

# RMS Roster Instructions (Updated: June 20, 2024)

## Background

The Random Moment Sampling (RMS) is a federally approved time study used to document staff effort in support of federal, state and local programs for the Department of Children and Families (DCF) and the Department of Health Services (DHS). The current RMS System began operation on January 1, 2014.



DCF maintains separate time studies for Child Care (CC) Groups 2A/4A, Income Maintenance (IM) Groups 3/5, and Social Services Random Moment Time Study (RMTS) for [Group IV-E](#).

The RMS is used to identify the amount of time employees spend on job activities throughout the workday. Samples are generated every quarter based on staff included in the roster as well and staff work schedules. Once all observations have been submitted, reviewed and tabulated for a quarter, results are posted.

## Staff Included in the RMS Staff Roster

For federal requirements, each county assigns a liaison who is responsible for updating and certifying the accuracy of their CC/IM RMS roster.

### Income Maintenance Rosters (Groups 3/5)

The following procedures will assist your agency in correctly establishing your agency's RMS IM roster.

1. **Staff working on two or more programs.** Each full-time staff person who works on two or more programs and directly with clients should be included in the IM/CC roster. Program categories include, but are not limited to, FoodShare Wisconsin, Medical Assistance, BadgerCare, Child Care, WHEAP (energy assistance program), FoodShare Employment and Training, Family Care, Workforce Investment Act, etc.
2. **Supervisors** are not to be included on the IM/CC roster, unless they carry at least a 50% caseload. Also, directors and agency management that benefit the entire agency would not be included on the roster since their salary costs are included in the Agency Management Support and Overhead (AMSO) cost pool that is spread across the functional areas based on employee counts.
3. **IM/CC and SS Staff.** If you have staff who work directly with clients in both the IM/CC and the social services functional areas, these staff should be included on the IM/CC roster only and excluded from the social services roster. The IM/CC RMS has been designed to collect effort related to social services.
4. **Receptionists and clerical staff** are not typically included on the roster of employees to be sampled. However, salaries and related costs associated with these positions are included in the IM/CC cost pool (or the AMSO cost pool for agency-wide services) and are allocated based on the RMS statistics related to the direct workers that were sampled.

## Child Care (2A/4A) Rosters

The following procedures will assist your agency in correctly establishing your agency's RMS CC roster: [CC Roster Bulletin](#)

## RMS Roster Certification

Counties are required to update and certify their IM/CC rosters every quarter. Roster notification emails are sent to county liaisons on the following schedule:

- ***Initial Email:*** On the last Wednesday of the first month of a quarter (Jan, Apr, Jul and Oct), the RMS system will send an auto-generated email requesting that liaisons review their RMS roster. **No certification is required at this time, so the "certify roster" button is not visible**
- ***1st Reminder Email:*** On the last Wednesday of the 2<sup>nd</sup> month of a quarter (Feb, May, Aug and Nov), the RMS system will send an auto-generated email requesting liaisons to update their roster, with instructions indicating that **RMS rosters must be certified 10 business days prior to the start of the following quarter.**
- ***2<sup>nd</sup> Reminder Email:*** Fourteen business days prior to the end of the 3<sup>rd</sup> month of a quarter (Mar, Jun, Sep and Dec), the RMS system will send an auto-generated email reminding liaisons that **rosters must be certified 10 business days prior to the start of the following quarter.**

The DCF RMS Admin will follow-up with agencies who still have not certified their rosters ten business days prior to the start of the upcoming quarter.

## RMS Roster Updates

Changes to the RMS Staff Roster include removing employees who are no longer with the agency, adding new employees, and updating information for current staff, e.g., telephone numbers, e-mail addresses, change in work schedule, move to a new position and change in assigned supervisor. Liaisons will update and verify their roster using the steps below.

### 1. WIEXT ID Login Creation

All employees, supervisors and liaisons must have a WIEXT ID to gain access to the e-polling system. Individuals must create their own WIEXT ID that is tied to the current work email address; someone may not create the WIEXT ID for them. If an individual does not have a WIEXT ID, they must create one by going to <https://accounts.dwd.wisconsin.gov/>. Required information:

- First and last name
- Work email address (User names must be tied to current work email address) • User Name-Many use the convention of FirstnameLastname – i.e., JohnSmith for their user names; however, user names must be 5-20 characters long and may not contain any special characters)

- Password (Passwords must be 7-20 characters long, must have letters and either numbers or special characters, is case sensitive; and may not contain the user's name) • Security question and security answer
- Verification number

If an employee already has a WIEXT ID from a previous agency or that is tied to a personal email address, they must update their DWD profile with their current work email address by going to: <https://accounts.dwd.wisconsin.gov/en/Login> , or they must create a brand new WIEXT ID by following the instructions above.

Once an individual has created a WIEXT ID, this information must be sent to the agency liaison in order to be added to the roster.

## 2. Accessing the System

Liaisons may gain access to the RMS system by using their WIEXT ID and password: <https://rms.dcf.wisconsin.gov/Login/Login>,

## 3. Updating Rosters

Only RMS Admins, liaisons, and supervisors may update an agency's roster. Once logged into the RMS system, users may select their applicable "Supervised Business Units." All supervisors, liaisons, and employees will be displayed under that specific Business Unit.

## 4. Employee Additions to Roster

Only RMS Admins and liaisons may make additions to a roster. Required information for employees includes:

- Employee Name
- Email Address
- Phone Number
- WIEXT ID: this is the user name that is created by the employee. This user name must be tied to the employee's current email address and is created via DWD's website: <https://accounts.dwd.wisconsin.gov/en/Create>. If an employee has a WIEXT ID that is tied to a personal email address or to a former employer, instruct the employee to update the email address in their DWD profile: <https://accounts.dwd.wisconsin.gov/en/Login>
- Work Schedule: select the work schedule that closely matches the employees actual work schedule.
- Assigned Supervisor: select the assigned supervisor from the drop-down menu. If one is not selected, the worker will be assigned to all supervisors listed in the RMS staff roster.
- Job Functions: select all applicable job functions

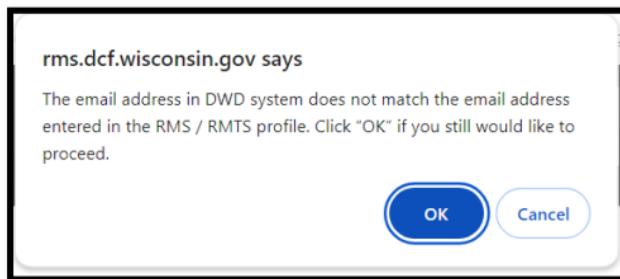
If all of the required information is not available, the administrator or liaison may add the employee by checking the "placeholder" box at the top of the record, then enter the employee's name, work schedule, Job Function and then select the "save" button. Once the missing information becomes available, the liaison may re-enter the RMTS system and enter the missing

data, making sure to uncheck the “placeholder” box once completed. Once all information has been entered, click on the blue “Save” button.

### RMS Email Mismatch Error Message

If a pop-up appears indicating that the email address in the DWD system does not match the email address entered in the RMS/ RMTS profile, follow-up with employee to correct the issue. This error normally appears when an employee has a WIEXT ID that is tied to a personal email address or to a former employer’s work email address.

Instruct the employee to update the email address that the WIEXT ID is attached to via DWD’s Profile Management website: <https://accounts.dwd.wisconsin.gov/en/Login> . At this site, the employee must enter their WIEXT ID and password. Once in the system, the employee must update the email address to their current work email address.



### 5. Editing an Employee’s Information

RMS Admins, liaisons and supervisors may edit general information in an employee’s record. A specific employee record is edited by selecting the “edit” button for that employee.



Information that may be edited includes:

- Employee Name
- WIEXT ID - the email address associated with the WIEXT ID must match the current work email address)
- Email Address
- Phone Number
- Work Schedule – ensure that the most current work schedule is recorded as RMS observations are sampled based on the work schedule entered
- Supervisor
- Job Function
- Comment Section – record start and anticipated end date for any extended leaves (limited to FMLA, maternity/ paternity leave, educational leave, military leave, administrative leave)

## 6. Removing an Employee from the Roster

In order to remove an employee from an RMS roster, the liaison must send the following information to the RMS Admin at [DCFRMS@wisconsin.gov](mailto:DCFRMS@wisconsin.gov)

- Name
- Reason for Removal (e.g., retired, terminated, etc.)
- Effective Date for Removal (must not be a future date)

## 7. Adding a Supervisor to a Roster

Only RMS Admins and liaisons may make supervisor additions to a roster. Required information for supervisors includes:

- Name
- Phone Number
- Email Address
- WIEXT ID – this user name must be tied to the employee’s current work email address. Refer to WIEXT ID Login Creation Section

## 8. Removal of a Supervisor

Only RMS Admins and liaisons can delete a supervisor from an agency roster.

- Liaisons will select the “Delete” button next to the applicable supervisor name
- Information required for deletion includes the following:
  - Select name of new supervisor that the applicable employee should be reassigned
  - Enter effective date in the “Delete Comment” field

## 9. Removal of a Liaison:

Only the RMS Admin may delete a liaison from a roster. If a supervisor clicks on the delete button, they will receive a message to email the appropriate liaison for the agency to have that supervisor/ employee removed from the roster.

In order to remove a liaison from a roster, please email [DCFRMS@wisconsin.gov](mailto:DCFRMS@wisconsin.gov) with the following information:

- Name of liaison to be removed
- Effective date of the removal (future dates may not be entered)
- Name of new individual who should be designated as a replacement liaison



If you have questions regarding this information, please submit questions to [DCFRMS@wisconsin.gov](mailto:DCFRMS@wisconsin.gov).