

## 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 QuIC+ 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.

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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

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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.

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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?

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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.

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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

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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

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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.