

**Date:** August 11, 2011

**Sequence:** 2012 - 04

**Topic:** WebRMS Update

As we move into the last month of the first WebRMS sampling period, ODJFS is pleased to share the most current system updates. We also reviewed earlier FAQs and updated the answers with the most recent information.

### WebRMS System Updates

- ODJFS can now add supervisors and coordinators for both current and future samples. The RMS Coordinator may send a request (to include the cost pool, supervisor's name, supervisor's ID, and supervisor's e-mail address) via an e-mail to the [CFIS\\_HELP\\_DESK@jfs.ohio.gov](mailto:CFIS_HELP_DESK@jfs.ohio.gov) with a copy to the ODJFS fiscal supervisor.
- Agencies have access to a new report - the RR412 Program Activity Summary Report (located under Reports>Response Reports). This report details the redistribution of 997 (Common to Several) and 999 (Idle) codes, (this report is the same as the QuIC+ Tabulation Program Detail Report).
  - Steps to Export RMS data from WebRMS to QuIC+:
    1. In WebRMS, select the **RR412 Program Activity Summary Report** from **Reports>Response Reports**
    2. With the Sample displayed, select the **"View Report in Text"** button. The **File Download** message box will appear.
    3. Select the **"Save"** button. The **Save As** message box will appear.
    4. Select a directory in which to save the file from the **"Save in:"** drop down menu.
    5. Delete the name in the **"File name:"** field (ActivityByProgramAdjCount).
    6. Rename the file to **XXRMS032011.rmq** (*be sure to add ".rmq" as the file extension or QuIC+ will not allow the file to be imported.*)
    7. Change the **"Save as type:"** to **"All Files"** from the drop down menu.
    8. Select the **"Save"** button.

**YOU HAVE NOW SUCCESSFULLY CONVERTED THE FILE TYPE FROM .txt TO .rmq**

9. In QuIC+, select **"Import Effort"** from the **Tasks>Effort** menu. The **Import Effort Statistics message box** will appear.
10. Select the **XXRMS032011.rmq** file from the directory that the file was saved in based on Step 4.
11. Select the **Run** button and the QuIC+ **Process Manager** message box will appear.
12. Select the **"Yes"** button. A message box will appear stating that the import is complete.
13. Select the **"OK"** button.
14. To verify that the statistics are accurate, review the **RR412 Program Activity Summary Report** and compare to the statistics for each program/activity code in QuIC+ at **Tasks>Effort>Edit Effort Detail**.

- Agencies can now view the calendar selected for the sample period via Sample Data>Sample Details in the Calendar Name field. Agencies should review their schedule prior to each quarter well in advance of the sample creation/generate due date to ensure holidays to be observed match the holiday calendar at Master Data>Maintain Calendar. If the observed holidays are different than the currently selected calendar, agencies may review other available calendars to determine if a calendar exists that is consistent with your agency's holidays. The RMS Coordinator may request calendar changes by e-mailing the [CFIS\\_HELP\\_DESK@jfs.ohio.gov](mailto:CFIS_HELP_DESK@jfs.ohio.gov) and copying their ODJFS fiscal supervisor.
- The RR300, RR302, RR303 and RR304 Control List Reports when exported to Excel now contain the "Validated" column which displays a "Yes" if the observation moment is a control group sample member. This will enable the RMS Coordinator to have filtering functionality. As a reminder, the Control List Reports are strictly for use by the RMS Coordinators while the sample period is still open. THESE REPORTS ARE NOT TO BE DISTRIBUTED TO PARTICIPANTS OR SUPERVISORS DURING AN OPEN SAMPLING PERIOD.
- A new indicator exists under Sample Data>Observations – RMS Coordinator in the form of an asterisk which is displayed to the right of all control sample observations. The asterisk will remain even after the moment is accepted.

### **WebRMS FAQ Update**

#### **3. Can the lunch hour be blocked out?**

*Answer: In instances where the entire agency is closed for a set lunch period the lunch period can be blocked out and not sampled.*

Original Source: WebRMS FAQ initial training handout

#### **5. Can I create additional work schedules as needed?**

*Answer: BCFTA can add work schedules based on requests sent to the CFIS Help Desk, as long as they are the expected work hours for the employee and comply with the BCFTA rules and Federal requirements. The addition of new work schedules will be effective with the next sampling period.*

*Requests to add new work schedules should be made as soon as possible.*

Original Source: WebRMS FAQ initial training handout

#### **8. Can someone who spends less than 50% of his or her time on RMS eligible activities be allowed to complete RMS forms? For example, an administrative staff person that also does IV-E eligibility.**

*No. OAC 5101:9-7-20 & 5101:9-7-23 state that in order to be included in the RMS, supervisory or administrative staff must provide direct services more than 50% of the time.*

Original Source: WebRMS FAQ initial training handout

#### **21. At what point is the information "final"? Will we be able to review the results to look for problems before the data is submitted and/or throughout the quarter?**

*Answer: It is good practice for the RMS coordinator to review the RMS hits and accept them as soon as possible. The RMS coordinator also has the ability to review the results at any point in time throughout the quarter by importing the results into Quic+. The RMS sampling period is open for 5 days following*

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*the end of the sampling period. The RMS coordinator should make sure that the sample is completed by that time frame.*

Original Source: WebRMS FAQ initial training handout

**27. How long does a coordinator have to check/change a sample moment response?**

*Answer: The RMS hit can be changed by the employee for up to 24 hours with proper documentation for the change. The RMS coordinator may make a change for up to 48 hours with proper documentation for the change. The RMS coordinator must accept or invalidate all RMS hits prior to the end of the sample period. It is recommended that the RMS coordinator develop a process of daily review and accept RMS hits as soon as they have been reviewed.*

Original Source: WebRMS FAQ initial training handout

**37. We are a child welfare agency and the work that the case workers do can be covered by multiple funding sources. What if we find during the fiscal impact review process that we overspent our TANF contract and we find that these hits were also eligible for IV-E reimbursement?**

*Answer: Due to the complexity of the SSRMS process, a coding adjustment is not possible. Therefore, it is recommended that the RMS coordinator develop a review process of the TANF contract throughout the sampling period so that the contract is not overspent.*

Original Source: WebRMS FAQ initial training handout

**18. Can a participant change a response if a mistake is discovered after the observation has been submitted?**

*Answer: 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 the participant to the RMS hit and corrections can be made before the 24 hour period expires. The participant must fully document and be able to justify the reason for the change.*

Original Source: Webinar Q&A "ODJFS BCFTA WebRMS Questions and Answers"

**22. If an observer rejects a moment, does a new email get sent to worker acknowledging the rejection?**

*Answer: If the supervisor reviews the observation and sees an error, the supervisor 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, the moment can still be accepted as a valid moment, but it will not be included in the 10% quality control group sample.*

Original Source: Webinar Q&A "ODJFS BCFTA WebRMS Questions and Answers"

Please contact your ODJFS fiscal supervisor with any questions.