

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 and Family Services
John R. Kasich, Governor
Michael B. Colburn, Director

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

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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 Description
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. Kasch, Governor
 Michael R. Collier, Director

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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"/>																																																	
<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	Activity * <input type="text" value="Select an activity"/>							
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Page: 1				Comments * <input style="width: 100%; height: 50px;" type="text"/>																																																	
				<input type="radio"/> Pending																																																	
				<input type="radio"/> Accept <input checked="" type="radio"/> Reject						<input type="button" value="Sign off"/> <input type="button" value="Cancel"/>																																											
				<input type="radio"/> Invalid																																																	
				<input type="radio"/> No Response																																																	

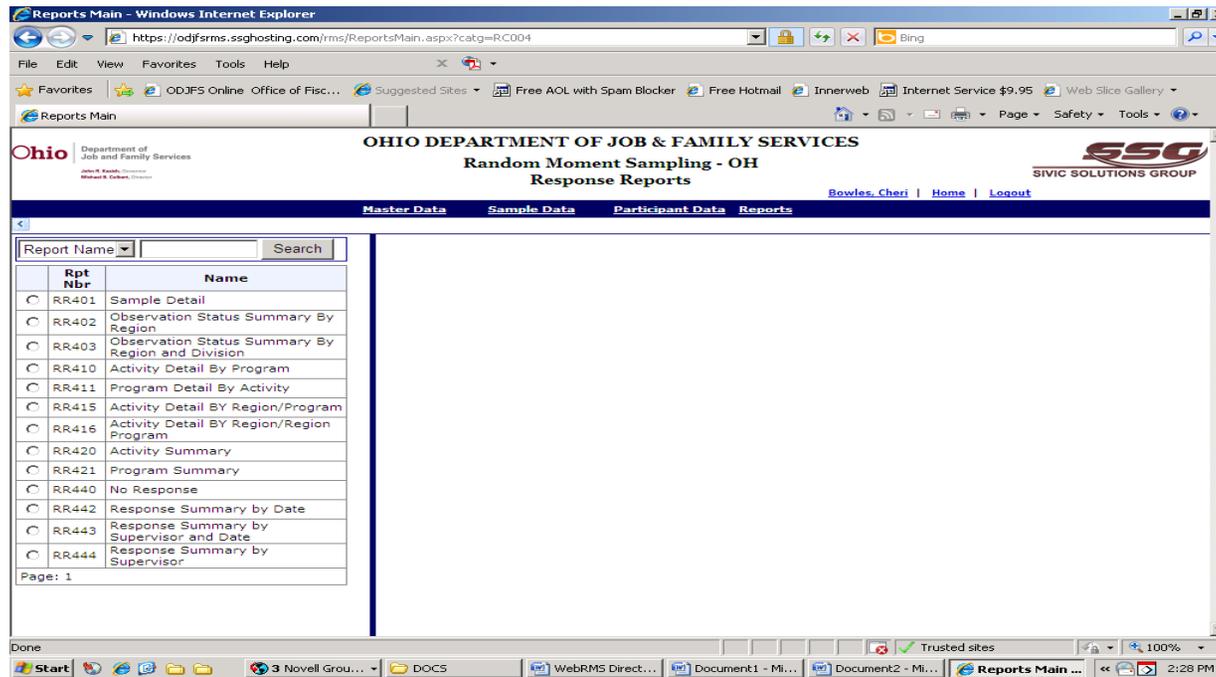
Change Type :

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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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-JFSFRC10-3850-100%			

Page: 1

Report List:

Rpt Nbr	Name
RR445	Basis Summary
RR449	Fund Summary