RMS Roster Questions:

1. Is it possible to only have samples Monday - Thursday?
Answer : The system will allow for individual work schedules by employee and only sample the days\hours the employee works.

2. Can the work schedule include only the core work hours?
Answer : No, the federally approved cost allocation plan requires that the system samples throughout the entire scheduled work day.

3. Can the lunch hour be blocked out?
Answer : Unless you can guarantee that the agency will be closed for lunch the same time (eg. 11:30 – 12:30) every work day over the entire quarter, then no.

As a note: the sample count already includes a 10% over sample to compensate for position idle hits.

4. Can each and every staff person have their own work schedule?
Answer : Yes, the system will allow you to assign different work hours by employee.

5. Can I create additional work schedules as needed?
Answer : The CFIS Help Desk can add work schedules, as needed, as long as they are the expected work hours for the employee and comply with State and Federal requirements.

6. Is it possible to limit the RMS program and activity codes that workers have access to in the system based on their actual job duties (i.e. limit a Medicaid worker to not have access to TANF or any SS related RMS codes)?
Answer : Participants in each respective Cost Pool (eg. IM, SS) will have the same response options regardless of their job duties.

7. We have a supervisor that provides direct services for more than 50% of their time but doesn't carry a caseload. Can they participate in the RMS process?
Answer : Yes. Per OAC 5101: 9-7-20 (C)(2), when a worker assigned to a supervisory position also provides direct services over 50% of the time, then the position can participate in the time study. Documentation must be retained by the agency to support the inclusion of the position in the time study, must be signed by the current agency head, and must include a copy of the position description and attest to the following: (a) The directly related program activities or description of the direct services provided by the position (b) The portion of time spent by the position on these program activities. When the position description includes the information required in this paragraph and is signed by the agency head, the agency is not required to retain separate documentation.

8. Can someone who spends less than 50% of his or her time on direct services be allowed to complete RMS forms? For example, an administrative staff person that also does IV-E eligibility.
Answer : No. Per OAC 5101: 9-7-20 (C)(3), employees can be added 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.

9. What if the worker doesn't have an email address?
Answer : The RMS coordinator can select an alternate response mechanism by calling the employee and recording the results.

10. What if a worker doesn't have a state assigned email address?
Answer : The email address does not have to be a state assigned email address.

11. Why is it necessary to specify the cost pool(s) when requesting someone to be set-up with a supervisor role in RMS?
Answer : The WebRMS system has very specific security settings, to limit which accounts have rights to which activities and what data they have access to see. These settings are applied primarily at the cost pool level.

12. What if we need a work schedule that is not on the master list?
Answer : A work schedule can be added to the master list at any time but it will not be available until the next RMS sampling period. E-mail work schedule requests to the CFIS Help Desk.

13. Who should be in the time study and therefore on the roster?
Answer : Generally, any employee that is directly engaged in program related functions must be included in the RMS time study. See OAC 5101: 9-7-20 (C) for exclusions.

14. What if we have part-time employees that provide direct services? What if they work a different schedule each week?
Answer : Part-time employees that provide direct services are included in the time study and their individual working schedules are to be included. If their hours vary week to week then a work schedule that includes all possible working hours is assigned.

15. How does a county account for different positions on the roster having different schedules?
Answer : 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 the CFIS Help Desk and request the schedule be added.

16. What is the purpose and function of the agency calendar?
Answer : The RMS sample will coincide with the agency calendar. The agency calendar establishes days the agency is closed (i.e. weekends and Holidays) so that the RMS system does not assign RMS moments during those days. This is also used in the calculation of when RMS moments will expire (24 hr. period).

17. When is the roster due?
Answer : Rosters need to be uploaded into the WebRMS system 5 working days prior to the beginning of the new sampling period.

18. Can the WebRMS Roster be updated after the sample is created?
Answer : Yes, the RMS Coordinator may continuously update the roster in the maintain participant function. However, once the sample for the quarter has been generated and approved by the state, no position can be added or deleted from the sample.

19. Can changes be made to a roster once the RMS quarter starts?
Answer : Certain items can be changed in the "master roster" under "Maintain Participant" for a position such as names, e-mail addresses, supervisor and observer, and work schedule; however, the PCN numbers cannot be changed. The roster changes will

be reflected in future RMS samples. Note: changes made here do not affect RMS samples already generated. To make changes to an approved current RMS sample, you can use "Maintain Sample Participant" function. Agency can update most data fields; however you cannot change PCN number or the established work schedule of the position within the sample.

20. Who can make roster changes?
Answer : It is the RMS coordinators responsibility to make roster changes.

21. How will we know if the state has approved the sample?
Answer : 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.

22. How does an agency know how many observations must be created?
Answer : 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.

RMS Observation Questions:

23. What are the time intervals between the worker's notification and the escalation to the supervisor and then the RMS Coordinator?
Answer : Contact 1, most likely the supervisor, will be notified for any RMS hit that has not been completed within 2 hours. If the hit is still open after 18 hours then the Contact 1, (supervisor) and Contact 2 or the RMS coordinator are notified. Status of the hits can be monitored at any time by the RMS coordinator. The hits should be completed as close to the time as possible to maintain the integrity and validation of the responses.

24. 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?
Answer : 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.

25. If a moment is missed, will it be tabulated as 999-999 when calculating percentages charged to each program/activity?
Answer : 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.

26. Are reminder emails sent every two hours or just at two hours and eighteen hours?
Answer : Reminder emails are generated 2 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.

27. What if I accidentally delete my initial notification email before logging in my activity?
Answer : 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.

28. 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?
Answer : 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.

29. Will an alternate response from the RMS Coordinator cause the original email to the participant to be deleted to avoid duplicate completions?
Answer : 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.

30. If I use auto reply on my email because I am on vacation/leave, does someone monitor the e-mail?
Answer : 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 by changing the respective contacts in the maintain sample participant function.

31. What if the employee is out of the office due to being sick, on vacation?
Answer : If the employee will be in the office before 24 hours expires then the employee fills out the RMS hit. If the employee will be out longer than 24 hours, the RMS coordinator can utilize another response mechanism and complete the RMS hit as position idle.

32. What if the employee is at work offsite and will not be back in the office within 24 hours?
Answer : The RMS coordinator can select another response mechanism, call the employee and respond to the RMS hit with the information provided by the employee. The RMS hit must be completed before the 24 hours expires.

33. 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 : The RMS coordinator has the ability to review RMS hits prior to accepting and if an issue is found within the 24 hours the employee can correct the response. If you discover that an incorrect coding was approved, contact your ODJFS Fiscal Supervisor for guidance.

34. If we are working on a case, do we have to attach documentation?
Answer : Documentation can't be attached. The employee is required to complete the comment section. The comments must demonstrate that the selected program and activity codes support the work being performed at the time of the observation. The comments must be sufficient to satisfy an audit process. If the employee is working on a case then a case identifier is entered. 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. We suggest agencies have the caseworker make notes in SETS, CRISe, SACWIS, or other case

management system to further support the hit and/or make references to lead to the source documentation, (i.e. paper files, calendars, phone logs, etc.)

35. Is it necessary to annotate the RMS hit in running case comments?
Answer : 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.

36. 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?
Answer : 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.

37. Can a case identifier include a SSN if a case number is not available?
Answer : 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.

38. If we provide paper documentation will auditors still need to go to CRISE/SETS/case files?
Answer : 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.

39. When the auditors request supporting information (case number, comments, and program activity), what report can we provide to them to supply this information?
Answer : The RR401 Sample Detail report found at Reports>Response Reports when ran in EXCEL format will provide all of the information as recorded in the system.

40. When we print off the reports, will the confidential data be viewable on the report?
Answer : Confidential data is not printed on the PDF version of reports. If reports are opened in Excel, confidential data is available.

41. Is there an online reference for activity descriptions?
Answer : 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. RMS coding for all agency types can also be found on the BCFTA website at: http://jfs.ohio.gov/ofs/bcfta/RMS.stm

42. 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?
Answer : 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.

43. 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)?
Answer : 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.

44. 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 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.

45. How does the coordinator send an incorrect response back to the participant?
Answer : 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.

46. What is the difference between “validate” and “accept”?
Answer : 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.

47. What if a child welfare worker is out in the field and doesn’t have access to a computer?
Answer : If the worker will be in prior to 24 hours they will complete the observation when they get into the office. If the worker will be out for more than the 24 hours the RMS coordinator has the option of calling the worker and responding to the RMS hit for the worker. The comments should include the reason why the RMS coordinator completed the form on behalf of the worker.

48. What is the criterion for an RMS being reviewed as correct?
Answer : 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.

RMS Coordinator Questions:

49. What are the roles of the coordinator, alternate coordinator, supervisor, and observer in WebRMS?
Answer : 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. The Observer will receive an e-mail reminder every 2 hours until the moment has been validated.

50. Can more than one e-mail address be in Contact 1 field?
<u>Answer</u> : 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.

51. How do we set up the ability to use more than one RMS coordinator?
<u>Answer</u> : If it is determined that additional users should have the rights to approve rosters and\or create the sample, the primary RMS coordinator may request additional accounts by emailing the CFIS Help Desk.

52. Can more than one Coordinator receive the contact 2 e-mails?
<u>Answer</u> : 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 and able to be accessed by all RMS coordinators. This practice would allow for alternative coordinators to assist in the management and monitoring of moments.

53. What steps should a county take to ensure that a disruption in internet service does not negate the ability to complete random moments?
<u>Answer</u> : 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 RR300 report (Control List) 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 example, by phone). If the system is down beyond the 24 hour period, the Coordinator must contact your ODJFS Fiscal Supervisor or the CFIS Helpdesk immediately for guidance.

54. One of the alternative methods available to the RMS Coordinator is "paper"? When would a coordinator complete a paper sample?
Answer : 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.

55. How long does a coordinator have to check/change a sample moment response?
Answer : The answer to this depends on the situation. The RMS hit can be changed by the employee for up to 24 hours as long as the RMS coordinator has not accepted the hit. In accordance with federally accepted timelines, the RMS coordinator shall review and approve by accepting all observation moment responses within forty-eight hours. Therefore, it is recommended that the RMS coordinator develop a process of daily review and accept RMS hits as soon as they have been reviewed. The RMS coordinator must accept or invalidate all RMS hits prior to closing the sample period. (See also question #33 above.)

56. What if an error is discovered on the response to an RMS hit?
Answer : If the error is found before the 24 hours expires and the RMS coordinator has not accepted the RMS hit, the employee can correct the RMS hit. If the error is found after the 24 hours, the RMS coordinator can invalidate the response then make necessary changes and reapprove. If the RMS code selections are changed, the RMS coordinator must enter comments as to why the coding change was necessary and/or allowable.

RMS Quality Assurance (Observer) Questions:

57. Does the supervisor need to be the observer?
Answer : The observer is approving the accuracy of the RMS hit so it is recommended that the observer has the knowledge of the program and the employee's daily duties and schedule. It is thought that the supervisor would have this knowledge; however, an agency can give this role to another staff member, as long as that staff member has sufficient knowledge of the program and activities.

58. Did the role of the observer change?
Answer : Yes, the observer now provides quality assurance electronically. Currently 10% of the sample will be selected as a control group. The observer, usually the supervisor, will validate the response. This validation must occur within 24 hours.

59. What if the observer/supervisor listed on the roster works flex hours? What needs to be done if the observer/supervisor is not available?
Answer : If the observer/supervisor is going to be gone for more than 24 hours than the RMS coordinator can temporarily change the observer / supervisor to someone that is available to perform the RMS functions. The change would need to be done in the Maintain Sample Participant screen. Later, the RMS coordinator will need to make sure the observer and e-mail address is changed back so the original observer will receive proper notifications in the future.

60. Who completes the observation RMS moment - observer or participant?
Answer : 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.

61. How do observers know which RMS hits to observe or validate?
Answer : Observers receive a unique email with specific instructions for accessing and validating the observation at the same time the employee receives the moment notification. The supervisor can also go into the observation function in WebRMS to see if they have any moments that need to be validated.

62. Once the moment has been completed and submitted, does the supervisor have to review and accept?
Answer : 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.

63. 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?
Answer : The Observer will receive an e-mail reminder every 2 hours until the moment has been validated. The observer may also periodically check their Work List.

64. Does the observer have the ability to change an observation completed by the employee?
Answer : No, the supervisor/observer does not change the moment. If the coding selection does not appear correct, the supervisor should contact the employee and ask them to correct the moment, add additional documentation etc. The observation must be completed by the participant and approved by the observer within the 24 hour period.

65. If the Coordinator knows one supervisor is out, can an alternate supervisor receive the e-mails?
Answer : 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.

66. Once the observer validates the moment does the coordinator still need to accept it?
Answer : Yes, the RMS Coordinator accepts all observations.

67. What happens if the worker responds but observer does not validate within the 24 period?
Answer : 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%.

68. 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?
Answer : DHHS requires moments to be reviewed and accepted within 48 hours. Therefore, it is recommended Coordinators monitor observati ons 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.

Fiscal Impact Questions:

69. When can an agency see the financial impact of the RMS hits for each quarter?
Answer : As soon as the RMS coordinator accepts the RMS hits the results are available on a variety of reports and they can be viewed at any time throughout the sample. Agencies can import preliminary RMS results into CFIS and run cost allocations to see how the RMS results allocate cost pool expenses to the respective grants.

70. What is the fiscal impact of an observation that does not get completed within the 24 hours and therefore expires?
Answer : If the RMS hit is not completed within the 24 hours it becomes an expired hit. Expired hits are not counted when calculating the RMS percentage and will have the same effect as position idle RMS hits. The RMS coordinator and supervisors should monitor expired RMS hits.

71. What is the effect of moments coded to Common to Several (997) or Position Idle (999)? We heard that having too many RMS hits that are position idle, such as lunch, vacation, sick, or employee not scheduled to work is considered a bad practice?
Answer : Regarding 999 activity - If that is what the employee was doing at the time of the hit that is what should be marked. The RMS sample is increased by 10% to accommodate these types of responses.
Regarding the effect: 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.

72. How can an RMS coordinator monitor expired RMS hits?
Answer : The RMS coordinator can go into the system and review the status. They will also be notified of any RMS hits that have not been completed within 18 hours. Once the RMS coordinator has this knowledge they can decide on the next steps. Next steps will depend on the situation but the RMS coordinator does have the ability to complete the RMS hit by using the alternate response mechanism. They may only utilize this mechanism if they can directly contact the employee by phone or if the position is idle.

73. 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 IVE reimbursement?
Answer : A best practice for a child welfare agency that has an agreement in place with a CDJFS for TANF funding is to run the RR412, Program Activity Summary, report on an on-going basis throughout the RMS quarter. The RR412 report will display the re-distributed percentage of PRC/TANF moments that have occurred for the RMS quarter. The results of the RR412 percentage will enable the CW agency to project the allocated TANF expenditures for the current quarter.

ABSENCES (paid or unpaid leave but intends to return to work in the future) or VACANCIES (worker has left the position and does not intend to return). Assignment of Work	Actions to be Taken by RMS Coordinator
Position's duties are assigned to another employee or supervisor not currently in the time study.	The RMS coordinator shall reassign the position to the new participant by changing the name and e-mail address to the employee or supervisor not currently in the time study in WebRMS. This can be performed for the active sample alone or in the main roster depending on the projected length of the absence. The newly assigned employee or supervisor will then receive the automatic notifications for the observation moments for the reassigned position.
Assign the position's duties to an employee currently in the time study and the worker is also fulfilling his or her originally assigned duties.	The employee currently in the time study will only receive and respond to observation moments for the position to which they are assigned. The coordinator will mark any observation moments for the position with an absence as "position idle". Under no circumstances may a worker complete observation forms for more than one position.
Assign the position to another employee currently in the time study but the worker is no longer fulfilling his or her originally assigned duties.	The RMS coordinator shall reassign the position to the employee by changing the name and e-mail address and the employee will begin to receive and complete the observation moments assigned to his or her new position. The RMS coordinator will remove the worker's name and e-mail address from their former position in WebRMS, effectively creating a vacancy in the employee's former position. Under no circumstances may a worker complete observation forms for more than one position.
Position's duties are not reassigned.	ABSENCE: The RMS coordinator will mark the observation moment for the absent worker's position with the appropriate codes for "position idle". If absence is projected to last throughout the entire next sampling period, the position should be removed from the roster. VACANCY: Positions that are vacant and will not be filled during the reporting quarter are not included on the roster. If the RMS coordinator expects a vacancy to remain unfilled through the majority of the next RMS observation period, the position should be removed from the RMS roster at the earliest opportunity. Once the vacancy has been filled, the RMS coordinator shall add the position back to the RMS roster.