DCF Random Moment Time Study (RMTS) ePolling

Wisconsin Department of Children and Families

09.01.2020 Version

ePolling System Agenda

- RMTS Overview
  - What is the RMTS? (3)
  - How does this affect me? (4)
  - RMTS Sample Email (5)
  - WIEXT/ User Name Login Id (6-7)
- ePolling Sample
  - Responding to the RMTS Observation (8)
  - Time Requirements for the RMTS (9-10)
  - Activity Selection and Definitions (11)
  - RMTS Tree for Client-Activity (12-13)
  - Help Texts (14)
  - Youngest Identified Child (15-16)
  - Placement Type (17)
  - Admin Tasks (18-19)
  - Training (20)
- Who to Contact for Help
- Questions?

Wisconsin Random Moment Time Study (RMTS) ePolling System - What is It?

- The Social Services Random Moment Time Study (RMTS) is a federally approved method used to determine proportions of direct service worker activities
- The RMTS is used to identify time spent on foster care and related activities eligible for federal reimbursement under Title IV-E and time reimbursable for eWiSACWIS operational costs.
- IV-E reimbursement comprises most of the Children and Families Allocation: **RMTS Responses = $$$**
- The RMTS moved from a telephone-based sampling method to the current e-mail based sampling method, effective October 1, 2014
- **Who's Included?:** All workers who perform child welfare-related activities are included in the RMTS, but typical workers included in the RMTS have job function such as case management, foster care provider licensing and initial assessment to name a few..
- **Rosters:** Liaisons are responsible for updating each agency's roster every quarter. Roster instructions can be found at: https://dcf.wisconsin.gov/files/finance/rmts/rmts_training/rmts-roster-instructions.pdf

wisconsin department of children & families

Random Moment Sampling ePolling System

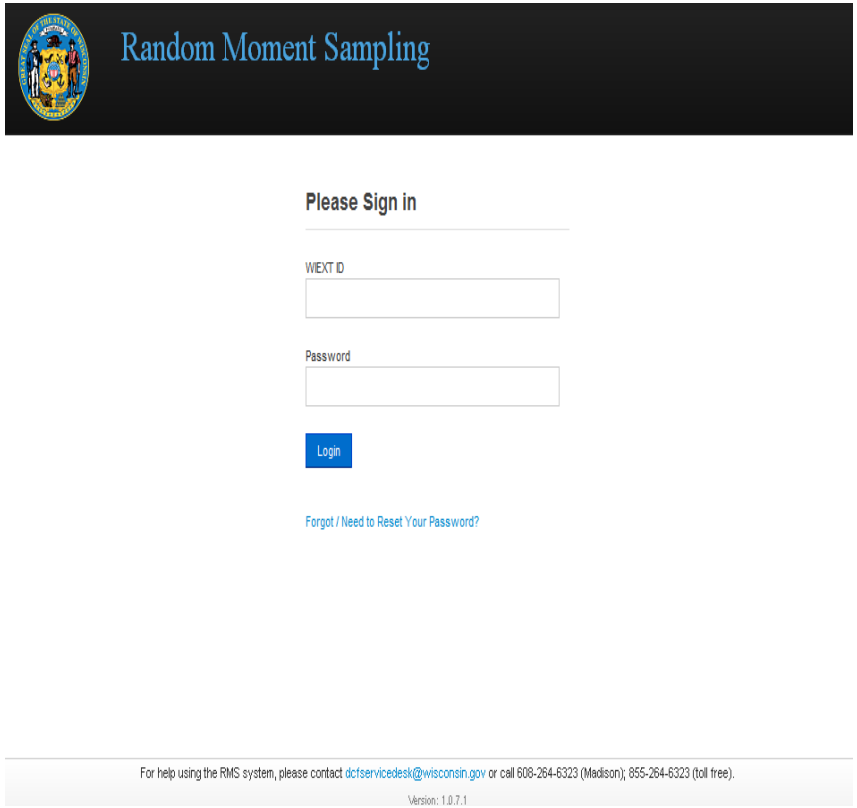
What Does This Mean for Me?

•Liaisons – responsible for adding and modifying records for staff included in the roster. Also responsible for certifying the accuracy of the roster.

•Supervisors – have the ability to modify the records for their staff (i.e.. scheduled work times); also have the ability to enter non-client-related activities for their staff.

•Workers - receive emails from DCFRMTS@wisconsin.gov with the subject: Grp: IV-E: #88888 Smith RMS Initial Observation Notification.

•All workers, supervisors and liaisons must have a **WIEXT** ID/ DWD User name to access the ePolling system.



Sample Email

wisconsin department of children & families

When you have been selected for a Random Moment Sample, you will receive an email with a link to your sampled moment.

Subject GrpIV-E #284114 Phelps RMTS Initial Observation Notification

High Priority ☐

Hello Gina Phelps,

You have been selected for the Wisconsin Random Moment Time Study (RMTS) at **Thursday, July 6, 2017 9:46 AM**.

Group: IV-E
Observation Number: 284114

To Enter Your Response into RMTS: As soon as possible, please click on the RMTS website link below and follow the instructions to complete your sample response. If for some reason you cannot do this immediately, make a note of the details of what you're working on so you won't forget when you do go into RMTS. If samples are not completed within 48 hours or two business days, your sample will be marked as "No Response." Excessive Non Responses may result in an increase of overall samplings. Therefore, it is important to respond to samplings before they expire at **9:46 AM on Monday, July 10, 2017**.

RMTS sample website link: https://rms.dcf.wisconsin.gov/Survey/RMS/284114

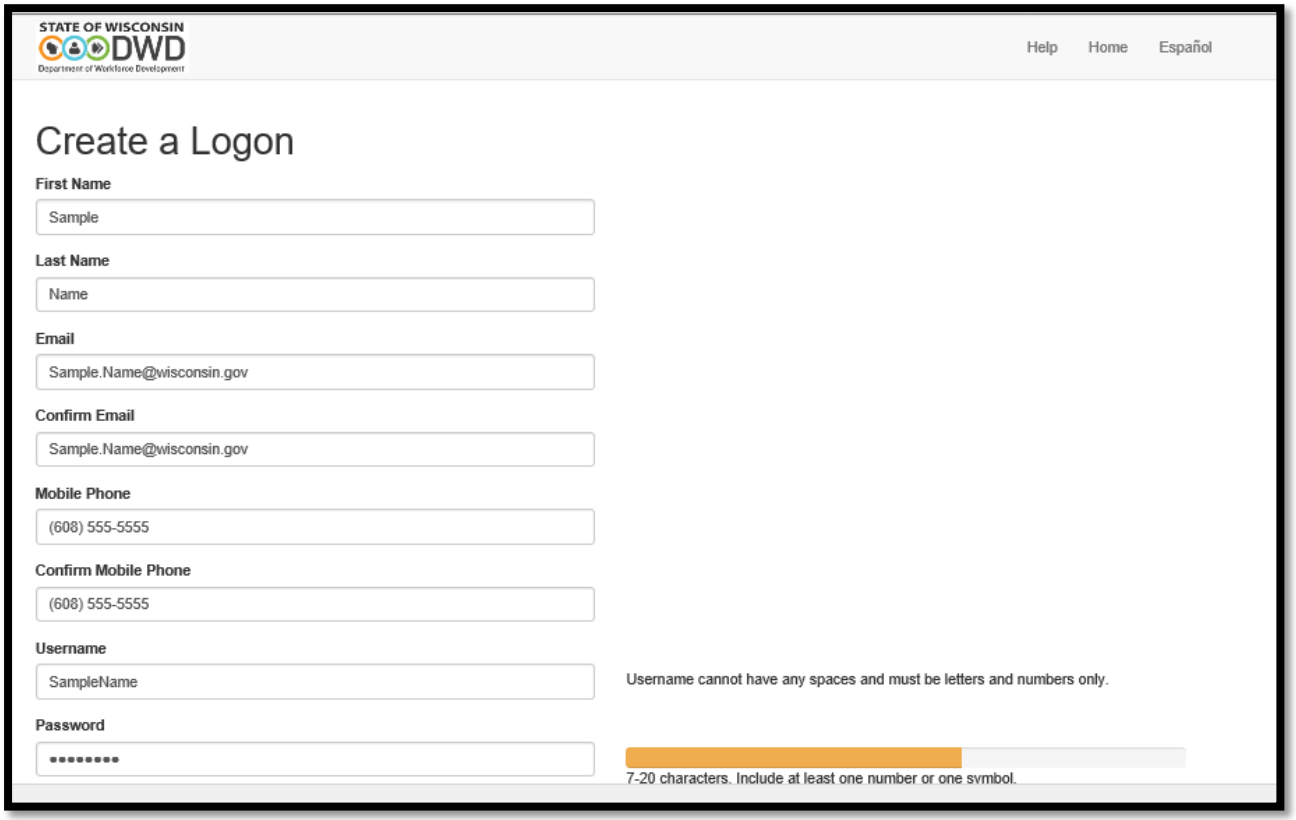
Responses after 48 Hours or 2 Business Days
Per Federal requirements, observations must be recorded within 48 hours or 2 business days. Your observation expires on **Monday, July 10, 2017 at 9:46 AM**. DCF staff are not allowed to record your observation if your sample has not expired, so you must login to record your activity. However, if the observation has expired and you were not in work status or were in a training session, please press "reply" to this email and provide the applicable code and description:

- Code 5.3 – Vacation
- Code 5.4 – Sick Time/ Medical Appointment
- Code 5.5 – Not Scheduled to Work/ Flex/ Comp Time
- Code 5.7 – Extended Leave (medical, maternity, military, funeral, educational, etc.)
- Training for Child-related Programs and Child Placing Agency Programs (Please provide name of the training)
  - Code 3.3.1 – PDS Training
  - Code 3.3.2 – Administrative/ Non-Child Practice Training
  - Code 3.3.3 – Non-PDS Training or Conference
  - Code 3.3.4 – Child-Practice Related Training
- Code 4.2 – Adult Unit Training (provide name of training session)

WIEXT ID/ User Name

User Name Creation:

- Establish your login id at the following site: https://accounts.dwd.wisconsin.gov/en/Create



ePolling Login ID Requirements

- First Name
- Last Name
- **Work email address** (used to recover or reset your password)
- Mobile phone number
- Create a user name that you can easily remember.

User Name Requirements

- Must be 5-20 characters long (may use the convention of FirstNameLastName, e.g. SarahCannon)
- May only use upper and lower case letters or numbers. May not use any spaces or any special characters (i.e.. #, %, or ?)

Password Requirements

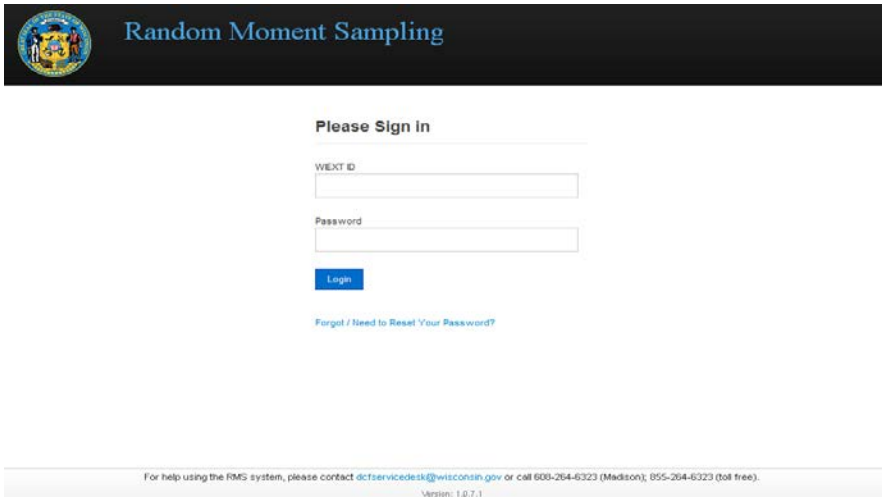
- Must be 7-20 characters long. May use upper and lower case letters, numbers and special characters.

Do not forget to send your user name to the RMTS administrator: DCFRMTS@Wisconsin.gov

ePolling Sample

Responding to the Sample

- When you have been selected for an ePolling Sample, you will receive an email with a link to your sampled moment.
- As close to the sample time and date as possible, please click on the link, which will bring you to the login screen below.
- You can access the link via computer, tablet, or Smart Phone.
- If you have any login issues, please contact DCF's Service Desk at: 608-264-6323 (Madison), 414-264-6323 (Milwaukee) or 855-264-6323 (toll-free); or
- https://accounts.dwd.wisconsin.gov/en/Recovery/Password / to reset or unlock your account. RMTS Administrator cannot assist with login issues.



RMTS Expectations/ Requirements

wisconsin department of children & families

Worker Responsibilities

- Login and record observations within 48 hours or 2 business days.
- If worker was not working on the date and time of the RMTS observation but returns to the office prior to the expiration of the observation, worker must still login to record the observation.
- If the observation has expired, but the worker was either in a training session or was not working (sick time, comp/flex time, etc.), worker must provide the supervisor with the type of time used so that the supervisor may record the observation on the worker's behalf (this information is recorded in the comment section of your observation).
- Failure to login and record observations within 48 hours/ 2 business days will result in the observation being coded as a Non-Response; meaning potential revenue loss for both Federal IV-E claims and eWiSACWIS operational costs. High statewide non-responses above 10% will lead to an increase in the number of RMTS observations for all.

Supervisor Responsibilities

- Login and record observations on behalf of staff who were NOT working on the date and time of the RMTS observation AND who are not expected to return to the office prior to the expiration of the sample OR were in a training session.
- Supervisors may ONLY record observations on behalf of staff when the worker was not working (vacation time, sick time, extended leave, etc.) or was in training.
- Once an observation has expired, only supervisors may record "Not in Work Status/ Not Working" activity codes or training codes.

ePolling Sample

Escalation

- If a response is not received within **the first 24 business hours,** the system generates a reminder email for you and your supervisor.
- You and your supervisor will receive a second reminder email 6 hours before the sample expires.
- **Supervisors may click on the link inside the reminder email and record the observation on behalf of their worker.** However, supervisors can only enter leave time (vacation, sick time, etc.) or training activity. Any work-related activity must be recorded by the worker.
- Any sample not recorded within 48 hours/2 business days is an expired observation. If you were on vacation or other form of non-work-related activity, your supervisor can respond on your behalf.
- Statewide non-responses above 10% will lead to an increase in sample size (more observations for everyone) and a decrease in claiming.

Your supervisor appreciates fewer emails, so please respond as soon as possible.

wisconsin department of children & families

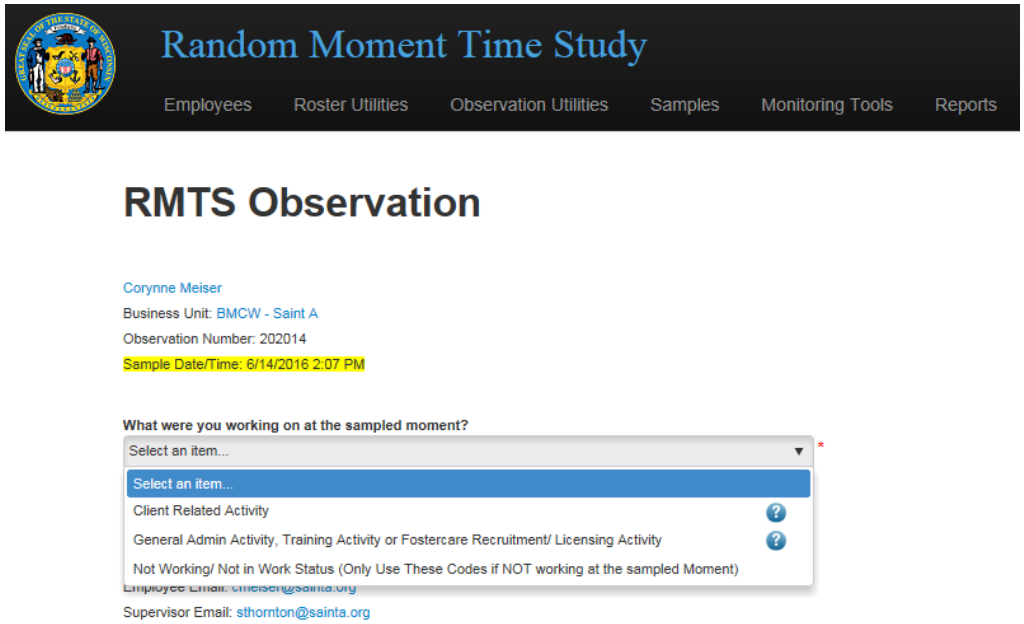
ePolling Sample (continued)

Activity Selection

•You are asked a series of questions to determine the activity you were performing at the selected moment in time.

•The first question is: “What were you working on at the sampled moment?” Options include:

- Child-Related Case (includes foster care licensing for child in placement)
- General Admin Activity (when activity cannot be tied to one or more individuals)
- Not Working/ Not in Work Status (i.e.. Vacation, sick, not scheduled, lunch, etc.)



Sample Random Moment Tree for Client-Related Activity

1. What were you working on at the sampled moment?

2. Where is the client placed?

* Select "Adult-Related Case" if there are no minor children in that particular case.

* Select the placement type of the youngest child that your activity pertained to.

3. Which activity were you performing?

* Depending upon the type of placement entered, you will have different activities available.

3. Additional Information

1. ***Client-Related Activity***
2. General Admin Activity
3. Not Working/ Not in Work Status

Placement Setting

1. Select "Adult-Related Case" if activity involves an adult who has no minor children/ young adult who has aged out of system.
2. Select appropriate placement setting for activity that involves a family with minor children.

Activity Selection

1.1 – Case Management
1.2 – Court-Related Activity
…..
2.5 - IA: Interview and Maltreatment Determinations

- **Name of the youngest child your activity pertained to; which may or may not be the youngest child in the family.**
- **Case head name (normally the mother's name and/ or the ewisacwis Case ID**
- ***Brief* activity description**

wisconsin department of children & families

Sample Random Moment Tree for Client-Related Activity

Business Unit: BMCW - Saint A

Observation Number: 202014

Sample Date/Time: 6/14/2016 2:07 PM

1

What were you working on at the sampled moment?

Client Related Activity *

2

Where is the client placed? If working on a case involving a child, consider only the youngest child your activ
THIS MAY OR MAY NOT BE THE YOUNGEST CHILD IN THE FAMILY, BUT THE YOUNGEST SERVED BY YOUR

Foster Care *

3

What activity were you performing?

1.1 - Case Management *

Case Info

Youngest Identified Child's First Name

Sarah *

Youngest Identified Child's Last Name

Connor *

Case Head Full Name (normally mother's name) and/or Case Head eWiSACWIS Number (if available)

Michael Conner - 8056658 *

Summary

Please provide a detailed summary of the activity that you were performing at the sampled observation time.

Traveling to a routine home visit with a child who is placed in foster care, under a CHIPS order. *

Follow up Reason

Select a reason

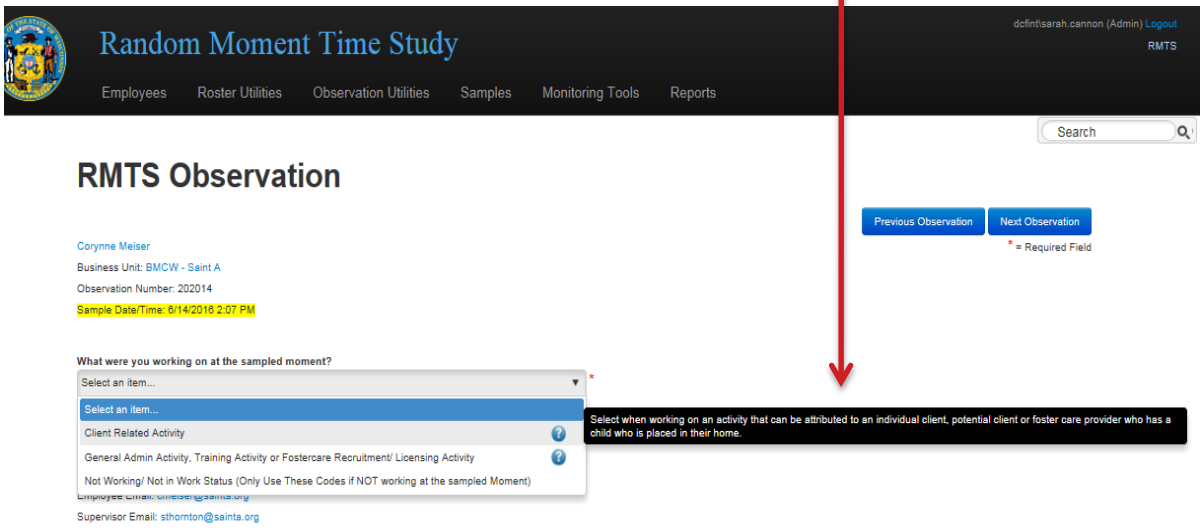
wisconsin department of children & families

ePolling Sample

Activity Code Hover Text

- When you are selecting "What were you working on at the sampled moment?," Help texts may appear as **"hover text"**.

"hover text"



wisconsin department of children & families

wisconsin department of children & families

Who is the Youngest Identified Child?

Who is the "Youngest Identified Child?"

- The "youngest identified child" is the name of the youngest child your activity pertained to.
- The "youngest identified child may or may NOT be the youngest child in the family, but is the name of the child served by your activity.

Example:

- Worker is working on a case involving 4 children.
  - The two oldest children are in a CHIPS-ordered foster-care placement placement.
  - **The third child is voluntarily placed with a relative.**
  - The youngest child is placed with mother, under no orders.
- The worker was completing a court-report for the 3rd child who is voluntarily placed with a relative.

- **The "youngest identified child would be the child voluntarily placed with a relative, even though this child is NOT the youngest child in the family.**

•Select **"?"…** if you need help selecting the most appropriate placement type.

Who is the "Identified Child"?

RMTS Observation

Cori McCann

Observation Number: 147682

Sample Date/Time: 7/30/2015 10:06 AM

What were you working on at the sampled moment?

Child-Related Case *

Where is youngest child placed that your activity pertained to? *** Note - this is the "identified child" ***

In-Home OR Non-Court Ordered Out-of-Home Placement

What activity were you performing?

2.3 - Direct Service *

Youngest Identified Child's First Name *

Youngest Identified Child's Last Name *

Case Head Full Name (normally mother's name) and/or Case Head eWiSACWIS Number (if available) *

Please provide a detailed summary of the activity that you were performing at the sampled observation time. *

"Identified Child"

- The "identified child" is the name of the child your activity pertained to.
- If there is more than one child that your activity pertained to, enter the name of the "youngest child" your activity was regarding – ***this may or may not be the youngest child in the family.***
- **All of the answers in your observation should point back to the same child:**
  - "where is the youngest child placed.....?"
  - "What activity were you performing?"
  - Summary

wisconsin department of children & families

Child-Related Placements

Court-ordered Out-of-Home Placements

- Foster homes and treatment foster homes
- Group home
- Court-ordered Hospital or Other Institution (under a TPC, CHIPS, JIPS, Delinquency or VPA only)
- Trial Reunification (parental home)
- Residential Care Center (RCC)
- Court-Ordered Relative Placement (under a TPC, CHIPS, JIPS, Delinquency or VPA order only)
- Secure Detention
- Shelter Care
- Missing from Court-Ordered Out-Of-Home Placement (AWOL)
- Other Court-Ordered Out-of-Home placement (family friend, non-licensed non-relative placement, open independent living, etc.)

In-home or Non-Court-Ordered Out-of-Home Placements

- Custodial Parental Home
- Non-Custodial Parental Home
- Voluntary Relative Placement (placements under no order, guardianship order, or informal arrangement)
- Missing from Home (Runaway)
- Other Voluntary Placement (placements NOT entered in ewisacwis including hospital, family friend, non-licensed relative, etc.)

General Admin/ Training/ Foster Care Recruitment Activity

These codes should be selected under these circumstances:

- Foster Care Provider Licensing or Foster Care Recruitment
  - Select when the provider does not have any children in placement, or Foster Care Recruitment activities
- Training
  - Select when the worker is receiving the training.
- General Admin
  - Select when the activity the worker is performing cannot be tied to an individual or individuals(regardless if it is an open case), foster care provider or potential foster care provider.

What activity were you performing? *

Select an item...

- Select an item...
- 3.1 - Foster Care Provider Recruitment or Licensing/ Relicensing (Provider does NOT have any placements)
- 3.3.1 - Child Program Training: PDS Training or PDS Conference
- 3.3.3 - Child Program Training: Non-PDS Conference
- 3.3.4 - Child Program Training: Other Child Welfare Practice Training (ie. CANS Recertification, ACES, COMPAS Training, etc.)
- 3.3.2 - Administrative Training: For example, Microsoft, eWisacwis Training, CPR Training, Diversity Training, etc.
- 3.2 - General Admin Activity for Child-Related Program (NOTE: ONLY USE THIS CODE IF YOUR ACTIVITY CANNOT BE TIED TO ANY CLIENT OR POTENTIAL CLIENT)
- 4.2 - Adult Program Training: Participant in Trainng for adult programs such as Aging & Disability Unit, CCS Unit, etc. NOTE: DO NOT use this code for Foster Care Provider Training.
- 4.1 - General Admin Activity for Adult-Only-Related Program (NOTE: ONLY USE THIS CODE IF YOUR ACTIVITY CANNOT BE TIED TO ANY INDIVIDUAL OR INDIVIDUALS)

NOTE:

- When worker activity can be tied to an individual or multiple individuals, general admin should NOT be selected.
- When worker activity involves multiple cases, multiple providers, ONE must be selected and coded as a client-related activity.

Many "administrative" tasks are really **Case-Related** functions!

- "Meeting with my supervisor"
  - ***Discussing one or more specific case? If so, pick one and answer the subsequent questions.***
- "Filing / paperwork / reviewing notes"
  - ***Select one of the emails/ paperwork you were reading/ filing and answer the subsequent questions.***
- "Traveling to/from a case or between cases"
  - ***To/from which case(s)?***
    (If "between", select the case you were traveling from)

Bottom line: if you can associate the activity with one or more clients or potential clients/ potential foster care provider, it's a case related activity. This means that we may be able to claim Federal IV-E and/ or eWiSACWIS general admin costs.

wisconsin department of children & families

Training Activity

- **Code 3.3.1 – PDS Training**– Select for PDS Training or conference developed and sponsored by the Wisconsin Child Welfare Professional Development System (WCWPDS).
  - Examples: Effects of Maltreatment on Child Development, Engaging to Build Trusting Relationships.
- **Code 3.3.2 – Non-Child Practice Admin Training** – Select when attending training coordinated by your employer and necessary for your work, but is not about direct child-welfare practice for CPS, JJ, Child Welfare, CLT Waiver units or for service delivery.
  - Examples: Policy and Procedures, eWiSACWIS Training, Microsoft Training, Diversity Training, CPR training.
- **Code 3.3.3 - Non-PDS Child Program Conference**- Select when attending a work-related Child Program conference not coordinated by the Wisconsin Child Welfare Professional Development System.
  - Examples: JJ Intake Conference, Annual Midwest Conference on Child Sexual Abuse, Together for Children Conference, etc.
- **Code 3.3.4 - Child Practice Training** – This code is selected when a worker is engaging in a training course that is not presented by the Wisconsin Child Welfare Professional Development System that focuses on CW/ CPS/ JJ.
  - Examples: Rate setting, eligibility determinations/ re-determinations, referral for services, placement of child, recruitment and licensing of foster homes, etc.
- **Code 4.2 – Adult Program Training** - Select for training that does not involve child welfare, child protective services, juvenile justice, CLTS Waiver or Child Placing Agency Program Training

NOTE: activity in which a worker is the trainer is coded as Code 3.2 or Code 4.1 – General Admin

wisconsin department of children & families

Who To Contact with Questions?

wisconsin department of children & families

Password or Login Issues:

- If you cannot login due to a password or login ID issue, you must contact DCF's Service Desk at: 608-264-6323 (Madison), 414-264-6323 (Milwaukee) or 855-264-6323 (toll-free) or use DWD's password recovery website: https://accounts.dwd.wisconsin.gov/en/Recovery/Password to reset or unlock your account.
- If you try to reset/unlock your password online and you get an error, you must then call the DCF Service Desk. Password issues **CANNOT** be resolved by the RMTS administrator.

Responses after 48 Hours or 2 Business Days:

- If it has been more than 48 hours, or 2 business days since the date/time stamp of this sample, your sample has expired; you will not be able to record your activity.
- If you were working, but failed to login within the required time period, please send me an email stating so – your response will then be coded as a late response.
- If you were either in a training session or were not working (sick time, vacation time, comp/ flex time, left early, etc.), please let your supervisor know what type of leave time you were using (this will be recorded in the comment section of your observation). He/ she will need to login (using their user name) and record the observation on your behalf.

Other Issues Not Resolved by the DWD Help Desk:

- If you have followed ALL of the Password Steps above, you may contact the RMTS administrator at 608-422-6365 or email DCFRMTS@wisconsin.gov .
- Include the details as to why your issue could not be resolved, any error messages that you have received and what steps that you have taken to resolve the issue.

Previously Asked Questions

"I can't remember my login name or my password, how can I get this information?"

- You may recover both at: https://accounts.dwd.wisconsin.gov/en/Recovery/Password . You may also call DCF's Service Desk at 608-264-6323 (Madison), 414-264-6323 (Milwaukee) or 855-264-6323 (toll-free). The RMTS/ RMS Administrator cannot assist with password resets – you MUST go through DWD's password recovery website OR through DCF's Service Desk.

"What if the worker and supervisor are both on vacation/out of the office at the same time? Is it likely that will just result in a "non-response"?"

- If the observation has not expired, workers must login and record the observation upon returning to the office.
- If the sample has expired, supervisors must login when they return and record the observation on behalf of the worker. Supervisors may only record non-working codes or training codes.

"If a supervisor knows a worker will be out for an extended absence (maternity leave, short term disability, etc.), would it be helpful for us to let you (or someone else?) know so that person can be skipped for sampling?"

- If a worker is out for an extended absence, the supervisor or liaison should notify me in order to suspend future samples.

"If there is an auto response saying out of the office sent back is this counted or is there a need for further follow-up?"

- The out-of-office response would need to indicate what type of Non-Work Status (i.e.. Vacation, leave, etc.) as well as the dates that the worker is out of the office in order to be counted.

"I cannot delete a person off of the roster. How do I remove them?"

- If a worker has left the agency, do not record the observation.
- Liaisons will need to send an email to DCFRMTS@wi.gov with name, effective date of deletion and reason for removal. Any applicable open samples will automatically be closed out.
- Any supervisor deletions should include the name of the new supervisor the worker is reassigned to.

Comments, Ideas or Questions?

wisconsin department of
children & families