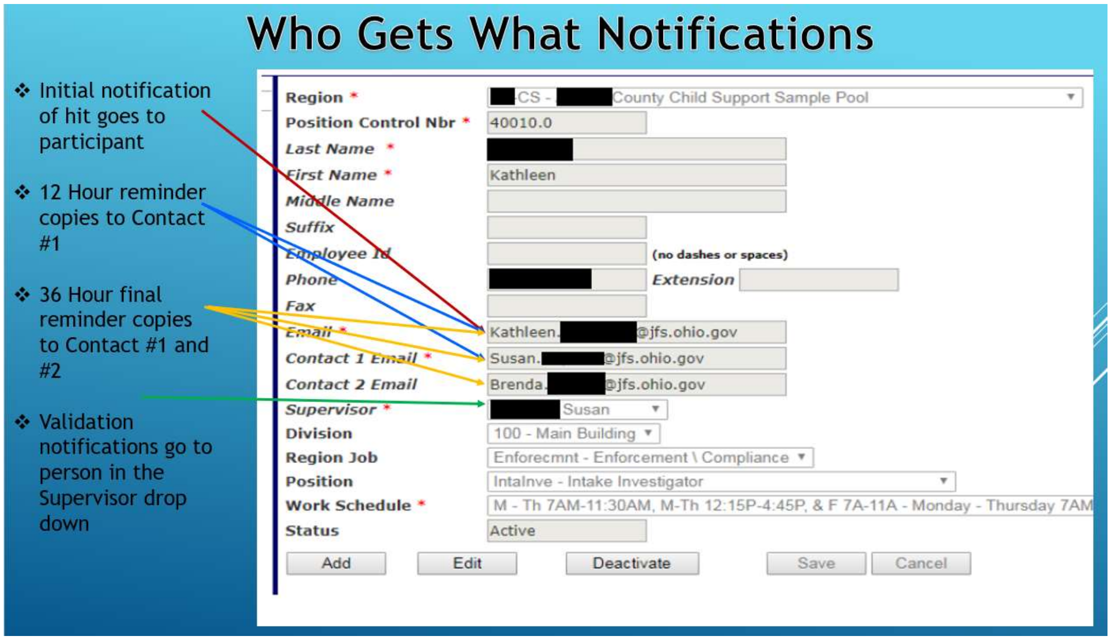
Roster and Position Maintenance

Rosters include the position number, employee name, position title, staff work schedule and e-mail address. No vacant positions are included if the position will be vacant most of the observation period. Agencies determine their own position numbering system. Best practice is that a position number should not be an employee number.

There are 2 places in the RMS system where position or participant maintenance can be performed; they each serve a different purpose. The chart below outlines the differences between the two. *Maintain Participant* affects **future** samples only and *Maintain Sample Participant* affects the ***current*** sample.

Postion & Participant Maintenance		
	Maintain Participant *Affects Future Samples*	**Maintain Sample Participant** *Affects Current Sample*
Position Control Number	Add/Activate/Deactivate	-
Participant Name, Phone, Email, etc.	Change	Change
Contact #1	Change	Change
Contact #2	Change	Change
Supervisor	Change	Change
Division	Change	-
Region Job	Change	-
Position	Change	-
Work Schedule	Change	-
Status	Change	-

How to Create a New Position in the RMS System



Step 1: When creating a new position number and entering employee data, navigate to:

Participant Data>Maintain Participant

Step 2: Click the ***ADD*** button and enter all the required information, including *Division*.

Contact #1, receives the 12-hour reminder and 36-hour final reminder. Remember, this person is most commonly the participant's working supervisor and/or RMS supervisor.

Contact #2 is commonly an RMS coordinator, a director or department head. This contact will receive the 36-hour final reminder.

Supervisor entry, selected from drop-down menu, receives the validation notifications.

Step 3: Click ***SAVE***.

Once the new position has been created, it will be included in the next quarterly RMS sample.

How to Deactivate an Existing Position

Step 1: When deactivating an existing position due to a vacancy not being filled, navigate to:

Participant Data>Maintain Participant

Step 2: Select the position you want to deactivate.

Step 3: Replace names and email addresses with "Vacant".

Step 4: Click ***Deactivate***.

Note: All vacant positions must be deactivated. Positions cannot be removed from the current sample. Deactivating a position will prevent it from being included in future quarterly samples.

NOTE: When searching from numerous participants in a list, you can expand the *Advanced Search* window in the upper left-hand corner of the screen and search on the position number or participant name.

How to Activate an Existing Inactive Position

Depending on your agency's position numbering method, you may reuse inactive positions when needed, instead of creating new ones each time.

Step 1: To check what positions are inactive, navigate to ***Participant Data>Maintain Participant.***

Step 2: Change the "Status" drop-down to "Inactive"

Step 3: Click ***Search***.

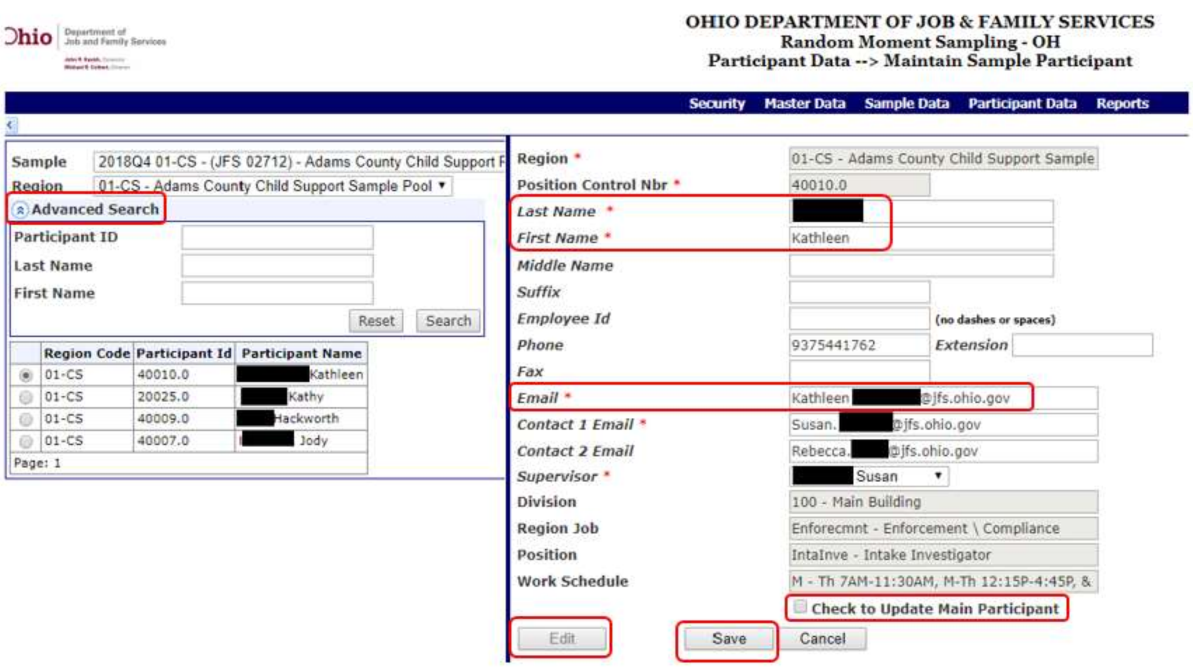
Step 4: To use an inactive position, click on the radio button to the left of the position number.

Step 5: Click **Activate**.

Step 6: Update the participant information, email address, contact #1 and contact #2 emails, supervisor from the drop-down menu, division, job, job position and work schedule.

Step 7: Click ***Save***.

How to Change Worker in Existing Position



If a change in staff occurs during a sample period, you can make the change effective immediately so that the new staff person will begin receiving the RMS hits for that position.

Step 1: Navigate to: ***Participant Data>Maintain Sample Participant***

Step 2: You may use the *Advanced Search* feature to search by position number or participant name.

Step 3: Click the radio button to the left of the position number where the staff change occurred.

Step 4: Click ***Edit.***

Step 5: Change the first and last name, email address, phone and supervisor, if applicable.

Step 6: To make this change permanent so it carries forward into future quarters, click the "***Check to Update Main Participant***" box.

Step 7: Click ***Save***.

How to Change a Supervisor

Step 1: To change a supervisor (temporarily or permanent) to be effective immediately, navigate to:

Participant Data>Maintain Sample Participant

Step 2: You may use the *Advanced Search* feature to search by position number or participant name.

Step 3: Click the radio button to the left of the position number where the supervisor change occurred.

Step 4: Click ***Edit.***

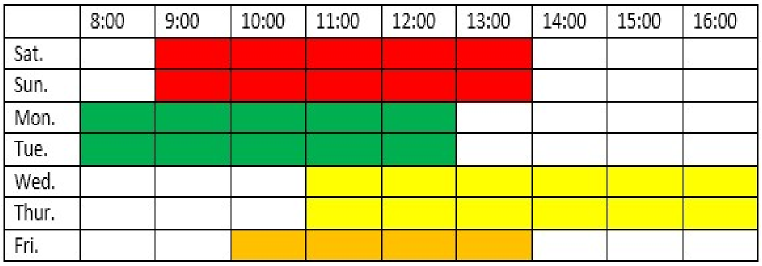
Step 5: Select a supervisor from the *Supervisor* drop-down menu.

a. If this is a temporary change, such as when a supervisor will be out of the office for vacation, click ***Save***.

b. If this is a permanent change, mark the "***Check to Update Main Participant***" box, then click ***Save***.

Work Schedules

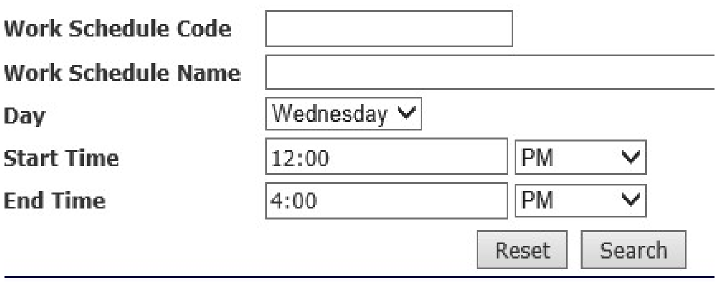
Coordinators assign work schedules to each position on their roster. If a participant's work hours are not available, a new schedule that matches the participant's actual work hours should be requested. Requests should be sent to the CFIS Help Desk at CFIS_HELP_DESK@jfs.ohio.gov..



Finding a Work Schedule

There are pre-existing work schedules listed in the RMS system. To begin your search, navigate to: ***Master Data>Maintain Work Schedule***

To find a work schedule, go to the upper left-hand corner of the screen, select a day of the week from the drop-down menu, type in start time and end time. Click ***Search***.



Review the schedules that are returned in the results. Look to see if the days and hours match the schedule needed. Once you locate the correct schedule, make a note of the *Work Schedule Code* and *Work Schedule Name.* This will assist you in finding it, in the drop-down menu of a position profile.

Note: You will not have edit, add or delete options available to you when creating a work schedule. If you are unable to find the schedule that you need, email the CFIS_HELP_DESK@jfs.ohio.gov.

How to Change a Participant's Work Schedule

Work schedules can only be changed prior to the beginning of each quarter. To change a position's work schedule:

Step 1: Navigate to ***Participant Data>Maintain Participant***

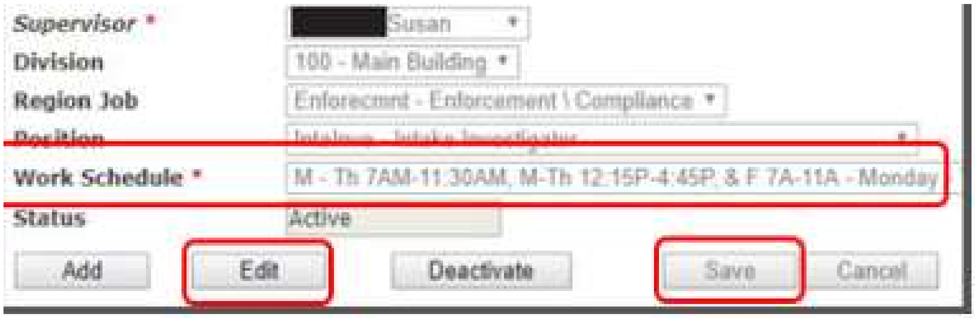
Step 2: You may use the *Advanced Search* feature to search by position number or participant name.

Step 3: Click the radio button to the left of the position number where the schedule change occurred.

Step 4: Click ***Edit.***

Step 5: Select the appropriate work schedule from the *Work Schedule* drop-down box.

Step 6: Click ***Save***.



Creating Quarterly Samples

The coordinator creates a new quarterly sample which includes each active position on their roster. It is named with the current sample period, sample code and sample name.

Close Quarterly Samples – The coordinator reviews and closes each quarterly sample within 5 working days after the last moment has expired. They review to make sure that all observations are coded correctly, and the observations have been marked either **Accepted** or **No Response**.

Monitoring – Coordinators should monitor moment and validation completion to help avoid invalid and missed observations.

Assign Substitutions - The coordinator assigns temporary supervisors to fill vacant positions when supervisors are going to be away from the office. This is to ensure that validations are not missed.

Training and Local Assistance – Coordinators should thoroughly train all new participants, supervisors/observers, other coordinators as well as provide occasional updates. They should stay current on changes and developments in RMS and communicate this information effectively to all involved at the local level.

Quarterly Samples

Each quarterly sample must be created by a coordinator. BCFTA will issue RMS alerts that will indicate when the RMS sample period will open, allowing you to create your sample. It will also indicate the date by which your sample must be created and the date BCFTA will begin reviewing and approving samples.

It is **required** that you have at least one trained coordinator available throughout the review and approval dates, in case something arises with your sample.

How to Review Roster Positions in the RMS System

Prior to creating your sample, you will want to make sure your roster of included positions is correct. To review your roster:

Step 1: Navigate to ***Reports> Participant Reports> RR200 Current Participant List***

Step 2: The coordinator needs to select the correct RMS cost pool, from the *Region* drop-down menu.

Step 3: Click ***View Report***.

You may elect to run the *RR200* report in excel. The excel version will provide more information about each active position. This version includes the name of Contact #1, Contact#2, and Supervisor.

Step 4: You can make any necessary changes to the roster by going to ***Participant Data> Maintain Participant.*** Please make those changes prior to creating your sample.

Step 5: If you need to make a change to your roster after you have created the sample, you must delete the sample. To make the change, go to ***Participant Data> Maintain Participant***, and create a new sample.

Note: Changes to the sample can only be made BEFORE it is approved. Once the sample has been approved by BCFTA, no further changes can be made.

How to Create A Sample in the RMS System

Step 1: To create your new quarterly sample, navigate to: ***Sample Data>Sample Details***

Step 2: In the upper left-hand corner, select the upcoming quarter/year from the *Sample Period* drop down menu.

Step 3: Click ***Add.***

Step 4: This will populate the *Participant Data Period*. Now enter the following:

Step 5: Sample code – year (4-digits), QX (upcoming quarter), county number (01-90), cost pool (CS, IM, SS, CW, WI). Please use the exact format of ***20XXQC XX-XX.***

Step 6: Sample Name - (JFS 027**XX**) – ***X*** County ***XXX*** RMS. Please use the exact format with no extra dashes, spaces, parenthesis. Do not use all CAPS. **(JFS 02712) – Some County Child Support RMS**

To determine the correct JFS cost pool code to use for the *Sample Name*, they are as follows:

IM	(JFS 027**10**)	Income Maintenance

WI or WF	(JFS 02711)	Workforce/WIOA
CS	(JFS 02712)	Child Support
SS	(JFS 02714)	Social Services
CW	(JFS 02715)	Child Welfare

***Step 7: Sample Date Range* -** Select the first calendar day of the quarter and the last calendar day of the quarter. Do not select workdays.

***Step 8: Observation Count* -** Enter your total observation count. This must be at least the *minimum* required for your cost pool size and type with a maximum of up to 5,000 observations per quarter.

Step 9: Entity Type – Select ***Region*** from the drop-down menu

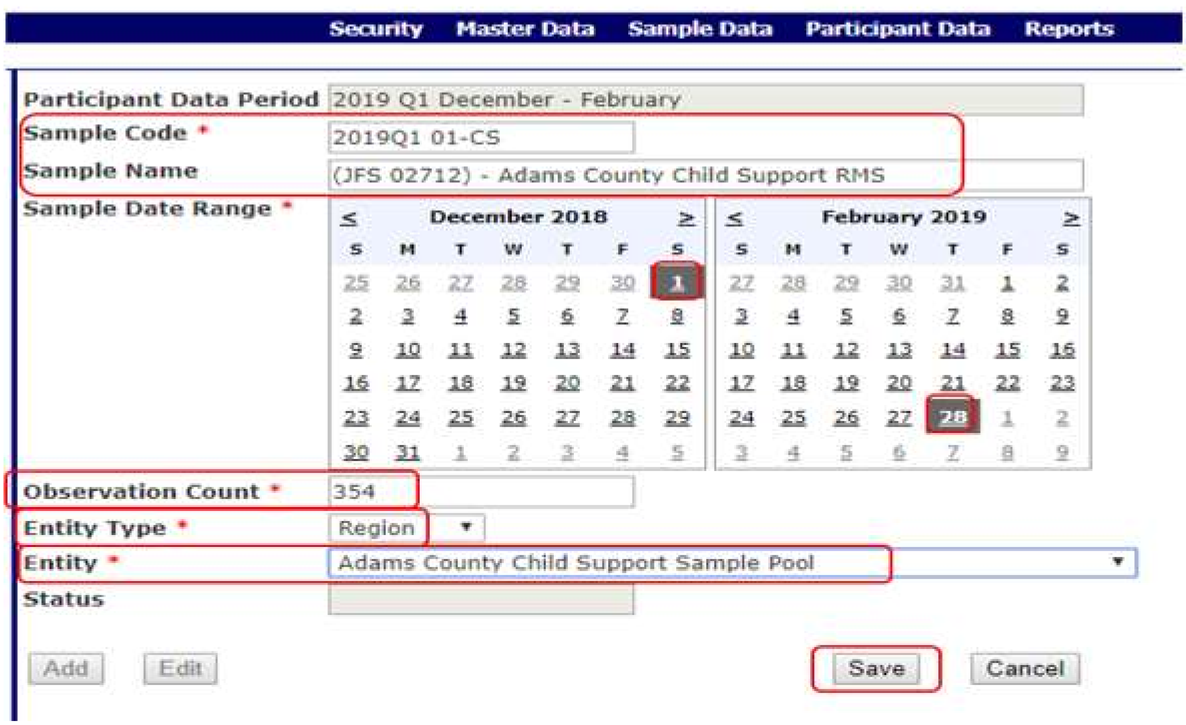
Step 10: Entity - Select the county and cost pool from the drop-down menu.

Step 11: Click ***Save***.

Step 12: Click ***Generate Observations***.

Note: To help you enter *sample codes* and *sample names* correctly, you can select the prior period data under *Sample Period* and copy and paste the information into an open Word document. Please remember to then change the quarter number and/or year.

Sample Data --> Sample Details



If you discover an error with your sample and it has not been approved by BCFTA, you can delete it and redo it. Once your sample has been approved by BCFTA, it **cannot** be changed.

Email the CFIS Help Desk and let them know you are correcting your sample. Also, please ensure that at least one trained RMS Coordinator is available throughout the BCFTA approval period.

Closing A Sample

The Ohio Administrative Code 5101:9-7-20 & 23 (J) indicates the RMS coordinator must close the RMS sample for the reporting period within five working days after the last moment has expired.

Closing Deadline: You should **carefully** review your sample before closing to make sure that observations are coded correctly, and that they have all been marked ether **Accepted** or **No Response** by the coordinator.

There are several reports you can run prior to closing a sample. These reports will assist you when reviewing your sample for accuracy. They are as follows:

RR401 Sample Detail Report

- With this report run to Excel, you can filter on program, activity, comments, and observation status in order to ensure than nothing looks unusual.

RR420 Activity Summary

- With this report run to PDF, you can check to ensure that the activities that appear on this report reflect the reasonable activity occurrence that is provided at your agency.

RR421 Program Summary

- With this report run to PDF, you can check to make sure that the program services reported were provided by your agency. You will want to verify that you have funding for these services.

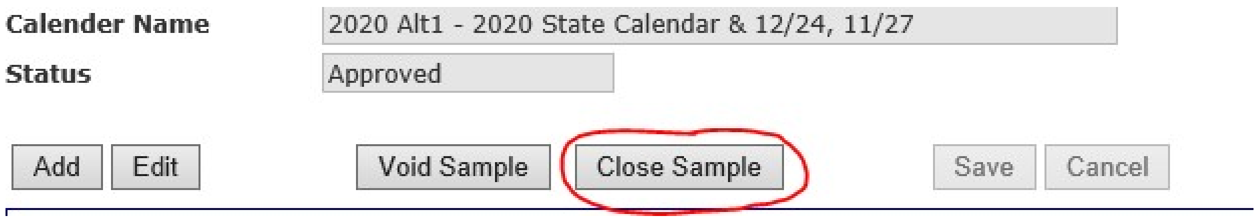
How to Close a Sample in RMS

After careful review of the quarterly detail, you will want to finally close the sample.

Step 1: Navigate to ***Sample Data>Sample Details***

Step 2: Select the sample you want to close, from the list, to the left of the screen.

Step 3: Click ***Close Sample.***



Remember: **Once your sample has been closed it <u>cannot</u> be reopened and changed.**

Sample Reliability Statistics

For a sample to be considered an accurate and reliable representation of effort reporting, at least 70% of the minimum <u>required</u> observations per quarter should be coded to program codes, as opposed to 997, 998, 999 or No Response.

If an agency opts to have more than the minimum number of observations per quarter, the 70% target will continue to be calculated on the minimum number required.

Note: All observations must be completed for the quarter, even if it is higher than the minimum required.

Supervisors/Observers

In each quarterly sample, 10% of the total number of observations are marked for supervisor validation. Supervisors have 48 work-week hours, from the time of observation, to complete the validation. The participant has the same 48 hours to complete the electronic observation form.

RMS supervisors may or may not be the participants' working supervisor, however, they must have direct, first-hand knowledge of the duties the participants perform and of their whereabouts. The supervisor/observer is responsible for monitoring and validating observations.

Monitoring and Communication – Supervisors may provide an extra level of ***observation completion*** monitoring, even for observations that do not require validation. This means assuring the observation is accurate and completed in a timely manner. They should be aware of staff absences due to illness, vacation, or work-related travel to ensure that observations are completed, either by the participant or the coordinator. Communicating with participants and coordinators is critical.

Validations – Supervisors must *review* and *accept* any observations of their RMS staff that have been marked for validation. These observations should be monitored for accurate data and completion in a timely manner.

Supervisor Validations

To assure sampling accuracy and quality control, for each quarterly period, 10% of the total number of observations are systematically selected from the total RMS observations for supervisor validation. These are known as *control observations*. This provides an extra level for supervisor approval and fulfills the federal requirement for Quality Assurance (QA).

Participants are never aware which of their observations are validation moments and are never made aware of observations prior to them occurring. These observations should be completed within 48 hours.

Supervisors have the same 48 hours response time to the observation that is available to the participant. When approving the response, the supervisor is verifying that the appropriate program and activity is selected. Once the 48 hours has passed, the RMS system will no longer allow the supervisor to validate the observation and it will be counted as *Not Validated*.

Federal Requirement

The Federal government and OAC requires that no less than 4% of the observations in a quarterly sample receive supervisor validation, although, the RMS system was designed to select 10% for validation. This is done to provide a cushion so that if validations are missed, the agency will remain in compliance. Every effort should be made to complete every validation.

Validation Exceptions

There are circumstances where validations cannot be carried out:

- A coordinator completes their acceptance before the supervisor has completed the validation. *This should always be avoided*.

- A coordinator completes an observation on behalf of a participant, such as when a participant is absent for more than a day. *This is unavoidable and justifiable*.

- System outages at the local, state level, or on the part of the RMS system. *Documentation of the nature and duration of the outage should be kept for audit purposes*.

How to Complete Validations

Step 1: When validating an observation, the supervisor or coordinator should navigate to:
Sample Data>Observations – Observer

Step 2: On this screen, the view defaults to *Work List* status. *Work List* view will show only validation observations that have not past the 48-hour period. Observations that are past the 48-hour period without being completed will expire.

Observations are shown with font variations which indicate the following:

- **Bold green**: This observation is ready for review. Bold green observations have been completed by the participant or the observation has expired.

- **Bold asterisk***: This observation is marked to be *validated* by the observer.

- **Bold double asterisk**:** This observation has been *validated* by the observer.

- Normal text: This observation is not ready for Quality Assurance (QA). This is because it has already been reviewed, not expired or is scheduled for a future date.

Step 3: To complete a validation, select the radio button next to the observation you want to validate. To the right, the details of the moment will appear.

Step 4: The observer should review the program and activity coding, comments, confidential information/identifying information.

Step 5: If everything is correct, select ***Accept.***

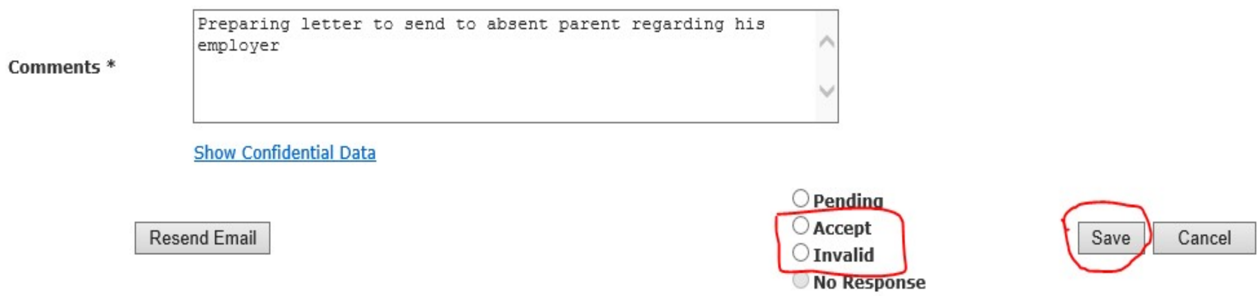
Step 6: Click ***Validate Q/A***.

Observation Corrections

If an observation needs a change to the coding or comments, contact the participant and have them make the necessary correction.

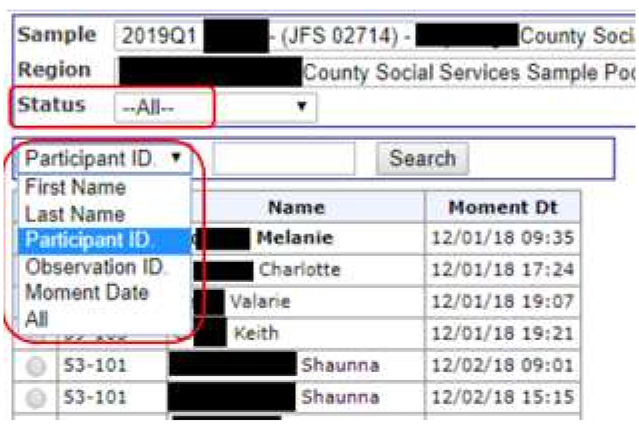
The participant will need the original notification email in order to access their observation. The coordinator can have the notification email resent if the original is not available.

Once the observer has verified that that the correction has been made, they must go back into the observation and validate it.

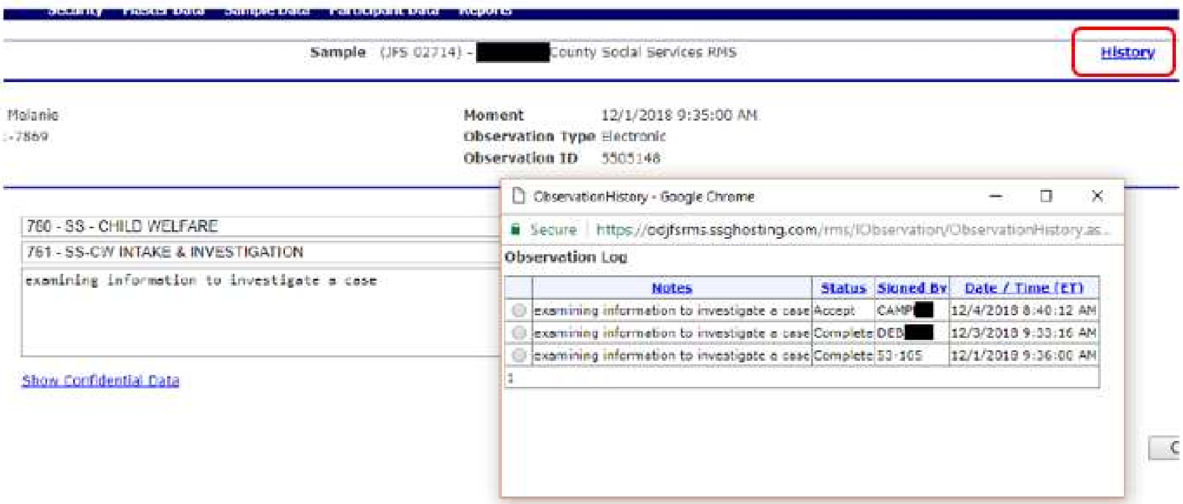


Viewing Staff Observations and History

You can view all the observations for your staff by changing the status drop-down menu to ***All***. Observers can narrow their search by selecting *Participant ID*, *Last Name*, *First Name*, *Observation ID* or *Moment Date*. The system will also allow you to view past and present observations for an entire quarter.



Once you have selected an observation, you can view the dates and times that any action took place on the observation by clicking on the ***History*** link in the upper right-hand corner of your screen. RMS time stamps every action made to every observation.



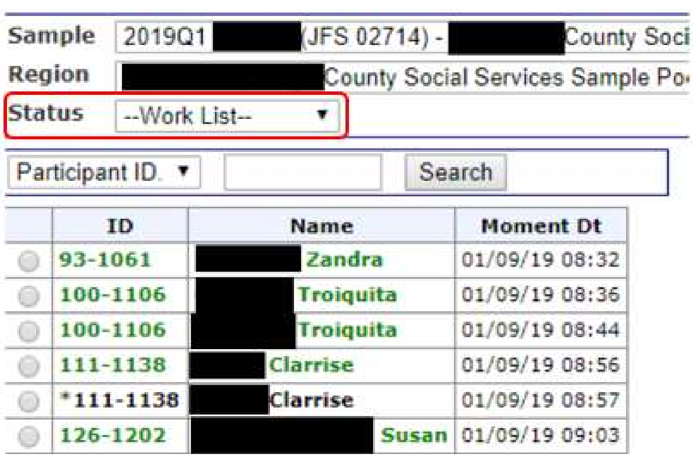
Coordinator Acceptance

According to the OAC rule 5101:9-7-20, 5101:9-7-23, every observation must be reviewed and accepted by a coordinator. This should be done within 72 hours of the observation time.

How to Accept an RMS Observation

Step 1: To accept an observation, the coordinator will navigate to ***Sample Data>Observations – RMS Coordinator***

The view defaults to *Work List* from the status drop-down menu. It will show all the observations for the sample data that have occurred but have not yet received coordinator acceptance. These observations may or may not have been completed.



Step 2: Select an observation to review the coding, comments, and confidential/identifying information. Verify that all necessary data has been completed.

Step 3: If the observation ID is shown in **bold with an asterisk***, it is a *validation* moment.

Step 4: Click on the ***History*** link in the upper right-hand corner of the screen. Verify that the supervisor has completed their validation. If they have not, ***do not*** complete the coordinator acceptance. The validation must be done first.

Step 5: Once everything is correct and complete, select ***Accept***.

Step 6: Click ***Save***.

Do not complete the coordinator acceptance on a validation moment until the supervisor has completed the validation.

Correcting an Observation

If within the initial 48 hours of the time of observation, you discover that an observation is incorrect, you should give the participant every opportunity to make the correct themselves.

If an observation has not yet been accepted, the participant can access it via the original email. If the 48 hours has passed, the coordinator can make the correction for the participant.

If the error is discovered *after* coordinator acceptance has been done, you will need to mark the observation ***Invalid*** and click ***Save***.

Depending on if the 48 hours has passed, the coordinator or participant can make a correction to the observation. After the correction is made, you would need to ***Accept*** and ***Save*** again.

Note: If a change is made to the observation for the employee, be sure to add to their comments and explain why it was necessary for you to change it.

Completing an Observation on Behalf of the Participant

Participants should always be given every opportunity to complete their own observations. However, when a participant is out of the office and will not return until after the moment has expired, a coordinator should complete the observation on their behalf.

Step 1: To complete the observation, gather all relevant information about what the participant was doing at the time of the observation. Then navigate to ***Sample Data>Observations – RMS Coordinator***

Step 2: Select the correct observation.

Step 3: Click the ***Change Type*** down arrow and select *paper* if you received information about the participant's activity via email, or *phone* if you spoke to someone in person or on the phone about the participant's activity.

Step 4: Select the appropriate *program* and *activity code*.

Step 5: Enter comments that accurately and clearly describe the activity, case, type, etc. Also, include a comment that explains why you are completing the observation for the participant.

Step 6: Click ***Save***.

At this point, you can now complete the *coordinator acceptance*.

Step 7: Click ***Accept*** and ***Save***.

If the observation was a validation hit, it will be counted as not validated, because Supervisor/Observer cannot validate a Coordinator. This is not wrong and will not be held against your agency.

How to Complete Expired Observations

If a participant does not complete an observation, it will expire in 48 hours. A coordinator may <u>not</u> add coding or comments <u>after</u> the 48-hour expiration.

Step 1: The coordinator should navigate to ***Sample Data>Observations – RMS Coordinator***

Step 2: Find the expired observation. Select ***No Response***.

Step 3: Click ***Save***.

Backup Documentation

Backup documentation for RMS observations should be maintained for audit purposes according to each agency's internal document and record retention policies and procedures.

Examples of backup documentation for an RMS observation could include:

- a notation made in the work file, such as "RMS hit at 10:55"
- copies of an agenda, meeting, training outline, handouts,
- a calendar appointment noting a call, home visit, meeting, court appearance
- excerpt from phone log
- a checklist

Participants

Participants are the key element in any Random Moment Samples, as they are the ones working directly with those who are receiving our services. The participants responsibilities are observation completion and communication.

Observation Completion – Participants are responsible for responding to RMS observations that are received within 48 hours. The observation should be completed accurately, completely and in a timely manner.

Communication – Since participants must not be informed of observations ahead of time, they should communicate planned absences and off-site work with their RMS supervisor. In the event the participant should receive an observation while they are out of the office, the supervisor can ensure the observation is still completed in a timely manner.

Sampling Process - The RMS coordinator must be assigned to administer each time study. The coordinator needs to review and maintain the RMS roster in the RMS system. These rosters include the position number, employee name, position title, staff work schedule and e-mail address. No vacant positions are included if the position will be vacant most of the observation period. Coordinators need to complete all rosters no later than 5 business days before the RMS sampling period begins. Coordinators should be aware of the upcoming sampling period to ensure that all rosters are accurate and ready for approval. ODJFS approves the sample for the period.

Note: Agencies may opt to have more than the minimum observations per each employee. A limit of five thousand total observations is the maximum.

Email Notifications and Electronic Observations

Different RMS roles receive different email notifications at varying times. The following illustration details who receives which notifications and when.

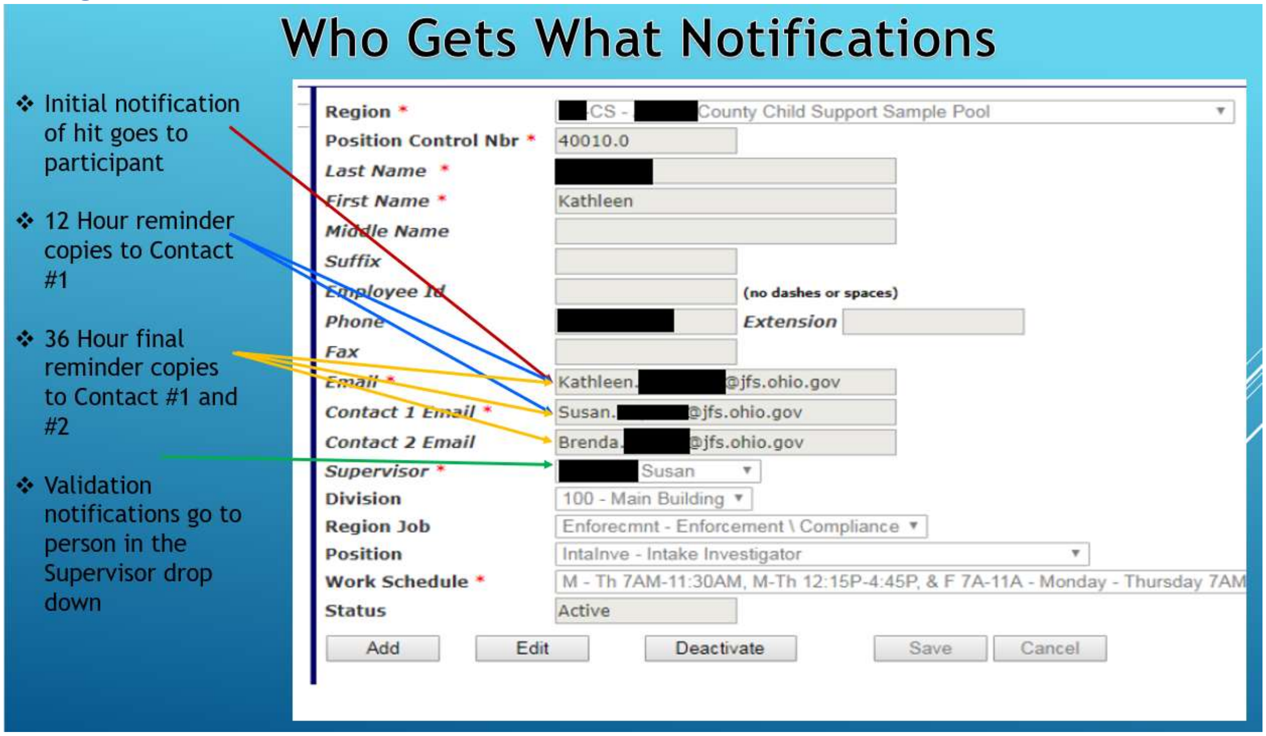
When a position has an RMS observation, an email is sent directly to the participant. The observation time is noted, as well as step-by-step instructions on how to access the observation form.

Participants need to click on the RMS web link to access the internet sample observation form. The screen is a sign-on for the position number (PCN), which is provided in the email.

After the RMS form is displayed, select a program and activity, using the drop-down menu.

Complete the form and click *Save* and *Exit* to complete the sample observation.

Who gets notifications



Important things to remember about your email notifications:

- The original email notification is the <u>only</u> email that contains the link to the observation form. It is the only way the form can be accessed by the participant.
- If this email is not received or is accidentally deleted, a coordinator can go into the observation and have the RMS system regenerate the original email that contains the link.
- The time noted in the email is not necessarily the time the email was sent.

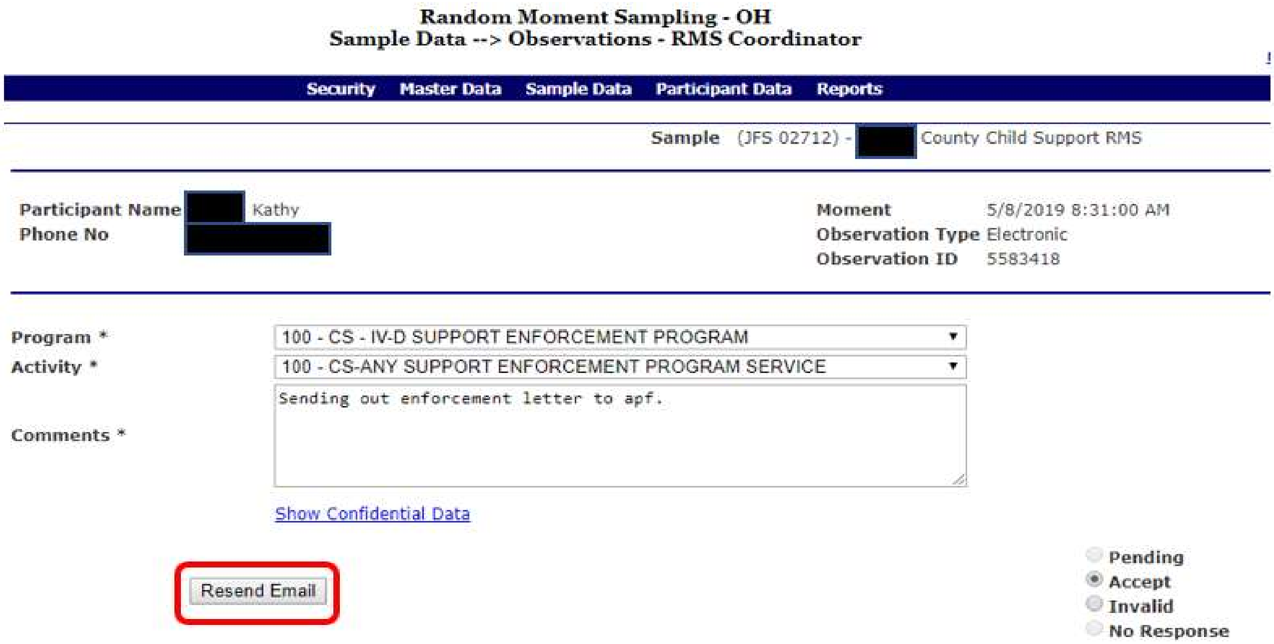
How to Resend the Notification Email

Sometimes a participant is unable to find their notification email. The initial notification email is the only one that contains the *link* to their observation. A coordinator can have the original notification email resent to a participant, if the first email gets lost or deleted.

Step 1: To resend the email navigate to ***Sample Data>Observations – RMS Coordinator***

Step 2: From the drop-down menu, find and select the observation that needs resent.

Step 3: Click ***Resend Email***.



Note: The resend option is available up until the observation expires, even if the observation has already been completed by the participant. If the *resend* button is not there, it means the hit has already expired and unless there were extenuating circumstances beyond anyone's control, the hit should be accepted as *No Response*.

PART THREE: CALENDARS

Calendars

Calendars are created prior to the beginning of each new RMS year. The *base calendar* is the standard state 10-holiday calendar. As many as 20 additional calendars are created based on different holidays that are observed at county agencies.

At the end of each RMS year, cost pools are assigned to a calendar for the upcoming year. This calendar matches the holidays the agency has previously observed.

It is the responsibility of the local RMS coordinator to review the assigned calendar. They should ensure that this calendar provides the correct holidays for that cost pool.

Observations are not assigned to days that are marked as a *holiday*. A day can be set as a ***holiday*** **only if the agency is closed for the entire day** and no one is working**.** Half days or "skeleton crew" days cannot be set as a holiday and observations will still occur on those days.

Checking Your Calendar Assignment

How to Review your Assigned Calendar for Correctness

At the beginning of the new year, counties receive notification that the 1st quarter is open.

Step 1: At this time, the RMS coordinator should navigate to ***Master Data>Maintain Calendar Entity***

Calendar Code | 2020 | Search

	Calendar Code	Calendar Name
	2020 State	2020 State Calendar
	2020 Alt2	2020 State Calendar & 11/27
	2020 Alt10	2020 State Calendar & 11/27 for Cols

Step 2: Search on the *Calendar Code* drop-down and enter the year.

Step 3: Click ***Search***.

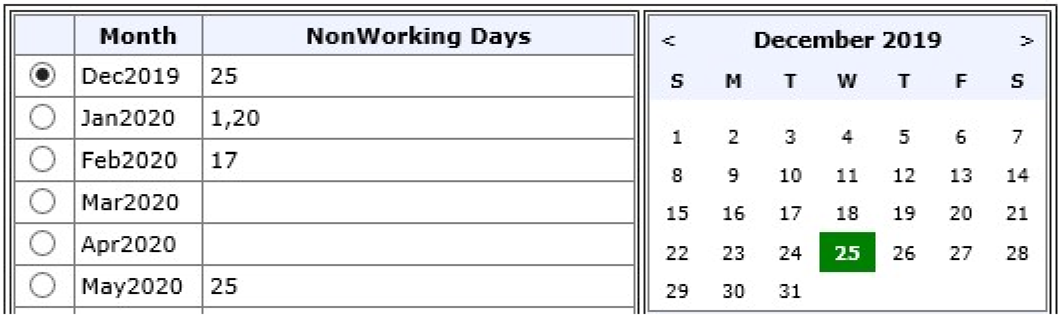
Step 4: Review the calendars that have been created for the year and find the one that your cost pool has been assigned.   You can determine your cost pool calendar by selecting from the *calendar code* list on the left of the screen. County cost pools assigned to that calendar will display on the right.

Step 5: To check the days of the calendar you are assigned to, navigate to ***Master Data>Maintain Calendar***

Step 6: Search on the *Calendar Code* drop-down and enter the year.

Step 7: Click ***Search***.

Step 8: Select the calendar that you are assigned from the list on the left. On the right a table will appear with the columns titled *Month* and *Nonworking Days*. Look at the months and dates on the table to verify the data. All dates listed under *Nonworking Days* are holidays for your agency and no observations will be sent out.



Step 9: If your calendar is correct, nothing more is needed for you to create your new sample.

Step 10: If the calendar is not correct:

- Look through the other available calendars for that year to find one that matches your holidays exactly. Email the CFIS_HELP_DESK@jfs.ohio.gov and advise us which calendar needs to be assigned to your cost pool.

- If there is no available calendar with the exact holidays for your agency, email the CFIS_HELP_DESK@jfs.ohio.gov. Your email should indicate the cost pool and holidays your agency will have for the upcoming year.   A matching calendar will then be created and assigned to you.

PART FOUR: RMS TROUBLESHOOTING

RMS Troubleshooting

Forgot Password/User ID

When coordinators or supervisors need their passwords reset or their User ID retrieved, please email the CFIS_Help_Desk@jfs.ohio.gov *or call them at 614-752-9194.*

Unable to Access RMS

If any user experiences technical issues when attempting to access the RMS site (other than User ID or password issues), the user should take a screen shot of the issue or error and email it, along with a clear, detailed explanation, to CFIS_Help_Desk@jfs.ohio.gov.

A phone call to the CFIS Help Desk due to technical issues will not be helpful. The CFIS Help Desk will still ask for a screen shot to be emailed. Once we see the screen, we will usually be able to advise you.

If there is a problem with the RMS system itself, or if the access issue appears to be internal to your agency or user, you would need to seek the assistance of your local IT department.

Participant is not receiving emails

Things to check when a participant is not receiving emails:

- make sure you have the participant's correct email address in your rosters
- find out if the emails are going into the participant's junk or spam folder
- make sure they have hits that have occurred
- try resending the notification

Finally, email the CFIS_Help_Desk@jfs.ohio.gov with the participant's name, position ID and dates and times of hits that have occurred. State the participant is not receiving emails and indicate what you have checked in the system.

Supervisor/Coordinator is not receiving reminders or validation emails

Things to check when a supervisor or coordinator is not receiving validation notifications:

- check *Maintain Sample Participant* and verify they are assigned as *supervisor* to staff
- run a *Control List Report* and verify they have staff who have validation moments

Finally, email the CFIS_HELP_DESK@jfs.ohio.gov that emails should have been sent to the supervisor but they did not receive them.

Unable to Validate Control Hits

If a supervisor believes they have an observation that should be ready to validate but it is not showing up on their *Work List*, there are several things they or a coordinator can check.

Begin by navigating to the *Observation* page and locating and selecting the observation.

Change the ***Status*** drop-down menu from ***Work List*** to ***All***.

Click the ***History*** button in order to see all actions that have transpired on the observation and by whom.

Frequent RMS Q & A

Questions to ask yourself when determining why a hit cannot be validated or if it needs to be validated:

Q Has the participant responded to the moment yet?
A If not, then it cannot be validated yet.

Q Was the Observation Type changed to ***paper*** or ***phone*** by a coordinator?
A Any control hits changed to paper or phone are not able to be validated. State in the comments why the change was made and by whom. There should be a valid reason that someone other than the participant completed their hit. If this is stated clearly, it will excuse this hit from the validation requirement.

Q Has the validation period expired?
A Observations must be completed within the same 48-hour time frame that the participant has available to complete the hit.

Q Did the coordinator complete the ***Coordinator Level Acceptance*** prior to the supervisor having the chance to validate?
A Since a supervisor cannot validate over a coordinator, if the coordinator does the acceptance first, the hit can no longer be validated. Take care that this does not happen as this would be a missed validation that could be counted against you in an audit.

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