Social Services Random Moment Time Study (SS RMTS)
Employee Roster and Cost Pool Instructions *(effective 03.01.2014*

BACKGROUND

The Department of Children & Families (DCF) has designed the Social Services Random Moment Time Study (SS RMTS) sampling process to facilitate allocation of staff time and costs eligible for federal reimbursement related to performing foster care/placement and foster care/placement prevention activities eligible for federal reimbursement under Title XIX and Title IV-E.

Placement occurs when the agency arranges for the residence of a child or a juvenile in a licensed facility or with relatives, either facilitated by a child welfare agency through a formal voluntary placement agreement or a court order under Chaps. 48 or 938, Statutes. Placement facilities include, but are not limited to, court-ordered relative homes, foster homes, group homes, shelter-care and residential caring centers (RCC). Other related terms include out-of-home care, foster care, and substitute care.

Placement Prevention refers to the act, by the agency, of providing assessment, planning and monitoring services to a family where a child or juvenile is at imminent risk of being placed outside of the family home, either through a formal voluntary placement agreement or a court order under Chaps. 48 or 938, Stats.

The SS RMTS uses a quarterly random moment time study sampling process to identify the amount of time County, Bureau of Milwaukee Child Welfare, and Child Placing Agency staff spends on job activities throughout the workday. The results of the time study are summarized to obtain the statewide average of time spent by county staff and child placing agency staff on activities during a quarter. The SS RMTS results are used to allocate costs related to county and Bureau of Milwaukee Child Welfare (BMCW) human/social services workers between benefiting programs on a statewide basis. The SS RMTS is part of the Department of Children and Families' cost allocation plan that is submitted to and approved by the Federal Division of Cost Allocation. As such, activities, such as completing the employee roster, must be consistent with the process described in the approved cost allocation plan.

The SS RMTS determines, on a statewide basis, the proportion of worker time spent on adult vs. children's cases. The SS RMTS further determines for the proportion of time spent on children's cases the proportion of time spent on foster care and preventing foster care activities eligible for federal foster care (IV-E) reimbursement. Activities eligible for IV-E reimbursement includes:

- Assisting in Title IV-E eligibility determinations or redeterminations;
- Recruitment, licensing, and rate setting of foster homes;
- Placement of children into foster care, group home, shelter care and residential care;
- Preparation for and participation in judicial determinations;
- Case management and supervision, such as scheduling and communicating with service providers;
- Development and review of case plan;
- Referral for services; and

- Transportation for foster care administration, such as transportation to and from out-of-home placement, intake assessments, supervised visits and to court hearings or studies.

The Social Services RMTS is a federally approved method used to accurately determine proportions of worker time that is devoted to the Title IV-E Program (foster care and prevention of foster care activities). The results of the SS RMTS are used in Wisconsin's claim for federal reimbursement by applying the percentages to DCF's Cost Pool; which is comprised of costs associated with child protective services (CPS) and other services that serve children and families.

Employees comprise the direct cost portion of the Department of Children and Families Cost pool, and therefore must be included in the RMTS roster (with specific exceptions for direct support staff such as supervisors and clerical staff).

The IV-E foster care administrative revenue is one of the funding sources for the Children and Families Allocation (CFA), so maximizing the IV-E administrative claim is important to sustaining the state funding that counties receive for child welfare services.

To maximize CFA it is important that state and local officials:

- Establish and maintain an accurate RMTS roster;
- Require agency staff to respond promptly and accurately to RMTS calls; and
- Accurately report direct and indirect costs associated with staff in the RMTS roster.

The following table provides an example of how these individual factors impact Title IVE claiming:

Title IV-E Sample Claim Calculation		
Claim Component	**How calculated**	**Example**
Children and Families Cost Pool	Total of reported expenditures to CORe lines 3301, 3329, and 3683 (see section II)	$ 1,000,000
Administrative Claiming rate	RMTS process estimates percentage of staff time spent on Title IV-E claimable activities (see section I)	* 60%
Title IV-E Penetration rate	Percentage of children in out-of-home care meeting Title IV-E eligibility and reimbursability requirements	* 55%
Federal Financial Participation	Fixed federal reimbursement rate	* 50%
Total Reimbursement	***1,000,000 * 60% * 55% * 50% =***	***$* 165,000**

STAFF INCLUDED IN THE SS RMTS ROSTER

Staff must be included in the RMTS if their regularly assigned job duties include any direct child welfare casework (including access, initial assessment, or ongoing services) or other Title IV-E claimable activities. The RMTS calls will determine whether these workers are performing a Title IV-E claimable activity. The following procedures will assist your agency in correctly establishing your RMTS roster; **Appendix A** is a quick guide to the roster selection process.

There are two criteria for inclusion on the RMTS roster:

1. Staff, who **provide direct case management and related services** for the following case types, or any combination, must be included in the RMTS:

    - Child Welfare cases;
    - Juvenile Justice cases;
    - Child Protective Services (CPS) cases (Initial Assessment and Ongoing)
    - DCF Guardianship cases (County Custody and ICPC), and;
    - Pre-adoptive cases (ICPC/Pre-Adoption).

2. The scope of direct case management and related services is defined as workers whose regularly assigned job duties include one or more of the following:

    - Case managers who perform any child welfare activities
    - Case aides who directly assist one or more child welfare caseworker;
    - Access/Initial Assessment staff;
    - Ongoing Services staff;
    - Adoption placement and finalization services staff; and
    - Foster home coordinators, recruiters and licensing specialists.

Individual staff may serve a mixed caseload of children, adults and families that are receiving different types of human services from the agency. These staff **must be included** in the RMTS if their regularly assigned duties include child welfare activities, even if they are not dedicated full-time to child welfare.

In addition, agency workers on the RMTS roster must have an employment status of:

- Permanent county employees funded entirely or partially by county funds;
- LTE staff who meet any of the previous job descriptions and whose employment is anticipated to include at least two months of the entire upcoming quarter; or
- Contracted staff that performs one or more of the previously listed Title IV-E reimbursable on behalf of county agencies (e.g., on-site Foster Care Licensing specialists).

Depending on your agency's organizational structure and staff duties, workers from the following units **may also meet the criteria for inclusion** in the RMTS roster:

- Children's Mental Health (CMH);

- Children's Long-Term Support (CLTS);
- Birth-to-Three;
- Crisis Care workers; and
- Juvenile Diversion units.

Staff from these units may perform multiple program functions, such as child welfare case management in addition to CMH or CLTS services. In these situations, **if a worker's regularly assigned duties include core child welfare services, that worker must also be included in the RMTS**. Inclusion of multi-program workers in the RMTS does not limit the ability of the agency to use those workers for other program functions.

STAFF EXCLUDED FROM THE RMTS ROSTER
The RMTS roster **must not** include staff whose work is unrelated to child welfare, **regardless of the employee's job title**. These include staff whose assigned work duties are:

- Adult Alcohol and Other Drug Abuse (AODA) Services;
- Adult Protective Services;
- Adult Mental Health Service units that do not provide case management services for children;
- Aging & Disability Services;
- Child Support administration;
- Economic Support Services;
- Community Treatment and Support Services; or
- Employees whose costs are directly charged to clients or other programs.

Staff whose assigned job duties do not include child welfare activities, but perform child welfare activities on a **sporadic or after-hours** basis are also excluded from the roster. Examples include being on call for after hours and weekends, providing emergency services, and temporarily covering for child welfare staff absences. These staff **must be excluded** from the RMTS roster.

Also exclude agency management and support staff who are included in your agency's Administrative Management Support and Overhead (**AMSO**) costs. Some examples of agency staff that should be excluded from the RMTS roster include:

- Administrative assistants, information technology, and other support staff;
- Division managers and directors;
- Fiscal staff, including provider payment coordinators located within the fiscal unit;
- Legal services staff; and
- Supervisors other than Child Placing Agency supervisors who also carry a child welfare caseload.

RMTS ROSTER PREPARATION

To facilitate proper sampling, agencies are required to submit an RMTS roster for each upcoming quarter via the RMS e-polling system. Counties, the Bureau of Milwaukee Child Welfare and child placing agencies are required to update their SS RMTS roster each quarter. Liaisons are automatically sent two email reminders every quarter to update their roster. The first reminder is sent the last business day of the first month of the quarter. The second reminder is sent the last business day of the second month of the quarter. At that time, liaisons are asked to select a roster verification button to certify that their rosters are correct. If the rosters are not certified by the second Wednesday of the third month in the quarter, they are sent a third reminder which indicates that their roster must be certified.

Changes to the roster include removing employees who no longer meet criteria for inclusion, updating information for employees, e.g., telephone numbers, e-mail addresses, etc., and adding new hires and replacements. Liaisons will update and verify their roster using the directions below.

Login Creation

All workers, supervisors and liaisons must have a WIEXT id to gain access to the ePolling system. If an employee does not have a WIEXT id and password, one must be created by going to https://www.dwd.state.wi.us/accountmanagement/.

Once an employee has entered this site, the following information will be required to create a WIEXT id:

- First and last name,
- Work email address (user names must be tied to your work email address, User name (many use the convention of FirstnameLastname – ie. SarahCannon for their user names; however, user names must be 5-20 characters long and may not contain any special characters),
- Password (passwords must be7-20 characters long, must have letters and either numbers or special characters, is case sensitive; and may not contain the user name),
- security question and security answer, and
- verification number

Accessing the System

Once a login id has been created, liaisons must send their user name to the RMTS administrator to be added as an authorized user to the RMS ePolling system. After the liaison has been added as an authorized RMS ePolling user, they may gain access to the system by using their WIEXT id and password to login to the RMS ePolling system: https://rms.dcf.wisconsin.gov/Login/Login .

Forgotten user name and/ or password may be recovered at: https://www.dwd.state.wi.us/accountmanagement/acctrecovery/EmailEntry.aspx.

Employees may also call DWD's help desk at: 855-266-7252 (toll-free) for assistance with login issues.

Updating Rosters

Only RMTS Administrators, agency liaisons and supervisors may update an agency's roster. Once logged into the RMS ePolling system, RMTS administrators, liaisons and supervisors may select their applicable "Supervised Business Units". All supervisors, liaisons and employees will be displayed under that specific business unit.

Additions to Roster

Only RMTS administrators and liaisons may make additions to a roster. Required information for all employees includes:

- name,
- phone number,
- email address,
- WIEXT user id,
- work schedule (select the schedule that most closely describes the employee's schedule),
- job function (select all job functions that apply),
- target groups (select all target populations served)
- supervisor name, and
- comments.

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 target group. Once the missing information becomes available, the administrator or liaison may re-enter the RMS system and enter the missing data.

Editing an employee's information

RMTS administrators, liaisons and supervisors may edit an employee's record. A specific employee record is edited by selecting the "edit" button for that employee. Information that may be edited include: name, email address, phone number, supervisor name, job function, target group and work schedule. After changes are made, the "save changes" button is selected. To make additional changes to the roster, the "back to roster" button is selected.

Removing an employee from the roster

Only RMTS administrators may make deletions to an agency's roster. In order to delete a supervisor or employee from the roster, liaisons and supervisors will be directed to email the RMTS administrator and provide the follow information:

- Name of the employee or supervisor to be deleted,
- Reason for the deletion (no longer employed by agency,promoted to a supervisory position without a caseload or foster care provider licensing responsibilities, or no longer meets the requirements for inclusion in the RMTS), and
- the effective date for the deletion.

Quarterly Roster Certification

Liaisons for counties, the Bureau of Milwaukee Child welfare and participating child placing agencies are required to certify their roster every quarter. An email reminder is sent the last business day of the second month of the quarter. At that time, liaisons are asked to select a roster verification button to certify that their rosters are correct. If the rosters are not certified by the second Wednesday of the third month in the quarter, they are sent a third reminder which indicates that their roster must be certified.

Appendix A: RMTS Roster Composition Quick Guide

Unit Function	**Include**: *employees from the following* ***units****:* · Child Welfare Units; · Child Protective Services Units (all CPS case types); · Juvenile Justice Units; · Guardianship/pre-adoptive/ICPC Units; · Foster Care Licensing units; · Mixed caseload Units that include child welfare case management.	**Potentially Include***:* *Employees from units such as the following* ***if staff's assigned duties include*** *performing child welfare case management and other Title IV-E claimable activities:* · Children's Mental Health; · Children's Long-Term Support; · Crisis Care; · Juvenile Diversion Units.	**Exclude:** *Employees whose assigned duties do not include child welfare case management activities:* · Adult AODA Services; · Adult Protective Services; · Child Support; · Community Treatment and Support; · Adult Mental Health Service units; · Economic Support; · Employees whose costs are directly charged to clients or other programs; and · On-call or after-hours staff who only perform sporadic IV-E claimable activities such as supervising visits or transporting children.
Job duty	**Include**: *permanent, contracted, or continuing LTE workers from eligible units whose job classification matches one or more of:* · Child welfare caseworker or case aides; · Juvenile justice caseworker or case aides; · Adoption placement and finalization; · Access/Initial Assessment; · Ongoing Services; · Foster home recruitment and licensing; · Mixed caseload caseworkers with child · welfare and non-child welfare clients		**Exclude**: *administration, management, and other support job classifications from* ***all*** *units:* · Director, deputy director, and other management staff · Supervisors other than CPS supervisors who also carry a child welfare caseload · Information technology · Administrative assistants · Legal services · Any staff whose activity is billed 100% to third party sources or financed 100% by a direct grant (regardless of job classification) · Any staff whose costs are allocated via Administration Management Support and · Overhead (AMSO).

Appendix B: RMTS and Cost Reporting for Exceptional or Mixed Units
An agency's organizational structure will usually determine which units should and should not be included in the RMTS and DCF Cost Pool. Common examples include counties with:

- **Separate Economic Support and Child Support units**. These must be excluded from the IV-E RMTS, as a separate Random Moment Study (RMS) process for economic support and child support determines the federal funding earned by those programs. Staff can only be in either the SS RMTS or RMS.
- **Separate Department of Community Programs and Department of Social Services.** While the Community Programs or other agency staff may work with children and families, including families currently receiving child welfare services, they are not providing child welfare case management services, and therefore should be excluded from the RMTS and DCF cost pool.
- **A Unified Human Service department.** The agency may be organized into multiple units or divisions where the child welfare activities are part of a children and families unit while other programs such as Developmental Disabilities, Mental Health, Substance Abuse and Long-Term Support are separate units. Staff in those other units may work with children and families, including families currently receiving child welfare services, but the staff in those separate units can be excluded from the RMTS provided the agency can separate the costs of those other units from the amount of costs reported on line 3301.

For social services units that lack a clear division between child welfare and non-child welfare staff, the organizational structure and ability to track costs at the individual level determines whether staff should be included in the RMTS roster and their costs included in the administrative cost pool. The appendix table provides some hypothetical examples of how various county organizations could meet the RMTS roster and cost reporting requirements:

1. A "standard" social service organization in which a distinct Child Welfare unit consists entirely of staff that directly perform or support child welfare case management.
2. A social services unit using a team approach to working with families, in which a child welfare worker is assigned to each case, while Children's Long-Term Support (CLTS), Children's Mental Health (CMH) and Birth-to-Three workers are assigned to work with children or family members, but do not have case management responsibilities and therefore can be excluded from the RMTS;
3. A social services unit with mixed caseloads; under this model, caseworkers directly serve a mix of children, families, and adult clients, while other staff provide non-child welfare services such as mental health and community support.

Tracking costs at the individual staff level requires the ability to track both the compensation and other direct costs associated with that position, as well as that position's share of the unit's overall direct costs. To exclude the workers who do not have child welfare responsibilities in scenarios 2 and 3 from the RMTS, the agency must also exclude 33.3% of the supervisor and clerical support staff from the costs reported on line 3301. If the agency cannot track costs that discretely, then all social workers should be included in the RMTS and the entire cost of the unit reported on line 3301, such as shown in the third column of the appendix table

Appendix B: RMTS and Cost Reporting for Exceptional or Mixed Units

Organization Scenario:	Reporting – Discrete Method	Reporting - No Discrete Method:
1. Children & Family Services Unit: 1 Child Welfare Supervisor 1 Clerical support · 1 CPS Intake/Assessment · 1 CPS Ongoing Services · 2 Child Welfare caseworkers · 2 Juvenile Justice caseworkers · 2 CW/JJ Case aides	**RMTS**: 1 CPS Intake/ Assessment, 1 Ongoing Services, 2 Child Welfare, 2 Juvenile Justice, 2 CW/JJ case aides **Not on RMTS**: 1 Supervisor, 1 Clerical Support	**RMTS:** (same)
	3301: **100%** of unit's direct expenses	**3301**: (same)
	3683: AMSO allocation for **100%** of unit's direct costs	**3683** : (same)
2. Social Services Team Approach: 1 Social Services Supervisor 1 Clerical support *Staff with Child Welfare Case Management duties:* · 1 CPS Intake/Assessment · 1 CPS Ongoing Services · 3 Child Welfare caseworkers · 1 Juvenile Justice caseworkers *Staff with no Child Welfare Case Management duties:* · 1 Children's Long-Term Support · 1 Children's Mental Health; · 1 Birth-to-Three	**RMTS**: 1 CPS Intake/ Assessment, 1 Ongoing Services, 3 Child Welfare, 1 Juvenile Justice **Not on RMTS**: 1 CLTS, 1 CMH, 1 Birth-to-Three, 1 Supervisor, 1 Clerical Support	**RMTS:** all staff except Supervisor and Clerical Support
	3301: **100%** of direct expenses for 6 staff on the RMTS + **66.7%** direct expenses for Supervisor and Clerical Support staff (6 of 9 direct reports)	**3301**: Salary, fringe, and other direct expenses for **100%** of unit's 11 staff
	3683 : AMSO allocation for **100%** * 6 FTE direct costs + **66.7%** * Supervisor and Clerical Support direct costs	**3683** : AMSO allocation for **100%** of unit's direct costs
3. Social Services Unit with Mixed Caseloads: 1 Social Services Supervisor 1 Clerical support staff *Staff with Child Welfare duties:* · 1 CPS Intake/Assessment · 3 Mixed Caseload (children, families, and juveniles) caseworkers · 1 Children's Mental Health · 1 Children's Long-Term Support *Staff with no Child Welfare duties:* · 1 Birth to Three · 1 Adult Mental Health · 1 Community Support	**RMTS**: 1 CPS Intake/Assessment, 3 Mixed Caseload, 1 CMH, 1 CLTS **Not on RMTS**: 1 Birth to Three, 1 Adult Mental Health staff, 1 Community Support, 1 supervisor, 1 clerical support	**RMTS:** all staff except Supervisor and Clerical support
	3301: 100% of direct expenses for 6 staff on the RMTS + **66.7%** direct expenses for Supervisor and Clerical Support staff (6 of 9 direct reports)	**3301**: Salary, fringe, and other direct expenses for **100%** of unit's 11 staff
	3683: AMSO allocation for **100%** * 6 FTE direct costs + **66.7%** Supervisor and Clerical Support direct costs	**3683** : AMSO allocation for **100%** of unit's direct costs

If you have questions about the RMTS roster preparation or submission requirements, please contact the DCF RMTS coordinator:

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