

# Ohio Department of Job and Family Services

## RMS Participant Training

What is covered in this training?

- ✓ General Background Information
- ✓ The Process to Complete the Web RMS Response
  - ✓ Paper form is now a web page
  - ✓ Descriptive comments have replaced attachments
    - ✓ Expectations for Supporting Documentation

What is NOT covered in this training?

- ✓ Local Agency Specific Rules and Procedures
- ✓ How to Determine the Correct Program and Activity Combination

Who is included in RMS?

- ✓ Employees engaged in directly related program functions
- ✓ Employees cannot participate in more than one type of time study
- ✓ Administrative and Supervisory positions are typically excluded from RMS
- ✓ See 5101:9-7-20(C) and 5101:9-7-23(C)

• What is the Purpose of RMS?

- ✓ Receive Federal Reimbursement for Administrative Costs
- ✓ Random Moment Sampling (RMS) is a Federally approved time recording method which determines administrative costs by establishing the time and effort allocated to federal programs in which the State can claim reimbursement.
  - ✓ Determine activities of employees at random moments during a given sampling period.
  - ✓ Identifies, allocates and charges costs within cost pools.

## Cost Pools

Shared  
Income Maintenance  
Social Services  
Child Welfare  
Child Support  
WIA

## Shared Cost Pool – PA Agency

Indirect costs that benefit more than one major program area and cannot be easily assigned to a specific program or cost pool.

Examples: Cost associated with the Director, HR, IT, Fiscal



### IM Cost Pool – PA Agency

TANF  
Medicaid  
SSI Case Management  
Disability Assistance  
Food Assistance  
FAET  
Workforce Investment Act (WIA)



### Social Services Cost Pool – PA Agency

Child Welfare Activities  
Title XX TANF Transfer  
APS  
Medicaid  
WIA

## Child Welfare Cost Pool –Stand Alone Agency

IV-E and other Child Welfare related activities

## Child Support Cost Pool

Title IV-D and non IV-D activities:

- Parent Location
- Paternity Establishment
- Establish Support Orders
- Support Enforcement
- Medical Support

## WIA Cost Pool – PA and Stand Alone Agencies

Adult  
Dislocated Worker  
Youth  
Non-Formulary grants

## RMS Time Studies

Income Maintenance IMRMS  
Social Services SSRMS  
Workforce WIRMS (Stand alone)  
Workforce WFRMS (Combined)  
Child Welfare CWRMS (Stand alone)  
Child Support CSRMS

“Why is it so important to me?”

**It is through this process that you are paid!**

Your response is like a voucher or bill to the Federal Government stating the service you provided.

- ✓ Timeliness – Paragraph E 5101:9-7-20 and 5101:9-7-23
  - Just in Time E-mail Notification for RMS Moments
  - Reminder E-mails
  - Timeliness of response is very important to the federal government
- ✓ Accuracy
  - Only Valid Code Combinations (Program\Activity) are available
  - It is imperative that each staff person carefully and accurately evaluate the program population and the activity on which he or she is working at the time of the sample moment
- ✓ Quality Assurance – Paragraph H 5101:9-7-20 and 5101:9-7-23
  - Supervisor is the QA Observer
  - 10% Randomly identified as an observation (not known to participant)
  - Comments are reviewed (replacing the need to attach supporting documentation)
- ✓ Reporting
  - All Accepted Responses are Immediately Available for Reporting.
  - Management Reports for Responses\Completion Times by Participant, Supervisor, Work Group

- Moment Notification
  - ✓ Initial Email
  - ✓ 1<sup>st</sup> Reminder (2 hours) – sent to participant and supervisor
  - ✓ 2<sup>nd</sup> Reminder (18 hours) – sent to participant, supervisor and coordinator
  
- Moment Response
  - ✓ Select Choices
  - ✓ Add Comments (or Facilitator, Location, Subject)
  - ✓ Add Case number
  - ✓ RMS Coordinators may use an alternate response type for participants unable to access the system
  
- Moment Expiration
  - ✓ 24 Hours (excluding weekends & holidays)

- Respond Timely
  - ✓ Respond ASAP
  - ✓ Average Response Time Required is 15 seconds!
  
- Respond Accurately
  - ✓ Select the Appropriate Program
  - ✓ Select the Appropriate Activity
  - ✓ Enter Comments Sufficient to Justify the Program and Activity is correct
  - ✓ Enter a Case # for All Case Activity
  
- Document Moment in Work File
  - ✓ Enter a note that you received an RMS hit with in system, running record, or work file.



**Department of  
Job and Family Services**

John R. Kasich, Governor  
Cynthia C. Dungey, Director

Fiscal and Monitoring Services  
Bureau of County Finance  
and Technical Assistance

**OHIO DEPARTMENT OF JOB & FAMILY SERVICES  
RMS - XX-IM Any County Income Maintenance Sample Pool  
Observation Form**

Sample (JFS 02710) - Any County Income Maintenance RMS

[Instructions](#)

Participant Name Doe, John Moment 7/1/2011 12:00:00 PM  
Phone No Observation ID XXX

Program \*

Activity \*

Comments \*

*For all sample moments, you must provide  
comments sufficient to document your activity.*

Enter a case number or other unique  
identifier establishing case/client  
identity.

Save and Exit Cancel Exit



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Participant Name Doe, John Moment 7/1/2011 12:00:00 PM  
Phone No Observation ID XXX

Program \*

Activity \*

Comments \*

*For all sample moments, you must provide comments sufficient to document your activity.*  
Enter a case number or other unique identifier establishing case/client identity.

OHIO DEPARTMENT OF JOB & FAMILY SERVICES  
RMS - XX-CS Any County Child Support Sample Pool  
Observation Form

Sample (JFS 02712) - Any County Child Support RMS

[Instructions](#)

Participant Name Doe, John                      Moment 7/1/2011 12:00:00 PM  
Phone No    Observation ID XXX

Program \*   
Activity \*   
Comments \*

*For all sample moments, you must provide comments sufficient to document your activity.*  
Enter a case number or other unique identifier establishing case/client identity.

Save and Exit    Cancel    Exit

OHIO DEPARTMENT OF JOB & FAMILY SERVICES  
RMS - XX-CS Any County Child Support Sample Pool  
Observation Form

Sample (JFS 02712) - Any County Child Support RMS

[Instructions](#)

Participant Name Doe, John                      Moment 7/1/2011 12:00:00 PM  
Phone No    Observation ID XXX

Program \*   
Activity \*   
                  100 - CS - IV-D SUPPORT ENFORCEMENT PROGRAM  
                  101 - CS - NON IV-D SUPPORT ENFORCEMENT PROGRAM  
                  200 - CS - CSEA SPECIAL GRANT  
                  997 - CS - COMMON TO SEVERAL  
Comments \*   
                  998 - CS - NON-REIMBURSABLE  
                  999 - CS - POSITION IDLE

*For all sample moments, you must provide comments sufficient to document your activity.*  
Enter a case number or other unique identifier establishing case/client identity.

Save and Exit    Cancel    Exit

OHIO DEPARTMENT OF JOB & FAMILY SERVICES  
RMS - XX-CS Any County Child Support Sample Pool  
Observation Form

Sample (JFS 02712) - Any County Child Support RMS

[Instructions](#)

Participant Name Doe, John Moment 7/1/2011 12:00:00 PM  
Phone No Observation ID XXX

Program \* 997 - CS - COMMON TO SEVERAL

Activity \* 997 - CS-COMMON TO SEVERAL

Select an Activity

997 - CS-COMMON TO SEVERAL

Comments \* 998 - CS-PA COMMON TO SEVERAL

*For all sample moments, you must provide comments sufficient to document your activity. Enter a case number or other unique identifier establishing case/client identity.*

Save and Exit Cancel Exit

OHIO DEPARTMENT OF JOB & FAMILY SERVICES  
RMS - XX-CS Any County Child Support Sample Pool  
Observation Form

Sample (JFS 02712) - Any County Child Support RMS

[Instructions](#)

Participant Name Doe, John Moment 7/1/2011 12:00:00 PM  
Phone No Observation ID XXX

Program \* 997 - CS - COMMON TO SEVERAL

Activity \* 997 - CS-COMMON TO SEVERAL

Comments \* Attending RMS web training.

*For all sample moments, you must provide comments sufficient to document your activity.*

Enter a case number or other unique identifier establishing case/client identity.

Is the activity considered training Yes/No?

For trainings enter the title or subject.

For trainings enter the location.

For trainings enter the facilitator.

Save and Exit Cancel Exit

## Instructions

### SECTION III - ACTIVITY CODES

Select the one activity that best describes what you are doing at the selected moment.

100	TANF Administration/ Eligibility Determination	Includes activities related to general administration and coordination of TANF programs, including eligibility determinations; administering sanctions; eligibility screening interviews; intake; review of household reports; eligibility review; benefit changes; appeal hearings; recordkeeping changes to file; overpayment preparation; IEVS activity; contract creation and administration; preparation of program plans, budgets and schedules; monitoring of programs and projects; fraud and abuse units; procurement activities; public relations; services related to accounting, litigation, audits, management of property, payroll and personnel; management information systems not related to the tracking and monitoring of TANF requirements; and preparing reports and other documents. Does not include: Direct costs of providing program services to clients, such as costs of providing diversion benefits and services; providing program information to clients (use 101); screening and assessments (use 101); development of employability plans (use 102); work activities (use 102); post-employment services; work supports (use 105, 106, 111); and case management (use 101).
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### Changes/Corrections

- ✓ Can be made by the participant within 24 hours
  - ✓ Document why!
- ✓ Can be made by the coordinator within 48 hours
  - ✓ Document why!

### Roles in WebRMS:

- ✓ Coordinator
  - ✓ Creates sample and generates the observation moments
  - ✓ Monitors sample moment completion including when the system or participant is unavailable
  - ✓ Reviews and Accepts each sample moment
  - ✓ Approves the entire sample at the end of the sampling period

### Roles in WebRMS:

- ✓ Observer
  - ✓ Reviews Control Group/QA Sample moment responses
    - ✓ Checks for correct Program-Activity code selection
    - ✓ Reviews Comments to be sure they support the code selection
    - ✓ Checks confidential information

## Ohio Department of Job and Family Services

### RMS Coordinator and Supervisor Training

#### Roles in WebRMS:

- ✓ Coordinator
  - ✓ Reviews and maintains the RMS roster in the WebRMS system
  - ✓ Creates sample and generates the observation moments
  - ✓ Monitors sample moment completion including when the system or participant is unavailable
  - ✓ Reviews and Accepts each sample moment
  - ✓ Approves the entire sample at the end of the sampling period

### Coordinator

- ✓ Reviewing and maintaining the RMS roster
  - ✓ Calendar
  - ✓ Position number
  - ✓ Employee name
  - ✓ Position Title
  - ✓ Work schedule
  - ✓ Vacant position
  - ✓ Maintain Participant vs. Maintain Sample Participant
  - ✓ Mass roster updates

### Coordinator

- ✓ Creating samples and generating the observation moments
  - ✓ Sample Code Format: XXXXXX XX-XX
    - ✓ 2015Q2 01-IM
    - ✓ 2015Q2 01-CS
    - ✓ 2015Q2 01-SS
    - ✓ 2015Q2 01-CW
    - ✓ 2015Q2 01-WF
    - ✓ 2015Q2 01-WI

## Coordinator

### ✓ Creating samples and generating the observation moments

#### ✓ Sample size (number of observation moments)

IM – Suburban & Rural	354 minimum
IM – Metro (10 largest Ohio Counties)	2,300 minimum
SS – 1-10 Participating Positions	33 minimum per participant
SS – 11-74 Participating Positions	354 minimum
SS – 75 or Greater Participating Positions	2,400 minimum
CS – 1-10 Participating Positions	33 minimum per participant
CS – 1 or Greater Participating Positions	354 minimum
WF – 1-10 Participating Positions	33 minimum per participant
WF – 11 or Greater Participating Positions	354 minimum
WI – 1-10 Participating Positions	33 minimum per participant
WI – 11 or Greater Participating Positions	354 minimum

## Timeframes of RMS Sample Data & Cost Pool Costs

- Dec-Feb RMS Sample Data allocates Jan-Mar Cost Pool Costs
- Mar-May RMS Sample Data allocates Apr-Jun Cost Pool Costs
- Jun-Aug RMS Sample Data allocates Jul-Sept Cost Pool Costs
- Sept-Nov RMS Sample Data allocates Oct-Dec Cost Pool Costs

### Coordinator

- ✓ Creating samples and generating the observation moments
  - ✓ Deadlines
    - ✓ RMS Coordinators are to complete all rosters, create samples and generate the observation moments in webRMS no later than five business days before the RMS sampling period begins
    - ✓ ODJFS approves all samples submitted by the RMS Coordinators in webRMS

### Coordinator

- ✓ Monitoring sample moment completion including when the system or participant is unavailable
  - ✓ Control list
  - ✓ Extended employee absences

### Coordinator

- ✓ Reviewing and Accepting each sample moment
  - ✓ QA (validation) moments
  - ✓ 4% QA compliance

### Coordinator

- ✓ Approving the entire sample at the end of the sampling period
  - ✓ Sample must be approved five working days after the last moment expires

### Roles in WebRMS:

- ✓ Supervisor/Observer
  - ✓ Reviews & Validates Control Group/QA Sample moment responses to provide quality assurance
  - ✓ Checks for correct Program-Activity code selection
  - ✓ Reviews Comments to be sure they support the code selection
  - ✓ Checks confidential information