

Date: June 8, 2011
Sequence: 2011-24
Topic: **WebRMS Update**

WebRMS Implementation

On June 1, ODJFS implemented a Web-based Random Moment Sampling system for counties. All WebRMS activities are now completed via the internet; staff having a role in RMS may access the system with any internet active device. County training has been provided through regional RMS Coordinator trainings and multiple Webinars geared toward Participants, Supervisors, and Coordinators. A copy of the Webinar presentation for each session is available under TOOLS/RMS Power Points on the BCFTA Webpage. Attached is a copy of the final RMS time studies rule (OAC 5101:9-7-20) which has been final filed and published in the Fiscal Administrative Procedure Manual.

Several questions were received during the Webinars and ODJFS has prepared a comprehensive FAQ document from those questions. The FAQ document is attached and will be posted to the BCFTA Website. However, ODJFS is providing additional guidance on a few issues of concern in the following paragraphs along with examples in the attached TA document:

TIMELINESS OF THE RESPONSE

In order to maintain an acceptable level of integrity to the RMS, the Department of Health and Human Services requires participants to respond to moments as close as possible to the time of the sample, not to exceed 24 hours. This is not a change in current requirements and in conversations with DHHS they have made it clear that this timeframe is not negotiable. A few counties have expressed concerns about their ability to adhere to this timeframe. There *are* alternate methods of response available within WebRMS. Counties with staff in the field, or otherwise out of the office without access to e-mail may utilize an alternate method of response (For example: If a staff member is out of the office at a conference and will not return within 24 hours, the RMS Coordinator may change the method of response to "paper" and may indicate the participant is at a conference and select the appropriate code combination. Once the participant returns, the participant will provide the required documentation (training subject, location and facilitator) to the RMS Coordinator and confirm the correct program and activity were chosen for the moment.) ODJFS fiscal supervisors are available to provide county-specific technical assistance to help determine which alternate method is most appropriate.

INVALID RESPONSES

In random moment sampling, counties have in the past and are expected to continue to have invalid responses. Invalid responses will occur if the position is idle (staff is absent or out of the office, on break or at lunch, or position is vacant) or may also occur due to the expiration of moments because the participant does not respond within 24 hours. In order to lessen the number of invalid responses that may occur due to expiration, WebRMS generates a reminder 2 hours after the original moment. This reminder is sent to the participant and the participant's supervisor (as designated in WebRMS). If no response is received within 18 hours after the moment, a second reminder is generated to the participant, supervisor and the RMS coordinator. These timeframes were established to help ensure at least one of the staff would receive the reminders during the work day. This reminder process was established as a tool for counties to manage the number of non- responses that occur.

The current number of observation moments within a sampling period includes a 10% over-sampling. The over-sampling increases the opportunity for a county to generate program-specific hits. Also, various management reports are available in WebRMS to monitor sampling activities throughout the quarter (i.e. Response Report, Fund Summary Report.).

In addition to technical assistance provided to county agencies daily for the new WebRMS system, County Finance will be assisting agencies by reviewing reports to help monitor RMS activities. This proactive approach will allow ODJFS to work with its county partners in addressing any issues as they arise.

Please contact your ODJFS Fiscal Supervisor with any additional questions or concerns.

**5101:9-7-20 Income Maintenance, Workforce, Social Services, and Child Welfare
Random Moment Sample (RMS) Time Studies**

FAPMTL 199

Effective Date: June 2, 2011

Most Current Prior Effective Date: April 9, 2010

- (A) The income maintenance random moment sample (IMRMS), workforce random moment sample (WFRMS), social services random moment sample (SSRMS), and child welfare random moment sample (CWRMS) time studies are designed to measure activity regarding various programs. The child support RMS is described in rule 5101:9-7-23 of the Administrative Code.
- (1) Data collected from these time studies are used to calculate allocation statistics used to distribute cost pool expenditures to the appropriate programs. The percentages are used by the county family services agencies (CFSA) and workforce development agencies (WDA) to distribute administrative funds reported in accordance with rule 5101:9-7-29 of the Administrative Code.
 - (2) The RMS sampling period offsets the financial reporting quarter by one month as follows:
 - (a) First period: December, January, February for the January through March reporting quarter;
 - (b) Second period: March, April, May for the April through June reporting quarter;
 - (c) Third period: June, July, August for the July through September reporting quarter; and
 - (d) Fourth period: September, October, November for the October through December reporting quarter.
- (B) Activities for each study are identified as follows:
- (1) The IMRMS is designed to identify activities directly related to program functions benefiting one or more income maintenance programs; e.g., medicaid, food assistance, disability assistance. Additionally, social service and workforce investment activities may be included in the IMRMS.
 - (2) The SSRMS is designed to identify activities directly related to program functions benefiting one or more social services programs; e.g., Title IV-E administration and training, Title XIX related to children. Additionally, income maintenance and workforce investment activities may be included in the SSRMS.
 - (3) A stand alone WDA shall reference rule 5101:9-31-17 of the Administrative Code to determine the cost allocation requirements. If the stand alone WDA allocates costs by RMS, staff participate in the WFRMS time study. The WFRMS is designed to identify activities directly related to program functions benefiting one or more workforce

investment programs; e.g., adult, youth, dislocated worker.

- (4) Stand alone public children services agencies (PCSA) are required to participate in the CWRMS time study. The CWRMS is designed to identify activities directly related to program functions benefiting one or more children's services programs; e.g., Title IV-E administration and training.
- (C) Employees engaged in directly related program functions shall participate in the RMS time studies and cannot participate in more than one type of time study; i.e., IMRMS, SSRMS, CWRMS, or WFRMS.

Categories of positions generally excluded from the time study are:

(1) Administrative.

(2) Supervisory.

CFSA or WDA may add a supervisor to the roster if the supervisor 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.

(3) Administrative support.

CFSA or WDA may add an employee assigned to an administrative support position to the roster if the administrative support position provides 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.

(D) Roster completion.

A RMS coordinator and alternate coordinator(s) must be assigned to administer each time study. Additional alternates may be needed based on the location of the sample population, the sample size, available staff time, and/or other pertinent factors. CFSA and WDA must select at least one alternate to complete the RMS process in the coordinator's absence. The RMS coordinator may also be the coordinator for the random moment time study detailed in rule 5101:9-7-23 of the Administrative Code.

(1) Coordinator and alternate(s) responsibilities include reviewing and maintaining the RMS roster in the webRMS system. The employee roster

shall include, at a minimum:

- (a) Position number: a unique identifier for each position to be used in the RMS.
 - (b) Employee name: the person filling the position.
 - (c) Position title: the county agency or stand alone WDA has the option of including the classification title or position title.
 - (d) Staff work schedule: the actual employee work schedule is used.
 - (e) E-mail addresses: the e-mail address of the employee and the employee's supervisor.
- (2) The RMS coordinator shall not include vacant positions on the RMS roster. If the vacancy is expected to remain unfilled through the majority of the next RMS observation period, the RMS coordinator shall remove the position from the RMS roster. Once the vacancy has been filled, the position shall be added back to the RMS roster by the RMS coordinator.
- (3) RMS coordinators shall complete all rosters in webRMS no later than five business days before the RMS sampling period begins.
- (4) The Ohio department of job and family services (ODJFS) approves the sample for the period by using the sample set submitted by the RMS coordinator in webRMS.
- (E) Observation completion.
- (1) Roster members (employees) will receive an e-mail with a link to webRMS at the time of the observation moment.
 - (2) The employee clicks on the webRMS link included in the e-mail to access the observation moment.
 - (a) The employee selects the appropriate program and activity code.
 - (b) The employee is required to complete the comment section. Comments shall demonstrate that the selected program and activity codes support the work being performed by the assigned position at the time of the observation.
 - (i) An employee working on a case shall include a case number or other unique identifier establishing case/client identity.
 - (ii) An employee not working on a case enters comments. The employee shall ensure that adequate backup documentation is available to verify the activity being performed.
 - (iii) An employee attending a meeting or training at the time of the observation moment shall enter the title/subject, location, and facilitator.
 - (iv) An employee on break, at lunch, on leave or on personal business at the time of the observation shall indicate the position was idle.

- (3) An employee receiving an observation moment will have twenty-four hours to respond, not including weekends or holidays.
 - (a) WebRMS generates a reminder e-mail notice to the employee and the employee's supervisor two hours after the moment has passed if the employee has not responded to the moment.
 - (b) WebRMS generates an additional reminder e-mail notice to the employee, the employee's supervisor, and RMS coordinator eighteen hours after the moment has passed if the employee has not responded to the moment.
 - (c) If an employee fails to respond within the twenty-four-hour period, the observation moment will expire and webRMS will not permit the employee to respond.
 - (4) The RMS coordinator may select an alternate response option upon notification by the employee or the employee's supervisor that the employee is unable to respond to the observation moment via e-mail within the twenty-four-hour observation period. The RMS coordinator shall note the reason for the substitution and on behalf of the employee document the response in the comments section.
- (F) Observation moment expiration.
- (1) An observation moment expires when there is no response. Expired moments may occur for the following:
 - (a) A position currently in a time study is idle due to a short-term absence when the observation moment occurs and the position is not reassigned to an employee who is not currently in the time study;
 - (b) A position is idle due to a vacancy and the position is not reassigned to an employee not currently in the time study; or
 - (c) An employee fails to respond to an observation moment within the twenty-four-hour response period.
 - (2) Once a moment expires, it becomes an invalid response and costs associated with that moment are distributed by the statistics derived from the valid responses.
 - (3) In accordance with federally accepted timelines, the RMS coordinator shall review and approve by accepting all observation moment responses within forty-eight hours.
- (G) Number of observations.
- The CFSA or WDA may opt to produce more than the minimum observations per employee, to a maximum of five thousand total observations. A CFSA or WDA electing to sample more than the minimum number of observations per period must request the desired number of samples in webRMS. Once the extra moments are approved by ODJFS, they must be completed for that period.
- (1) IMRMS.
 - (a) For the ten county agencies with the largest amount of IM cost

pool expenditures: two thousand three hundred total observations.

(b) For the other county agencies: three hundred fifty-four total observations.

(2) WFRMS.

Three hundred fifty-four total observations.

(3) SSRMS and CWRMS.

(a) For county agencies with one to ten participating positions: thirty-three observations per position.

(b) For county agencies with eleven to seventy-four participating positions: three hundred fifty-four total observations.

(c) For county agencies with seventy-five or more participating positions: two thousand four hundred total observations.

(H) Quality assurance.

To assure sampling accuracy and quality control, no less than four per cent of all RMS samples are selected as a control group. The webRMS system will flag the observation moment and send an e-mail notification to the supervisor. The supervisor may appoint a designee to complete this function. The supervisor's designee shall have sufficient knowledge of the programs and activities performed by the employee to determine the accuracy of the response. The supervisor/supervisor designee shall be responsible for validating the observation moment response. The supervisor/supervisor designee must validate the response within the same twenty-four-hour response period that is available to the employee. By validating the response, the supervisor/supervisor designee is verifying that the appropriate program and activity was selected by the employee. Once approved by the supervisor/supervisor designee, the response must be accepted by the RMS coordinator.

(I) Absences and vacancies.

(1) For the purposes of the RMS time study:

(a) A position is idle due to an absence when the employee assigned to the position is on paid or unpaid leave but intends to return to work in the future.

(b) A position is idle due to a vacancy when the employee assigned to the position has left the position and does not intend to return. This includes situations in which an employee is promoted, demoted, transferred to another position or is separated from the agency.

(2) If a position is idle due to an absence or vacancy, the RMS coordinator may:

(a) Assign the position's duties to another employee or supervisor not currently in the time study. The RMS coordinator shall reassign the position to the new name and e-mail address of the employee or supervisor in webRMS. The newly assigned employee or supervisor will receive the remaining notifications for the observation moments for the position in the sample quarter.

- (b) Assign the position's duties to an employee currently in the time study and the employee is also fulfilling his or her originally assigned duties. The position is still idle. The employee will only receive and respond to observation moments for his or her originally assigned position.
- (c) Assign the position's duties to another employee currently in the time study but the employee is no longer fulfilling his or her originally assigned duties. The employee will begin to receive and complete the observation moments assigned to the new position. The RMS coordinator will remove the employee's name and e-mail address from the employee's former position in webRMS creating a vacancy in the employee's former position.
- (d) Under no circumstances may an employee complete an observation moment for more than one position.
- (J) The RMS coordinator must approve the RMS for the reporting period in webRMS within five working days after the last moment has expired.
- (K) The CFSA or stand alone WDA shall retain documentation in accordance with the records retention requirements in rule 5101:9-9-21 of the Administrative Code.
- (L) ODJFS maintains RMS coding information in the webRMS system and on the ODJFS website.

Replaces: 5101:9-7-20

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3/12/90, 5/11/90, 6/4/90, 1/1/91, 5/20/93, 9/30/93, 7/8/94, 10/30/94, 10/15/95, 6/23/96, 6/15/97, 10/4/02, 10/1/03, 12/1/06, 1/6/07, 10/1/07, 2/1/08, 4/9/10

ODJFS BCFTA WebRMS Questions and Answers

On June 1, ODJFS implemented a Web-based Random Moment Sampling system for counties. The web address for the system is <https://odjfsrms.ssghosting.com/rms/login.aspx>. All WebRMS activities are now completed via the internet, so staff having a role in RMS may access the system with any internet active device. Staff needing password reset should send an e-mail to the CFIS Helpdesk.

Various training has been conducted over the past several weeks, including a series of Webinars designed for specific RMS roles. Copies of the Webinars and associated PowerPoint presentations are available on the BCFTA Webpage. This Q & A document contains selected questions and answers from the trainings and additional questions that have been received via the CFIS Helpdesk. Counties are urged to review this Q & A document carefully, as ODJFS has initiated a few enhancements to the system over the past few weeks and responses provided during the Webinars may have changed. BCFTA plans to update or supplement this document as needed over the next few weeks.

Agencies will be provided instructions as to how to import data into QulC+ prior to the end of the sampling period (August 31).

COORDINATOR/ ROSTER Q & A

1. Q: What are the roles of the coordinator, alternate coordinator, supervisor, and observer in WebRMS?

A: The RMS Coordinator and Alternative Coordinator/s have the same access rights to WebRMS. Individual counties can determine whether the following required functions are fulfilled by the Coordinator or Alternative:

- Review and Maintain agency calendar and roster;
- Accept or Reject Response with 48 hours
- Approve Quarterly Sample within 5 days after the end of the quarter.
- View and/or Print all management reports from WebRMS
- RMS Coordinators or Alternate Coordinators also receive notification if an observation has not been responded to within 18 hours after the moment. The 18 hours e-mail will be generated to the person set up as "contact 2" in WebRMS. Coordinators and Alternates may also access alternative methods of completion of moments and, in circumstances where the participant does not have access to the system, contact the participant and complete the form, including documentation, on the participant's behalf. Counties may create as many alternate coordinators as necessary to manage RMS. Counties may notify the CFIS Helpdesk to add coordinators and/or make changes to the agency calendar.
- The participant's Supervisor or designee (set up as "contact 1"), as established in the Roster, will receive an e-mail if a moment is not completed and submitted within 2 hours of the hit and again 18 hours after the hit. It is anticipated that the Supervisor will follow up on the e-mail to determine why the moment is still active. If the participant is on leave and the position was idle at the moment, it is suggested that the supervisor notify the RMS Coordinator to respond to the moment as "position idle". Costs associated with these hits are pooled for redistribution. If the RMS Coordinator does not respond on behalf of the participant, the moment will expire after 24 work week hours and the financial impact will be the same. However, management reports will show the moment as "expired" rather than "idle".
- The RMS Observer is the staff member who reviews 10% of the moments for quality control (also known as the control group). It is suggested that the RMS Observer be the participant's supervisor, however, the supervisor may delegate this responsibility to another staff member providing that person has sufficient knowledge and understanding of the programs and activities performed by the participant to determine the accuracy of the response. It is suggested that the Observer/designee review the comments and follow the comments back to the source documentation to ensure the validity of the response and the adequacy of the documentation.

ODJFS BCFTA WebRMS Questions and Answers

The Observer will receive an e-mail reminder every 2 hours until the moment has been validated (e-mail address that is linked to the Supervisor UserID.)

2. Q: Can more than one e-mail address be in Contact 1 field?
A: Contact 1 and Contact 2 cannot be multiple people at the same time. If a contact is not going to be available, they should request the RMS Coordinator to assign an alternative contact or provide other methods of backup to their e-mail notifications.
3. Q: Can more than one Coordinator receive the contact 2 e-mails?
A: Contact 1 and Contact 2 cannot be multiple people at the same time. However, a county may choose to create a special mailbox to receive all contact 2 e-mails. This practice would allow for alternative coordinators to assist in the management and monitoring of moments.
4. Q: Does a worker's schedule determine whether or not they should be included as an RMS participant? Should a part time worker or a worker with an inconsistent schedule be included?
A: A worker's schedule does not affect participation in RMS. The criteria for establishing RMS participants have not changed. Employees engaged in providing direct program services are required to participate in RMS. Generally, administrative, supervisory and administrative support positions are excluded (review OAC 5101:9-7-20 or 5101:9-7-23 for exceptions.)
5. Q: How does a county account for different positions on the roster having different schedules?
A: Each position has its own work schedule assigned to it. Counties must enter the participant's actual work schedule. If a participant works a flex schedule, the schedule entered into WebRMS contains all hours that it is possible for the participant to work. Likewise, if a participant only works one day a week a county will enter that as the position schedule. Counties may choose from an established list of work schedules in WebRMS. If a county needs a schedule which is not currently available, they should contact their fiscal supervisor and request the schedule be added.
6. Q: What is the purpose and function of the agency calendar?
A: The RMS sample will coincide with the agency calendar. The agency calendar includes all hours that anyone within the agency is performing direct program services. The agency calendar generally excludes weekends and holidays, unless the agency has staff that work during that time because observation moments are determined by participant schedules. If an agency calendar includes weekends, participants whose work schedule includes weekend hours will be sampled during that time. However, the expiration and non-response e-mails are also established by the agency schedule, and in the case where the agency schedule includes weekends, the reminder e-mails and expiration of moments may occur over the weekend, if the weekend is included in "work week" hours.
7. Q: Can the WebRMS Roster be updated after the sample is created?
A: Yes, the RMS Coordinator may continuously update the roster. All changes except the addition or deletion of a position will take place immediately. Once the sample for the quarter has been generated, no position can be added or deleted from the current sample. However, changes in names, e-mail addresses and contacts can be updated. This is particularly beneficial when staff change positions or supervisors/coordinators are on extended leave. If a supervisor only receives notification emails regarding RMSs that have not been completed, a county could change the email to another supervisor in Maintain Sample Participant screen. However, if the supervisor also validates Quality Assurance/control RMS as an observer, a county will also change the Supervisor ID in the Maintain Sample Participant screen for each worker assigned to that supervisor.
8. Q: What steps should a county take to ensure that a disruption in internet service does not negate the ability to complete random moments?
A: The WebRMS system is web based, so if there is not internet connectivity, emails will not be timely received which may create a problem with responses being timely made. Coordinators should print the list of observations at the beginning of the sampling period and be prepared to have alternative communication methods in place to contact participants and contacts at the time of the samples (for

ODJFS BCFTA WebRMS
Questions and Answers

example, by phone). If the system is down beyond the 24 hour period, the Coordinator must contact the CFIS Helpdesk immediately for guidance.

9. Q: One of the alternative methods available to the RMS Coordinator is “paper”? When would a coordinator complete a paper sample?
A: Paper samples are not available as printed moments. When the RMS Coordinator has to complete the observation moment for the employee, the system gives 2 choices: paper or phone. These choices only describe the method in which the RMS Coordinator received the information to complete the observation moment on behalf of the employee. Therefore when an RMS coordinator chooses the paper option it may mean that they have received information from another source other than a phone call. Selecting the paper option will not result in a printed form. The RMS coordinator will still complete the observation moment in the same manner as they would if they had selected the phone option. The coordinator must fully document why an alternate response mechanism was necessary.

MOMENTS Q & A

10. Q: Does the participant choose code 999 (position idle) for breaks & lunch or choose a code that represents work activities 20 minutes before or 20 minutes after the break or lunch?
A: Random moment sampling requires participants respond to a moment with information regarding their activity at the time of the moment. Therefore, if a participant is on leave, break and/or lunch – or otherwise not at work, the program and activity code to use is 999-999 indicating the position was idle at the time of the moment.
11. Q: If a moment is missed, will it be tabulated as 999-999 when calculating percentages charged to each program/activity?
A: Once a moment expires it becomes an invalid response and costs associated with that moment are distributed by the statistics derived from the valid responses. It is important that counties monitor the number of invalid and common to several responses they generate. If a large percentage of hits are redistributed, the validity of the study may be jeopardized. ODJFS will monitor the percentage of moments that are pooled for redistribution and will work with counties to determine the cause and assist in the development of a plan to increase the number of program hits.
12. Q: Are reminder emails sent every two hours or just at two hours and eighteen hours?
A: Reminder emails are generated two hours and 18 hours after moment of observation if no response has been received. These reminders were established to assist the counties with managing the number of non-responses.
13. Q: What if I accidentally delete my initial notification email before logging in my activity?
A: In the event that the moment is deleted before it is submitted and cannot be retrieved from the participant’s trash, contact your RMS Coordinator. The RMS Coordinator can resend the moment to the participant for completion.
14. Q: How is the RMS moment completed if a worker is in the district making home visits or at a training or conference and does not have access to e-mail? Does coordinator phone the worker in order to complete the observation moment on their behalf?
A: If a participant cannot systematically complete the moment within the 24 hour time frame, but is working, WebRMS provides alternative methods of completion of the moment. The RMS Coordinator may choose one of the alternate options such as contacting the employee by phone to complete the moment on the participant’s behalf. The moments are still due within 24 hours. The RMS Coordinator fully documents the program and activity justification and also documents why the coordinator completed the moment rather than the participant. The system will track all activity related to the observation and identifies who completes, validates, and accepts the observation.

ODJFS BCFTA WebRMS
Questions and Answers

15. Q: Will an alternate response from the RMS Coordinator cause the original email to the participant to be deleted to avoid duplicate completions?
A: The RMS Coordinator is only authorized to complete an observation on a participant's behalf if the employee is unable to complete the observation moment within 24 hours. The participant will need to delete the original e-mail and any reminders once they return to the office.
16. Q: If I use auto reply on my email because I am on vacation/leave, does someone monitor the email?
A: We do not monitor return e-mails. If supervisors or supervisor designees are on vacation/leave the RMS Coordinator can re-route emails related to reminders and control group observations via changes to contacts.
17. Q: Employees are responsible for completion of the form within 24 hours. Who completes the moment when the participant and/or supervisor are out of the office?
A: The supervisor does not complete the observations for their staff. The supervisor will only validate control group observations for purposes of quality assurance. The RMS Coordinator should be informed of an alternative supervisor for purposes of quality assurance validations as well as alternative contacts.
The supervisor should notify the RMS Coordinator if staff is out sick or on leave and cannot complete the observation within 24 hours. If the RMS Coordinator knows that the employee is out, the observation can be completed as such by the coordinator. Observations expire after 24 hours if no response is received and become invalid responses. Although it is recommended that RMS Coordinators respond and document that the position was idle, invalid/expired moments have the same financial impact as position idle moments.
18. Q: Can a participant change a response if a mistake is discovered after the observation has been submitted?
A: The participant retains access to the RMS link for 24 work week hours and can click on the link again to change the response within that time period. The link will take them to the RMS hit and corrections can be made before the 24 hour period expires unless the RMS Coordinator has accepted the moment. If a participant discovers an error in the moment within the 24 hour period and the RMS coordinator has already accepted the moment, the RMS Coordinator can change the status of the moment and notify the participant that changes can be made. The participant must fully document and be able to justify the reason for the change.
19. Q: Is there an online reference for activity descriptions?
A: Yes, a link on the right side of the RMS screen named "Instructions" provides access to all program and activity codes. This links to the RMS form instructions which include available codes and definitions. The codes and definitions are reviewed for necessary updates each quarter.
20. Q: When will a participant be required to enter the facilitator, location and title for training? Will the participant be prompted to enter this information when choosing code 784 or is this only done with the "Common to Several" code?
A: Staff attending trainings or meetings at the time of the observation are required to identify the facilitator, location and title of training or meeting regardless of the selected coding. However, the system will prompt the participant to enter this information when coding for "Common to Several" is selected.
21. Q: If a case number or identifier is not listed will you be able to continue or will it stop you from navigating forward (is it mandatory)?
A: If a case is being worked on at the time of the observation, in accordance with OAC 5101:9-7-20, 5101:9-7-23 and the ODJFS Cost Allocation Plan a case identifier must be provided. The system does not require a case identifier as not all work being conducted is case related; however, the system does require the comments section to be completed prior to submitting the moment.
22. Q: If an observer rejects a moment, does a new email get sent to worker acknowledging the rejection?

ODJFS BCFTA WebRMS
Questions and Answers

A: If the supervisor reviews the observation and sees an error they should contact the participant to make corrections within the 24 hours response time. The supervisor only has the option to validate control group observation responses. If the worker does not correct the observation in time for the supervisor to validate the QC moment, it expires.

23. Q: How does the coordinator send an incorrect response back to the participant?

A: If the observer or coordinator finds an error on the observation, they should contact the worker within the 24 hour response time and have the worker access the observation via the original e-mail and make corrections. If the worker has deleted the e-mail the coordinator can access the observation and resend the e-mail using the resend E-Mail button. Since the coordinator has 48 hours to accept the observation he or she may amend the observation after the 24 hour response period while in conversation with the participant. Any amendment made by the coordinator is tracked in the system and must be thoroughly documented as to the change and the reason it is being made in this manner. The coordinator cannot make changes or add information to a non-response moment.

24. Q: What is the difference between “validate” and “accept”?

A: The observer validates (QC moments), the coordinator accepts. The observer is responsible to validate that the selected codes correspond to the comments and that the comments are sufficient to support the coding choices for the 10% control group observations. The coordinator reviews all observations and either accepts or marks the observation as invalid.

DOCUMENTATION Q & A

25. Q: Will counties still be required to attach verification with the electronic RMS?

A: Attaching verification to the moment has never been a requirement. Counties have always been required to adequately document their activity at the time of the hit. Many agencies adopted attaching printed documentation as a best practice. Counties will not be able to attach verification to the electronic observation form; therefore, adequately documenting the moment is more critical than in the past.

26. Q: What documentation is necessary to verify a moment?

A: Documentation should be more specific than in the past since no verification will be attached. If a case is being worked on, a case identifier is required. Comments are always required and must support the selected coding. Client names affiliated with the work being conducted can be added in the comments section. The Comments box will allow up to 500 characters so counties may want to develop the use of common acronyms or abbreviations. The more descriptive the comments, the more useful they will be for purposes of audit or review. Comments are to be written in such a way that a reasonable person can read them and determine if they support the program and activity codes selected on the RMS hit. Comments should also lead to the source documentation, (i.e. CRISe, SACWIS, SETS, paper files, calendars.)

27. Q: Is it necessary to annotate the RMS hit in running case comments?

A: Although not required, it is recommended that if a participant is working on a case, electronic case notes are entered as a form of supportive documentation. Verification will be required for all moments pulled as the audit sample. Utilizing the comments section to sufficiently support the selected coding is an efficient method of verification. It is possible to copy and paste between systems so you could have the same comments in WebRMS and your case management system.

28. Q: What if the worker is not working in one of the automated case management systems (SETS/ CRISE/SACWIS/SCOTI) or not working on a case?

A: All observations are subject to audits and review. Agencies must provide detailed comments and keep data in the file if electronic notes are not optional. If the participant is not working on a case, calendars, timesheets, phone logs, etc. are also good sources of verification and can be accessed if the moment is selected for review by the auditor.

ODJFS BCFTA WebRMS
Questions and Answers

29. Q: Can a case identifier include a SSN if a case number is not available?
A: We do not advise using the SSN as an identifier for RMS. If there is no case number, a name or other alternative identifier should be used. The identifier needs to be clear enough that an auditor can trace the identifier to the activity.
30. Q: What is the criterion for an RMS being reviewed as correct?
A: It is expected that a reasonable person could read the comments as well as view the source/backup documentation to determine that the participant chose the correct program and activity during the completion of the moment.
31. Q: If we provide paper documentation will auditors still need to go to CRISE/SETS/case files?
A: AOS only samples 60 RMS hits per year. Once an auditor selects a sample of hits to review, counties may access the automated system to either allow the auditor to view the relative supporting information or print the supporting information from the system. Maintaining hardcopies for all responses eliminates some of the cost savings of using a paperless system and is not recommended.
32. Q: When the auditors request supporting information (case number, comments, and program activity), what report can we provide to them to supply this information?
A: The RR401 Sample Detail report found at Reports>Response Reports will provide the information as recorded in the system.
33. Q: When we print off the reports, will the confidential data be viewable on the report?
A: Confidential data is not printed on the PDF version of reports. If reports are opened in Excel, confidential data is available.

QUALITY CONTROL OBSERVATION MOMENTS Q & A

34. Q: Who completes the observation RMS moment - observer or participant?
A: The participant will receive an observation notice and will complete it as they do other moments. The employee will not be notified that the observation is part of the Quality Control group. The Observer will also receive notification of the observation and is required to validate it within the 24 hour period.
35. Q: How do observers know which RMS hits to observe or validate?
A: Observers receive a unique email with specific instructions for accessing and validating the observation at the same time the employee receives the moment notification.
36. Q: Once the moment has been completed and submitted, does the supervisor have to review and accept?
A: The observer (supervisor or designee) has to review and validate Quality Control Group observation moments (10% of total observations for the agency). The participant has no knowledge of which moments are selected for QC. The observer will review the information on the moment, read the comments and determine whether the comments and backup verification justifies the selected program and activity codes.
37. Q: Is there a notification to the observer that the sample has been completed or do they have to login to see if samples have been completed?
A: The Observer will receive an e-mail reminder every 2 hours until the moment has been validated (e-mail address that is linked to the Supervisor UserID. The observer may also periodically check their Work List.
38. Q: Does the observer have the ability to change an observation completed by the employee?
A: No, the supervisor/observer does not change the moment. If it is invalidated by the supervisor it is "sent back" to the participant. The supervisor will contact the employee and ask them to correct the

ODJFS BCFTA WebRMS
Questions and Answers

moment, add additional documentation etc. The observation must be changed by the participant before the 24 hour period has occurred.

39. Q: If the Coordinator knows one supervisor is out, can an alternate supervisor receive the e-mails?
A: If your agency has requested additional supervisors to be set up in the WebRMS system for that particular cost pool (IM, CS, SS or CW), the RMS Coordinator may change the supervisor for each participant for the applicable time period.
40. Q: Once the observer validates the moment does the coordinator still need to accept it?
A: Yes, the RMS Coordinator accepts all observations.
41. Q: What happens if the worker responds but observer does not validate within the 24 period?
A: Control Group observations need to be both completed and validated within the 24 hour period to be considered a QC sample. If the participant submits the response within 24 hours, but the observer does not validate within the 24 hours, the response is still considered a valid moment but will not count as an observed moment. ODJFS has established 10% as the goal for QC, however, the ODJFS Cost Allocation Plan, as approved by DHHS states that 4% will be designated as observed moments. Therefore, it is acceptable for a county to occasionally miss validating a QC moment , as long as the counties overall observed moments does not fall below 4%.

SAMPLE / REPORTS / IMPACT Q & A

42. Q: How will we know if the state has approved the sample?
A: Samples are approved by BCFTA during the 5 business days prior to the beginning of the sampling quarter. Once BCFTA approves the sample, the sample status on the SampleData>Sample Details screen will change to "Approved." At that time the sample is final and no changes can be made without approval of the BCFTA Bureau Chief.
43. Q: How does an agency know how many observations must be created?
A: The system will automatically generate the minimum number of samples approved by the Department of Health and Human Services as included in the ODJFS Public Assistance Cost Allocation Plan. The minimum required observations by cost pool have not changed (the number of observations required are listed in OAC 5101:9-7-20 and 5101:9-7-23.) Counties may increase the sample size on the SampleData>SampleDetails screen.
44. Q: Quality control moments must be validated within the 24 hour time limit, but how much time are the RMS Coordinators given to make the final approval of observations?
A: DHHS requires moments to be reviewed and accepted within 48 hours. Therefore, it is recommended Coordinators monitor observations daily. Accepting is not the same as approving. Final approval of the observation sample by the RMS Coordinator must occur within 5 business days after the final observation (end of the sampling period). No changes can be made after the final sample has been approved by the RMS Coordinator.
45. Q: What is the effect of moments coded to Common to Several (997) or Position Idle (999)?
A: As in the past, costs associated with these codes are pooled for redistribution – meaning the costs are allocated by the results of the other hits. Although there are no specific requirements in the Cost Allocation Plan, it is generally believed that it is desirable to have around 70% of the moments be coded to a specific program in order to create a statistically valid sample. Therefore, participants are encouraged to code to a specific program whenever possible. ODJFS will review management reports and will provide additional guidance to counties having difficulty in producing a statistically valid sample on a consistent basis.
46. Q: How can the RMS coordinator monitor expired RMS hits?
A: The RMS coordinator has the ability to see all of the samples for the current RMS sampling period and review status at all times. They are also notified of RMS hits that have not been completed within

ODJFS BCFTA WebRMS
Questions and Answers

18 hours and are close to expiration. The RMS Coordinator can take steps to ensure the moment is completed by the worker, or use an alternative method of completion if the worker is out of the office and does not have access to e-mails. Once a moment expires, unless the RMS Coordinator has chosen an alternative method of completion, the moment is invalid and cannot be retrieved.

Management Reports

Report Example for RMS Hit Status:

Reports>Response Reports> RR402 Observation Status Summary by Regions

This report provides an overview of the status of observation moments. Directors and RMS Coordinators can use this report to determine the response rate in their county agency.

In this example, county agencies may want to pay close attention to the number of no responses. As county agencies strive toward a 100% response rate to RMS observation moments, a significant number of no responses over the sampling period may put agencies at audit risk. Consequently, this may have an impact on the allocation of costs using these particular sample statistics if they are questioned.

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
Random Moment Sampling - OH
Response Reports

Ohio Department of Job and Family Services
John R. Kasich, Governor
Michael B. Colburn, Director

SSG
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Bowles, Cheri | Home | Logout

Master Data | Sample Data | Participant Data | Reports

Report Name: [] Search

View PDF

1 of 1

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
Observation Status Summary By Region

Sample : 2011Q3 18-IM - (JFS 02710) - Cuyahoga County Income Maintenance RMS
Region : 18-IM - Cuyahoga County Income Maintenance Sample Pool

Region Code	Region Description	Total Obs	Accepted	No Response	Invalid	Incomplete	Not Occurred
18-IM	Cuyahoga County Income Maintenance Sample Pool	2600	57	22	1	9	2511
Total Observation Count:		2,600	57	22	1	9	2,511

Page: 1

Done

Start | CFIS_HELP_... | Mail From: E... | 1.A - CSEA ... | 2 Windows... | Counties & ... | Microsoft Po... | Doc1.doc - ... | Reports M... | 11:39 AM

Report Example for More Detail on "No Responses"
 Reports>Response Reports> RR444 No Response

The Director or the RMS Coordinator may use this report to monitor individual participant non responses. This information can be used by management to provide training or guidance to staff, as necessary. The No Response report can be generated at any time during the sampling period. This gives agencies the opportunity to quickly address issues with participants and make adjustments to ensure that participants are responding timely.

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
 Random Moment Sampling - OH
 Response Reports

Master Data | Sample Data | Participant Data | Reports

Report Name: [] Search

Rpt Nbr	Name
<input type="radio"/> RR401	Sample Detail
<input type="radio"/> RR402	Observation Status Summary By Region
<input type="radio"/> RR403	Observation Status Summary By Region and Division
<input type="radio"/> RR410	Activity Detail By Program
<input type="radio"/> RR411	Program Detail By Activity
<input type="radio"/> RR415	Activity Detail BY Region/Program
<input type="radio"/> RR416	Activity Detail BY Region/Region Program
<input type="radio"/> RR420	Activity Summary
<input type="radio"/> RR421	Program Summary
<input checked="" type="radio"/> RR440	No Response
<input type="radio"/> RR442	Response Summary by Date
<input type="radio"/> RR443	Response Summary by Supervisor and Date
<input type="radio"/> RR444	Response Summary by Supervisor

Page: 1

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
 No Response

Sample : 2011Q3 18-IM - (JFS 02710) - Cuyahoga County Income
 Region : 18-IM - Cuyahoga County Income Maintenance Sample Pool
 Division : All
 Moment Date : All

Observation ID	Observation Moment	Employee Name	Employee ID	Division Descriptio
Region : 18-IM - Cuyahoga County Income Maintenance Sample Pool				
43769	06/03/2011 9:52AM	Garner, Deonne M	205825	Virgil E. Brown NFSC
42930	06/06/2011 1:02PM	Petro, Laura	8578	Old Brooklyn NFSC
42355	06/06/2011 2:48PM	Ingram-Scott, Arlette	206595	Virgil E. Brown NFSC
44203	06/06/2011 4:16PM	Love, Paula	9138	Southgate NFSC
43943	06/06/2011 11:11AM	Pippens, Carla	201274	Southgate NFSC
42816	06/06/2011 12:05PM	Garner, Deonne M	205825	Virgil E. Brown NFSC

Report Example for **RMS Hit Status** with more detail:
 Reports > Response Reports > RR443 Response Summary by Supervisor and Date.

This report provides a summary by date and by supervisor/observer and shows response and validation timeframes. The RMS Hit Status report will inform supervisors and management whether response times and validation timeframes have been met. Agencies will have data to determine whether their processes need to be modified or internal controls need to be established to improve response rates. For example, supervisors may want to add observation response time to the criteria used to evaluate staff. In addition, supervisors may more restrictive response requirements for RMS moments unless an employee is not at work or out in the field in which a specified alternative response method may be utilized.

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
Response Summary by Supervisor and Date - As of 6/6/2011

Sample :	2011Q3 18-IM - 2011Q3 18-IM - (JFS 02710) - Cuyahoga County Income Maintenance RMS
Region :	18-IM - Cuyahoga County Income Maintenance Sample Pool
Division :	All
Supervisor Name :	All

Supervisor : Catlin, Terry

Observation Moment	Total Observations	Responded in (hrs)			No Response	Total to Validate	Validated in (hrs)			Not Validated	Responded not Validated	Not Occurred
		0-2	2-18	>18			0-2	2-18	>18			
06/01/2011	1	1	0	0	0	0	0	0	0	0	0	0
06/06/2011	2	0	0	0	2	0	0	0	0	0	0	0

Supervisor : Charles, Francis

Observation Moment	Total Observations	Responded in (hrs)			No Response	Total to Validate	Validated in (hrs)			Not Validated	Responded not Validated	Not Occurred
		0-2	2-18	>18			0-2	2-18	>18			
06/01/2011	1	0	1	0	0	0	0	0	0	0	0	0
06/02/2011	1	1	0	0	0	1	0	1	0	0	0	0
06/06/2011	1	0	0	0	1	0	0	0	0	0	0	0

Supervisor : Clark, Dinah

Observation Moment	Total Observations	Responded in (hrs)			No Response	Total to Validate	Validated in (hrs)			Not Validated	Responded not Validated	Not Occurred
		0-2	2-18	>18			0-2	2-18	>18			
06/01/2011	1	0	0	1	0	0	0	0	0	0	0	0
06/02/2011	1	0	0	1	0	0	0	0	0	0	0	0
06/03/2011	1	0	0	0	1	0	0	0	0	0	0	0
06/06/2011	1	0	0	0	0	0	0	0	0	0	0	1

Supervisor : Clay, Wannah

Observation Moment	Total Observations	Responded in (hrs)			No Response	Total to Validate	Validated in (hrs)			Not Validated	Responded not Validated	Not Occurred
		0-2	2-18	>18			0-2	2-18	>18			
06/01/2011	2	2	0	0	0	0	0	0	0	0	0	0
06/02/2011	1	0	0	1	0	0	0	0	0	0	0	0
06/03/2011	1	0	0	1	0	0	0	0	0	0	0	0

RMS Coordinator Daily Responsibility

RMS Coordinator Review for RMS Hit Status:

Sample Data > Observations – RMS Coordinator > Select Cost Pool > Select Initial

“Initial” shows all RMS hits that have no response and includes past, current and future RMS hits. The Coordinator should review this screen daily by looking at the moment date and time. If they find that the moment is close to expiring, further action can be taken by the Coordinator to ensure timely response of the hit. If the Coordinator finds that the participant is not in the office, but is working offsite, they can call the participant and complete the RMS hit based on feedback from the participant. If the Coordinator finds that the participant is on vacation at the time of the moment they can complete the RMS hit for the employee. See next section for examples and instructions for the Alternative Response mechanism.

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

Department of Job and Family Services
 John R. Kaska, Governor
 Michael R. Collier, Director

SSG
 CIVIC SOLUTIONS GROUP

Master Data | **Sample Data** | Participant Data | Reports

Sample (JFS 02710) - Cuyahoga County Income Maintenance RMS [History](#)

Participant Name Williams-Funches, Cynthia
 Phone No 216-987-8508 Ext 8508
 Moment 6/6/2011 3:02:00 PM
 Observation ID 44222

Program *
 Activity *
 Comments *

Pending
 Complete
 Accept Reject
 Invalid
 No Response

Cancel

ID	Name	Moment Dt
<input checked="" type="radio"/> 8288	Williams-Funches, Cynthia	06/06/11 15:02
<input type="radio"/> 213087	Todd, Brenda	06/06/11 15:06
<input type="radio"/> 206817	Lewis-Alexander, Vivian	06/06/11 15:20
<input type="radio"/> 9616	Payton, Mashanta	06/06/11 15:47
<input type="radio"/> 211577	Galarza, Simone	06/06/11 15:58
<input type="radio"/> 8217	Cavin, Marion	06/06/11 16:07
<input type="radio"/> 7681	Jones, Edna	06/06/11 16:09
<input type="radio"/> 9138	Love, Paula	06/06/11 16:16
<input type="radio"/> 9805	Fagan, Edward	06/07/11 08:30
<input type="radio"/> 213108	Morris, Jameeka	06/07/11 08:32
<input type="radio"/> 7588	Booker, Angyne	06/07/11 08:43
<input type="radio"/> 9284	Flanagan, Diana S	06/07/11 08:52
<input type="radio"/> 216368	Haynes-Rollins, Carol	06/07/11 08:55

Page: 1

<< < 1 2 3 4 5 > >> 3/190

ALTERNATIVE RESPONSES TO RMS MOMENTS

There are circumstances in which an electronic response to an RMS moment by the participant is not feasible or could not be completed. Taking this into consideration, the new WebRMS system allows for alternate methods of responding to RMS moments by the RMS Coordinator. The following are some examples:

- Participant is off (sick or vacation)
- Participants that will not be in office until after the observation moment has expired
- Participants that don't have e-mail or web base access

It is important to remember that the RMS Coordinator must document the reason they are completing the RMS hit for the participant by adding meaningful comments for the observation moment.

Example #1 Phone Response

If a caseworker is doing a home visit and does not have access to his/her computer or other smart device, the RMS Coordinator may call the caseworker and inquire as to what activity the caseworker is engaged in at the time of the moment. The RMS Coordinator can complete the RMS observation as outlined in the steps below Example #2.

Example #2 Paper Response

If an employee is on vacation and will not return within 24 hours of the moment, the RMS Coordinator may select the "paper" option and complete the moment.

Note: The "Paper" response type does not refer to printing a paper copy of the observation moment. This method provides the RMS Coordinator with the ability to complete the moment for the participant.

Steps for the Alternate Response Mechanism

1. Coordinator signs in to the WebRMS system at <https://odjfsrms.ssghosting.com>
2. Clicks on **Observations RMS – RMS coordinator** in the Sample Data menu
3. Changes the status to Initial – (as shown in above print screen)
4. Clicks on the circle beside the RMS hit that is being completed by the Coordinator
5. The RMS hit will be displayed on the right hand side of the screen (as shown in below print screen)
6. The Coordinator changes the Response Type from electronic to phone or paper and then clicks "Go" (as shown in below print screen)
7. At this time, the program, activity, comments and case number selections are available to the Coordinator
8. The Coordinator completes the hit by choosing the program and activity codes and when appropriate adds a unique case identifier
9. The Coordinator completes the comments section as thoroughly as possible
10. Clicks on "Save", then clicks on "Accept"

THIS COMPLETES THE RESPONSE TO THE OBSERVATION MOMENT

RMS Coordinator Alternate Response Screen Shot
 Sample Data > Observations – RMS Coordinator > Select Status

Master Data				Sample Data		Participant Data		Reports																																											
Sample <input type="text" value="2011Q2 99-SS - (JFS02714) - BCFT"/>				Sample (JFS02714) - BCFTA Social Services RMS Test						History																																									
Region <input type="text" value="SSCW - OH Social Services (SS) w"/>				Participant Name Bowles, Cheri		Moment 5/16/2011 7:03:00 AM																																													
Status <input type="text" value="--Work List--"/>				Phone No 614-387-5450		Observation ID 799																																													
Participant ID. <input type="text"/> <input type="button" value="Search"/>				Program * <input type="text" value="Select a program"/>		Activity * <input type="text" value="Select an activity"/>																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">ID</th> <th style="width: 45%;">Name</th> <th style="width: 50%;">Moment Dt</th> </tr> </thead> <tbody> <tr><td><input checked="" type="radio"/></td><td>10000.1 Bowles, Cheri</td><td>05/16/11 07:03</td></tr> <tr><td><input type="radio"/></td><td>10000.1 Bowles, Cheri</td><td>05/16/11 07:54</td></tr> <tr><td><input type="radio"/></td><td>10010.6 Nist, Tom</td><td>05/16/11 08:00</td></tr> <tr><td><input type="radio"/></td><td>10010.2 Shrider, Wesley</td><td>05/16/11 08:32</td></tr> <tr><td><input type="radio"/></td><td>10010.1 Anderson, Mark</td><td>05/16/11 11:33</td></tr> <tr><td><input type="radio"/></td><td>00100.1 Mency, Eric</td><td>05/16/11 12:32</td></tr> <tr><td><input type="radio"/></td><td>00100.1 Mency, Eric</td><td>05/16/11 13:32</td></tr> <tr><td><input type="radio"/></td><td>10000.1 Bowles, Cheri</td><td>05/16/11 15:58</td></tr> <tr><td><input type="radio"/></td><td>10010.6 Nist, Tom</td><td>05/17/11 07:12</td></tr> <tr><td><input type="radio"/></td><td>10010.2 Shrider, Wesley</td><td>05/17/11 07:47</td></tr> <tr><td><input type="radio"/></td><td>10010.6 Nist, Tom</td><td>05/17/11 07:49</td></tr> <tr><td><input type="radio"/></td><td>10010.6 Nist, Tom</td><td>05/17/11 08:42</td></tr> <tr><td><input type="radio"/></td><td>10000.1 Bowles, Cheri</td><td>05/17/11 08:56</td></tr> </tbody> </table>				ID	Name	Moment Dt	<input checked="" type="radio"/>	10000.1 Bowles, Cheri	05/16/11 07:03	<input type="radio"/>	10000.1 Bowles, Cheri	05/16/11 07:54	<input type="radio"/>	10010.6 Nist, Tom	05/16/11 08:00	<input type="radio"/>	10010.2 Shrider, Wesley	05/16/11 08:32	<input type="radio"/>	10010.1 Anderson, Mark	05/16/11 11:33	<input type="radio"/>	00100.1 Mency, Eric	05/16/11 12:32	<input type="radio"/>	00100.1 Mency, Eric	05/16/11 13:32	<input type="radio"/>	10000.1 Bowles, Cheri	05/16/11 15:58	<input type="radio"/>	10010.6 Nist, Tom	05/17/11 07:12	<input type="radio"/>	10010.2 Shrider, Wesley	05/17/11 07:47	<input type="radio"/>	10010.6 Nist, Tom	05/17/11 07:49	<input type="radio"/>	10010.6 Nist, Tom	05/17/11 08:42	<input type="radio"/>	10000.1 Bowles, Cheri	05/17/11 08:56	Comments * <input style="width: 100%; height: 50px;" type="text"/>		<input type="radio"/> Pending <input type="radio"/> Accept <input checked="" type="radio"/> Reject <input type="radio"/> Invalid <input type="radio"/> No Response		<input type="button" value="Sign off"/> <input type="button" value="Cancel"/>	
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<input type="radio"/>	10000.1 Bowles, Cheri	05/17/11 08:56																																																	
Page: 1																																																			

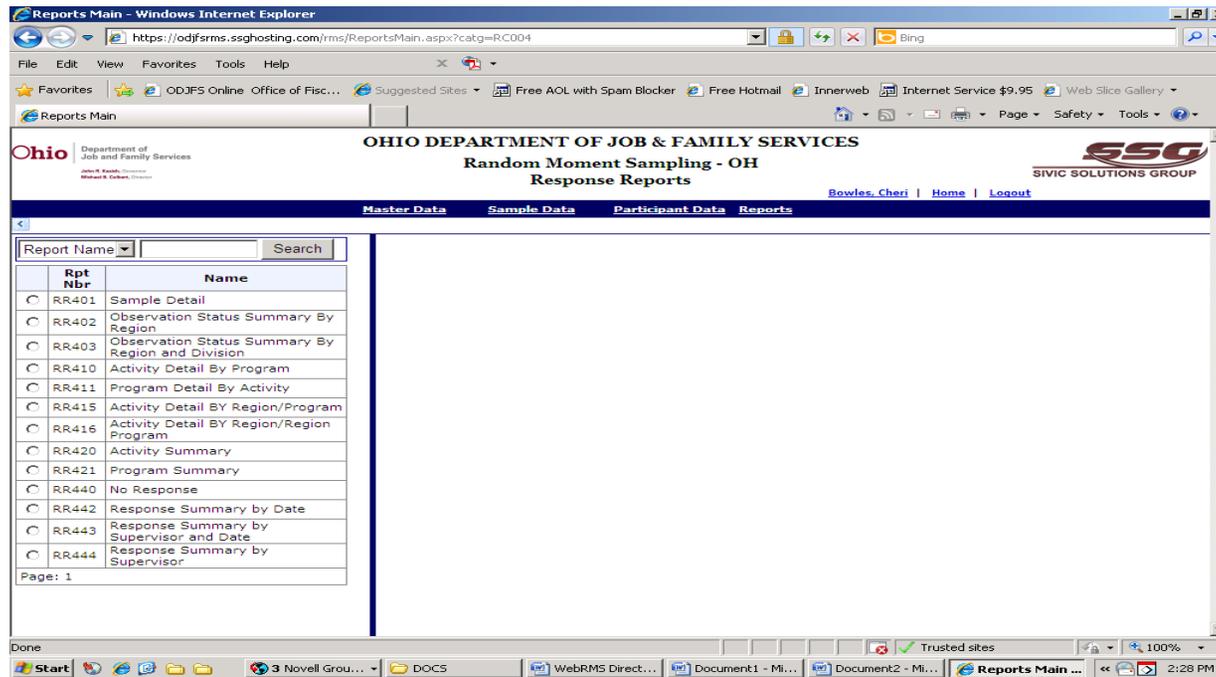
Change Type :

Electronic	Go	Resend Email
Electronic		
Paper		
Phone		

↑
Response Type

Other Management Reports
 Response Reports
 Reports > Response Reports

There are other response reports available that show response status. Click on the circle next to the report and you want to access. More training will be provided on other report selections during the Jul – Sep Regional Quarterly meeting. Please contact your fiscal supervisor for any immediate questions.



Report Number	Report Name	Report Content Notes
RR401	Sample Detail	Observation details including the program and activity selected
RR402	Observation Status Summary by Region	Status summary by cost pool: total observations, accepted, no response, invalidated, incomplete, not yet occurred
RR403	Observation Status Summary by Region and Division	Same as RR402 but also broken down by Division
RR410	Activity Detail by Program	Accepted observation responses totaled by the program code first and then the activity code, also represented as a percent of the total
RR411	Program Detail by Activity	Accepted observation responses totaled by the activity code first and then the program code, also represented as a percent of the total
RR415	Activity Detail by	RR410 data including the cost pool

	Region/Program	
RR416	Activity Detail by Region/Region Program	RR410 data including the cost pool
RR420	Activity Summary	High level summary of the RR410 data
RR421	Program Summary	High level summary of the RR411 data
RR440	No Response	List of observations that have occurred and were not responded to, includes worker identification
RR442	Response Summary by Date	High level summary, no observation identifiers
RR443	Response Summary by Supervisor and Date	High level summary, no observation identifiers
RR444	Response Summary by Supervisor	High level summary, no observation identifiers

Allocation/Fund Reports

Reports > Allocation/Fund Report>Basis Summary

This report shows each funding source and how many RMS hits have been accepted to each of the funding sources. In order to determine appropriate funding source draws, agency management can utilize this report to project which funding will cover administrative costs. Agency management can also use this report for budget projections and trend analysis.

OHIO DEPARTMENT OF JOB & FAMILY SERVICES
Random Moment Sampling - OH
Allocation/Fund Reports

Department of Job and Family Services
 John R. Kasch, Director
 Michael S. Colbert, Director

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Master Data | Sample Data | Participant Data | Reports

Report Name: [] Search

Basis	Accepted Obs Count	Admin Redistribution	Adjusted Count
Child Care	3	0	3
Adult Protective Service-JFSSSTFO-GRF-100%			
Medicaid Pregnancy Related Services / TANF Administration-JFSFTF11-3V60-100%	4	0	4
Child Care Non-Admin-JFSFCM11-3H70-100%	13	0	13
Income Maintenance-JFSSSTFO-GRF-100%			
RMS WIA NEG OH-18 CORE INT			
RMS WIA NEG OH-22 CORE INT			
RMS WIA NEG OH-23			
FAET-JFSFF111-3840-100%			
Food Assistance-JFSFFB11-GRF-50%-3840-50%	59	0	59
Medicaid-JFSFMT11-GRF-50%-3F00-50%	19	0	19
Medicaid Healthcheck Pass			
Medicaid NET-JFSFMT11-GRF-100%	1	0	1
Out Stationed			
Non-Reimbursable Expenditures-LOCAL-100%	1	0	1
Quality Child Care-JFSFCD11-3H70-100%	1	0	1
Refugee Cash & Medical-JFSFRC10-3850-100%			
Refugee Social Services-JFSFRS10-3850-100%			

Page: 1

Report List:

Rpt Nbr	Name
RR445	Basis Summary
RR449	Fund Summary