

Community-Based Care RMTS Participant Training

Florida Department of Children and Families

April 2023

[Click here to watch
a recorded training](#)

Agenda

Introduction

General RMTS Info

Account Setup

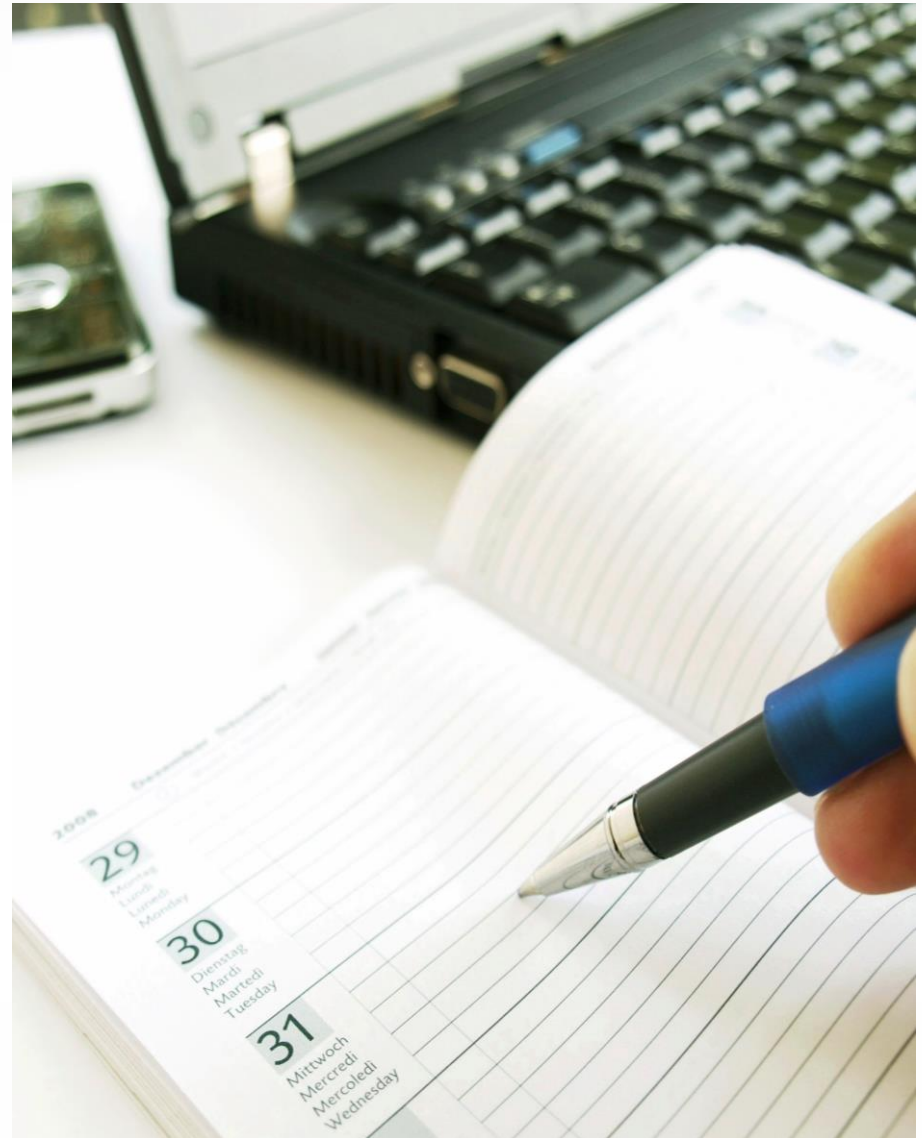
Email Based System Overview

Survey Example

Subsample Process

Some Things to Remember!

Contact Information / Q&A



Introduction

- The Florida Department of Children and Families (FL DCF) is partnering with Public Consulting Group LLC (PCG) to begin the administration of a Random Moment Time Study (RMTS) in PCG's EasyRMTS™ system
- On May 1, 2023, all CBC staff members will begin using the EasyRMTS™ system to support FL DCF's cost allocation plan (CAP) and program cost claiming



**The RMTS is part of a
larger cost allocation
process**

What is a Random Moment Time Study?

- An RMTS is a process where participants are emailed short surveys and asked to indicate what they were doing at an assigned minute or “moment” through a series of questions
- The RMTS is continuous (all working days of the year going forward). Historical data cannot be used to claim current or future costs
- The survey is required to determine the collective amount of time (and cost) spent on various activities
- Based on these results FL DCF determines the amount that can be charged to various funding sources.



RMTS Myths

- An RMTS is not a “big brother” tool to monitor participants
- An RMTS is not a job performance evaluation tool
- An RMTS cannot be used to determine what a single participant is doing throughout the day
- No answer is better than another (the “right” answer is what you happened to be doing at the time of your survey)



Account Setup

1. You will receive an automatic email when you have been added to the EasyRMTS™ system.

Note: The subject of the email will read “You Have Been Added to the FL DCF – Community-Based Care Random Moment Time Study”

2. The email will contain a temporary password. The temporary password is valid for 48 hours.
3. Your username is your email address. Log in to the system using the temporary password provided.
4. Complete the security questions and set up an EasyRMTS™ password.

Your Password Must Contain:

1. At least 8 Characters
2. One Uppercase Character
3. One Lowercase Character
4. One Number
5. One Special Character (!@#?)



Example: Account Setup (cont.)

You Have Been Added to the FL DCF - Community-Based Care Random Moment Time Study Inbox x



PCG Demo <pcgus.demo@gmail.com>

11:43AM (0 minutes ago)



to me ▾

Hello,

This is to notify you that you have been added to the FL DCF - Community-Based Care Random Moment Time Study.

Your username is pcgus.demo@gmail.com

Your temporary password is: rzZ%Hq+5

**Find your
username and
temporary
password here.**

This temporary password will expire in 48 hours. If you do not set up your account within 48 hours of this email, you must select the forgot password link on the EasyRMTS™ login screen to get a new temporary password.

Please login to <https://www.easyrmtspcg.com/> to set up your account and password. You can click on the website link in this email or type the address into your web browser.

If you have any questions, please contact your PCG administrator at FLDCF_CBC@pcgus.com.

Select the Link in the email:

<https://www.easyrmtspcg.com/>



Example: Account Setup (cont.)

Remember!
Your Temporary
Password is Valid for
48 hours



USERNAME

PASSWORD

Login to My Account

[I forgot my password](#)

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VER 28.0

PCG's web-based random moment sampling software, EasyRMTS™, is a proprietary random moment sampling tool that is used to conduct statistically valid random moment time studies (RMTS) of a group of workers. EasyRMTS™ uses a decision-tree question design that allows each time study to be set up in a way that ensures participants select only valid combinations of programs and activities.

PCG's EasyRMTS™ system has many features, including but not limited to:

- Decision-tree response process.
- Flexible sample parameters (e.g., number of moments, sample response times, etc.).
- Ability to set multiple reminders and cc supervisors.
- User-friendly calendar functionality.
- Ability to set multiple work schedules and time zones.
- Configurable administrator dashboard.
- Approved random moment generation algorithm.
- Automated sub-sample process.
- Quality control checks when recording responses.
- Standard reports that meet result tabulation and monitoring needs.
- Customized reports.
- Customized, detailed user manual.
- Secure website and data transfer.
- Secure login credentials.
- Configurable roles and user access permissions.
- Extensive data back-up and disaster recovery plan.

Enter your Username
and Temporary
Password to log in.



Example: Account Setup (cont.)

Answer three security questions and set up your permanent password.

Welcome to EasyRMTS™

Please select your security questions and enter your responses

QUESTION 1 *

What is your favorite book?

ANSWER 1 *

QUESTION 2 *

What is the name of your first school?

ANSWER 2 *

QUESTION 3 *

What is your oldest siblings middle name?

ANSWER 3 *

Please set your permanent password

NEW PASSWORD *

New Password

CONFIRM NEW PASSWORD *

Confirm New Password

Password should meet the following rules

Passwords do not match!

Needs at least 8 characters.

Needs at least one uppercase character.

Needs at least one special character.

Needs at least one digit.

Needs at least one lowercase character.

SUBMIT

Email Based System Overview

1. You will receive an email that contains information that you have been selected to complete an RMTS for FL DCF.

*** Note: The subject of the email will read: “URGENT! TIME SENSITIVE RMTS RESPONSE REQUIRED”**

2. You will log on to <https://www.easyrmtspcg.com/> using your username and password. This link is contained in the email.

***Note: The RMTS email participants receive comes from FLDCF_CBC@pcgus.com**

3. Once logged in, you will select the specific moment to respond to.

*** Note: If you have multiple outstanding moments, each moment will be listed.**

4. The first question will always be: “Were you working on a case at the assigned moment?”

Email Based System Overview (cont.)

5. Based on the response, you will be guided through a series of questions asking what the activity was that they were performing at the specific day and time of the moment.
6. If you selected “Yes” to the first question, you will be asked to provide a case ID and Person ID, specify the program, and then select the activity you were working on.
7. If you selected “No” to the first question, you will be asked to select a Non-Case related activity.
8. You “submit” the response once the RMTS has been completed.

**You have 24 hours to respond to the assigned RMTS!
Please respond within 1 business day!**

**You will receive reminder emails at 4 and 6 hours after
the initial email if you have not yet responded.**

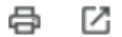


Survey Example

Email Based Overview

Email Based System Overview

URGENT! TIME SENSITIVE RMTS RESPONSE REQUIRED Inbox x



FLDCF_CBC@pcgus.com

to me ▾

1:29 PM (16 minutes ago)



Hello,

You have been selected to complete a Random Moment Time Study (RMTS) observation by the Florida Department of Children and Families. Your participation is mandatory and allows the state to receive federal funding to support your program, the department, and related services.

Your username is pcgus.demo@gmail.com. Please access your observation here: <https://www.easymtspcg.com/>

You will no longer be able to answer this observation after 04/18/23 01:22 PM. It is imperative that you complete this sample before it expires.

In your observation, please record the activity you were performing at 04/17/23 01:22 PM.

If you need to set up a password or can't remember your password, please use the "I forgot my password" function on the login page.

If you have questions or need assistance, please reply directly to this email.


Thank you,


PCG Time Study Staff

**Find the date
and time of
your survey
here.**



Example: Login Page




Random Moment Sampling Software

USERNAME

PASSWORD

Login to My Account

[I forgot my password](#)

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[VER. 28.0](#)

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PCG's EasyRMTS™ system has many features, including but not limited to:

- Decision-tree response process.
- Flexible sample parameters (e.g., number of moments, sample response times, etc.).
- Ability to set multiple reminders and cc supervisors.
- User-friendly calendar functionality.
- Ability to set multiple work schedules and time zones.
- Configurable administrator dashboard.
- Approved random moment generation algorithm.
- Automated sub-sample process.
- Quality control checks when recording responses.
- Standard reports that meet result tabulation and monitoring needs.
- Customized reports.
- Customized, detailed user manual.
- Secure website and data transfer.
- Secure login credentials.
- Configurable roles and user access permissions.
- Extensive data back-up and disaster recovery plan.

Enter Username and Password to log in. Your email address is your username.

Example: Lock Out Warning

The screenshot shows the EasyRMTS login interface. At the top is the logo 'EasyRMTS™ Random Moment Sampling Software'. Below it are input fields for 'USERNAME' and 'PASSWORD'. A red warning message states: 'You have made 4 unsuccessful attempts to login. Your account will be locked out after a 5th unsuccessful attempt. To avoid getting locked out, you may reset your password using the 'Forgot Password' link provided on the EasyRMTS™ login screen.' Below the message is a blue 'Login to My Account' button and a red arrow pointing to a blue link that says 'I forgot my password'. At the bottom, there is copyright information: 'COPYRIGHT © 2010-2020 PUBLIC CONSULTING GROUP ALL RIGHTS RESERVED VER 28.0'. To the right of the login form, a text box describes the software: 'PCG's web-based random moment sampling software, EasyRMTS™, is a proprietary random moment sampling tool that is used to conduct statistically valid random moment time studies (RMTS) of a group of workers. EasyRMTS™ uses a decision-tree question design that allows each time study to be set up in a way that ensures participants select only valid combinations of programs and activities. PCG's EasyRMTS™ system has many features, including but not limited to:' followed by a bulleted list of features.

EasyRMTS™
Random Moment Sampling Software

USERNAME

PASSWORD

You have made 4 unsuccessful attempts to login. Your account will be locked out after a 5th unsuccessful attempt. To avoid getting locked out, you may reset your password using the 'Forgot Password' link provided on the EasyRMTS™ login screen.

Login to My Account

[I forgot my password](#)

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PCG's EasyRMTS™ system has many features, including but not limited to:

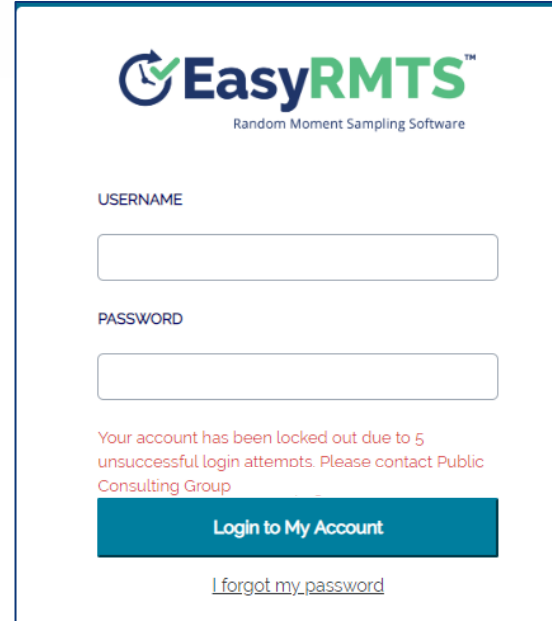
- Decision-tree response process.
- Flexible sample parameters (e.g., number of moments, sample response times, etc.).
- Ability to set multiple reminders and cc supervisors.
- User-friendly calendar functionality.
- Ability to set multiple work schedules and time zones.
- Configurable administrator dashboard.
- Approved random moment generation algorithm.
- Automated sub-sample process.
- Quality control checks when recording responses.
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- Customized reports.
- Customized, detailed user manual.
- Secure website and data transfer.
- Secure login credentials.
- Configurable roles and user access permissions.
- Extensive data back-up and disaster recovery plan.

To avoid getting locked out, reset your password by selecting the “I forgot my password” button. This will email you a new temporary password.

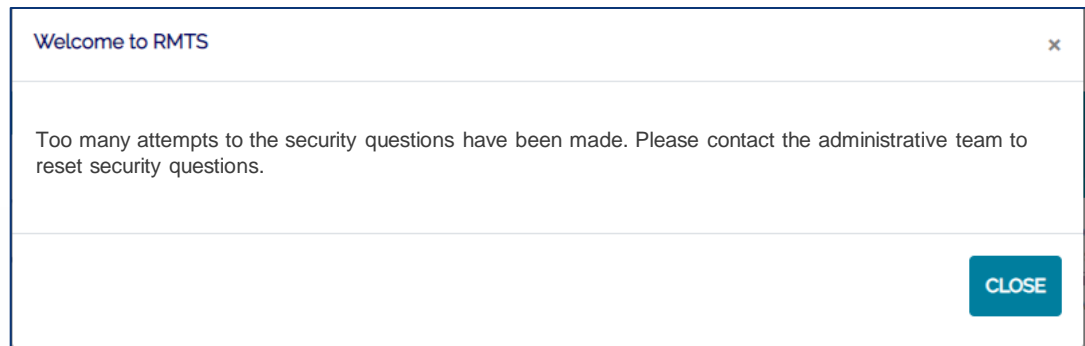
You will be locked out if the password is entered incorrectly 5 consecutive times. You will receive a warning notification if you have entered the wrong password 4 times.

What Should I Do If I am Locked Out?

**Contact FLDCF_CBC@pcgus.com
(or reply to the moment email
you received). Your supervisor
can also unlock your account.**




The image shows the EasyRMTS login interface. At the top is the logo for EasyRMTS, with the tagline 'Random Moment Sampling Software'. Below the logo are two input fields: one for 'USERNAME' and one for 'PASSWORD'. Under the password field, a red message states: 'Your account has been locked out due to 5 unsuccessful login attempts. Please contact Public Consulting Group'. At the bottom of the form is a blue button labeled 'Login to My Account' and a link that says 'I forgot my password'.



The image shows a 'Welcome to RMTS' dialog box. The title bar says 'Welcome to RMTS' with a close button (X) on the right. The main text area contains the message: 'Too many attempts to the security questions have been made. Please contact the administrative team to reset security questions.' At the bottom right of the dialog is a blue button labeled 'CLOSE'.

Example: Dashboard



INSTANCE FL DCF - Community-Based Care [Exit Impersonate](#) [Log Out](#) [pcgus.demo@gmail.com](#)

Moments

[04/17/2023 10:56 AM](#)

[04/17/2023 11:04 AM](#)

Instructions

Welcome to the Florida Department of Children and Families Community-Based Care (CBC) Random Moment Time Study (RMTS) in EasyRMTS™.

This will only take a few minutes of your time. If you have any questions regarding RMTS at any time, please call 1-833-988-3332 or email FLDCF_CBC@pcgus.com

Important Dates

No Dates at this time

Moment Completion Status

| # Moments To Date | # Completed Moments | Response Rate % |
|-------------------|---------------------|-----------------|
| 2 | 0 | 0.00% |

Site News

No News at this time

Training

| Training Status | Completion Date |
|-----------------|-----------------|
| Not Compliant | |

Compliance Training Document

FL DCF CBC Participant Training Go

Additional Training Document

FL DCF CBC Participant Training Go

The dashboard contains important messages regarding the RMTS.

Find a copy of this PowerPoint Presentation and an Activity Descriptions PDF under the Training section

Example: Moment List

Moments

04/17/2023 10:56 AM

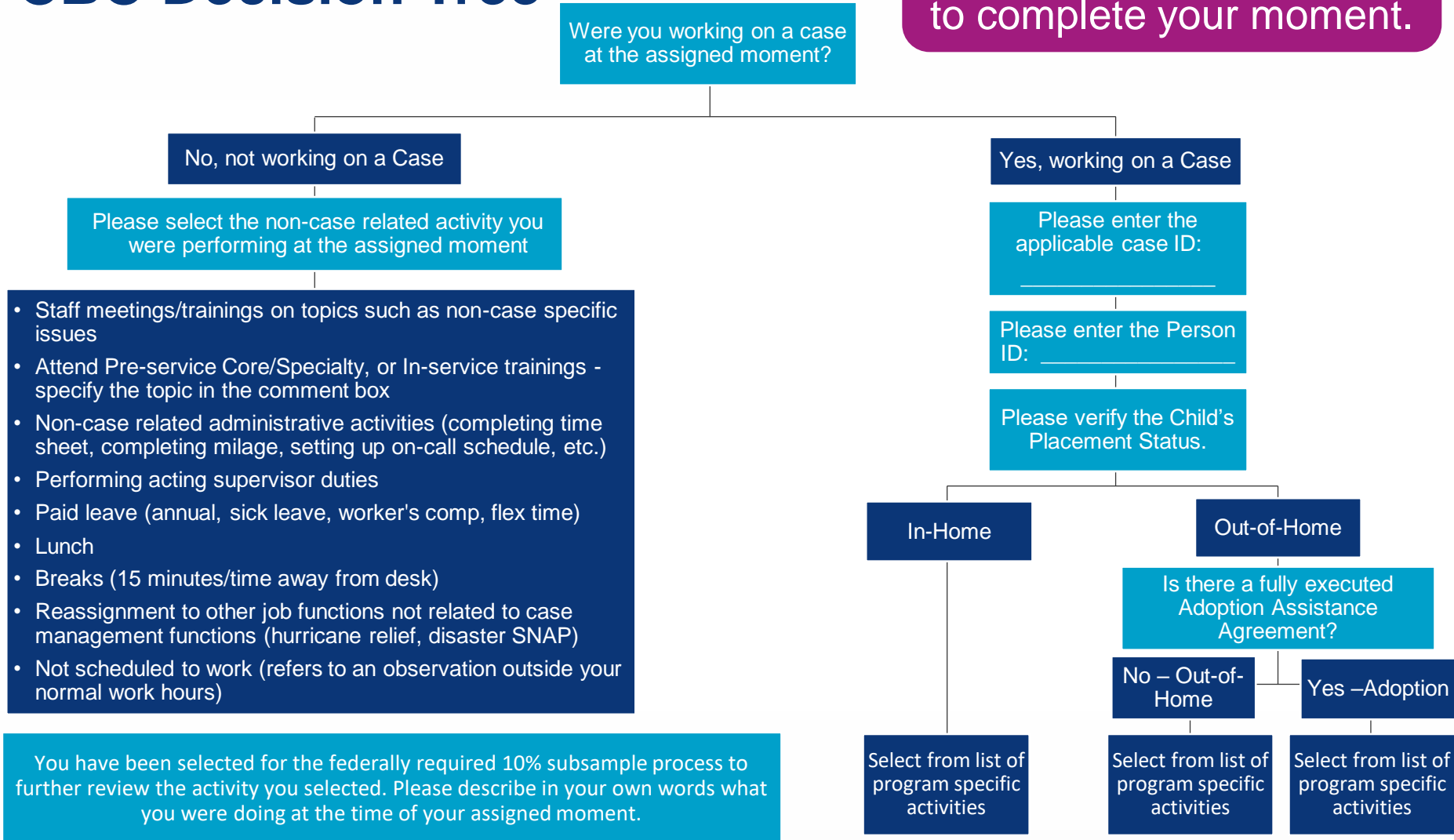
04/17/2023 11:04 AM

Any moment that you have “open” will be listed here.

Select the moment day and time to answer a survey.

CBC Decision Tree

The system will guide you through this decision tree to complete your moment.



Example: Case Type Screen (Initial Question)

Moment Response – 04/17/2023 11:04 AM

Were you working on a case at the assigned moment?

- ☐ No, Not Working on a Case
- ☐ Yes, Working on a Case

Previous

Next

Answer “Yes” or “No”
and select “Next”.

Example: Case ID Screen

Moment Response – 04/17/2023 11:04 AM

Please enter the applicable case ID.

Previous

Next

Provide a case ID for the client you were working on at the time of your survey.

***Note* This number should never be a social security number.**



Example: Person ID Screen

Moment Response – 04/17/2023 11:04 AM

Please enter the Person ID.

Previous

Next

Enter the Person ID that corresponds to the child you were working with at the assigned moment.

***Note* This number should never be a social security number.**



Example: Program Screen

Moment Response – 04/17/2023 11:04 AM

Please verify the child's placement status.

- ☒ In-Home
- ☐ Out-of-Home

Select the program you were working on. Click "Next".

Previous

Next



Example: Activity Screen

Moment Response – 04/17/2023 11:04 AM

Please select the activity you were performing at the assigned moment.

- ☐ Establish and/or maintain an initial and/or ongoing Safety Plan to control identified present/impending danger (etc.)
- ☐ Monthly Home Visit with child
- ☐ Other contact with child or parent that is not a home visit with child (telephonic, supervised visitations, transport, etc.)
- ☐ Contact with service provider to discuss case plan progress and assessments.
- ☐ Prepare for or participate in case staffings (Case Transfer, Permanency, MDT etc.)
- ☐ Prepare for or attend court hearing (consults with CLS, Case Plan, Judicial Review, Status Update, etc.)
- ☐ Supervisory Consultation/Review or meeting with supervisor to discuss case activities
- ☐ Referral for services for parent or child (parenting referral, substance abuse referral, daycare referral, tutoring referral, etc.)
- ☐ Gather additional information for or completing assessments (Case Plan, FFA-O, Critical Junctions/Progress Update, Conditions for Return, Comprehensive Placement Assessment, Suitability Assessment, etc.)
- ☐ Completing an Other Parent Home Assessment
- ☐ Activity related to human trafficking and sexually exploited children (Conducting sex trafficking screenings and documenting victims of sex trafficking in agency files, Determining appropriate services for individuals identified as such victims, Completing reports required for law enforcement and ACF of children or youth who the agency identifies as being a sex trafficking victim)
- ☐ Activity related to missing child (Attempts to locate and assessments, including screening the child to identify if the child is a possible sex trafficking victim)
- ☐ Prepare request for Out of County Services (OCS) and/or Interstate Compact Placement of Children (ICPC)
- ☐ Any activity related to Medicaid or healthcare (Provide information to the family regarding Medicaid eligibility, referral to medical providers, scheduling or transportation to healthcare provider)
- ☐ Provide information to the family regarding SNAP/food stamps
- ☐ Any activity related to TANF (Provide information and referrals to the family regarding TANF assistance, collecting or documenting income information for and/or completing TANF eligibility determination)

Depending on the program selected on the previous screen, you will have a related list of activities to pick from. Select what you were actively working on during the assigned minute of time and click “Next”.

Previous

Next



Example: Subsample Screen

Moment Response – 02/07/2023 01:30 PM

Information



Your moment has been selected as part of the sub-sample process. Please respond to the additional question(s) and submit your moment.

OK

You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in your own words what you were doing at the time of your assigned moment.

Previous

Next

Select OK and type in the activity that you were performing at the time of your survey and select “Next”.

Example: Response Summary Screen

Moment Response – 04/17/2023 11:04 AM

Response Summary

Question 1: Were you working on a case at the assigned moment?

Answer: Yes, Working on a Case

Question 2: Please enter the applicable case ID.

Answer: 5869-46892

Question 3: Please enter the Person ID.

Answer: 56987

Question 4: Please verify the child's placement status.

Answer: In-Home

Question 5: Please select the activity you were performing at the assigned moment.

Answer: Monthly Home Visit with child

Question 6: You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in your own words what you were doing at the time of your assigned moment.
(Sub-sample Question)

Answer: Doing a home visit for a child to make sure they are doing well and that their placement is ok.

☐ I certify that my moment response accurately reflects the activity I was performing at the time of my moment.

Review what you have selected in the system. If your response is incorrect, select the “Edit” button and change your response.

Edit Previous Submit

Example: Moment Response Submit Screen

Moment Response – 04/17/2023 11:04 AM

Response Summary

Question 1: Were you working on a case at the assigned moment?

Answer: Yes, Working on a Case

Question 2: Please enter the applicable case ID.

Answer: 5869-46892

Question 3: Please enter the Person ID.

Answer: 56987

Question 4: Please verify the child's placement status.

Answer: In-Home

Question 5: Please select the activity you were performing at the assigned moment.

Answer: Monthly Home Visit with child

Question 6: You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in your own words what you were doing at the time of your assigned moment.
(Sub-sample Question)

Answer: Doing a home visit for a child to make sure they are doing well and that their placement is ok.

☒ I certify that my moment response accurately reflects the activity I was performing at the time of my moment.

Note: You must select Submit to complete the RMTS

The check box must be selected to engage the Submit button to submit your survey.

Edit Previous Submit



Example: Confirmation Page

Moment Response – 04/17/2023 11:04 AM

Response Summary

Question 1: Were you working on a case at the assigned moment?

Answer: Yes, Working on a Case

Question 2: Please enter the applicable case ID.

Answer: 5869-46892

Question 3: Please enter the Person ID.

Answer: 56987

Question 4: Please verify the child's placement status.

Answer: In-Home

Question 5: Please select the activity you were performing at the assigned moment.

Answer: Monthly Home Visit with child

Question 6: You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in your own words what you were doing at the time of your assigned moment.
(Sub-sample Question)

Answer: Doing a home visit for a child to make sure they are doing well and that their placement is ok.

This screen confirms that the moment has been submitted.

Thank you for your response, your moment has been successfully submitted

[Return to Moments](#)

[Print](#)

If you have more than one moment open, select "Return to Moments" to answer any other outstanding surveys.



Example: Dashboard



Moments

No Moments at this time

Instructions

Welcome to the Florida Department of Children and Families Community-Based Care (CBC) Random Moment Time Study (RMTS) in EasyRMTS™.

This will only take a few minutes of your time. If you have any questions regarding RMTS at any time, please call 1-833-988-3332 or email FLDCF_CBC@pcgus.com

Important Dates

No Dates at this time

The completed moment will no longer be listed under Moments.

Moment Completion Status

| # Moments To Date | # Completed Moments | Response Rate % |
|-------------------|---------------------|-----------------|
| 2 | 2 | 100.00% |

Site News

No News at this time

The dashboard Moment Completion Status will update to reflect the completed moment.

Training

| Training Status | Completion Date |
|-----------------|-----------------|
| Not Compliant | |

Compliance Training Document

FL DCF CBC Participant Training

Go

Additional Training Document

FL DCF CBC Participant Training

Go



Subsample Process

- 10% of all surveys include a text box with a question asking for a description of the activity being performed at the time of the survey
- A subsample is required to ensure the proper activity codes are selected relative to the activity being performed
- Please answer as accurately and succinctly as possible to allow for a proper review of RMTS results
- Make sure that the response corresponds to your selected activity, or the survey may be invalidated
- RMTS administrators will review subsample responses and will notify participants of invalid selections or request additional info if needed.

Some Tips for Your Subsample Response:

- *Spell out any acronyms used in your response*
- *Don't just repeat the activity name—describe the activity you were performing in more detail, including what you were doing and why.*

Subsample Process – Follow Up

EasyRMTS™ Moment Clarification Required Inbox x



FLDCF_CBC@pcgus.com

to me, amakligh, FLDCF_CBC ▾

11:45 AM (1 minute ago)



Hello PCG Demo,

Your moment has been selected as part of the random moment time study review process. Your moment on 4/17/2023 11:04:00 AM requires additional clarification to properly complete the review. Please review our comments by selecting the link below.

<https://www.easyrmtspcg.com/>

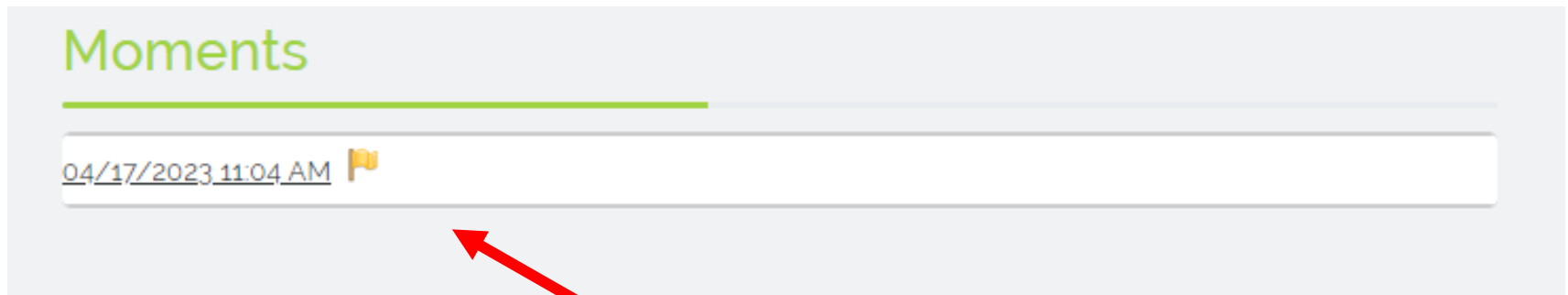
Thank you for your participation and assistance.
FL DCF - Community-Based Care Time Study Team

Requests for additional information may be sent via email through the EasyRMTS™ system if a subsample response is unclear.



Subsample Process – Follow Up

- Follow the link to log into EasyRMTS™ to answer the clarification question asked by the reviewer
- A yellow flag next to a moment indicates that follow up response is needed



Click on the listed moment to answer as you would normally

Subsample Process – Follow Up

Moment QC – 04/17/2023 11:04 AM

| Question | Response |
|---|-------------------------------|
| Were you working on | Yes, Working on a Case |
| Please enter the appl | 5869-46892 |
| Please enter the Person | 56987 |
| Please verify the child's placement status. | In-Home |
| Please select the activity you were performing at the assigned moment. | Monthly Home Visit with child |
| You have been selected for the federally required 10% subsample process to further review the | |

Review the previously submitted responses

Follow-up Question

WAS THIS FOR AN IN-HOME CHILD PLACEMENT?

Read the clarification question and type in a response before clicking Submit

Submit

Subsample Process – Follow Up

This screen confirms the response to the review question has been successfully submitted.

The screenshot displays the 'EasyRMTS' (Random Moment Sampling Software) interface. A white 'Information' dialog box is centered on the screen, displaying the message: 'Your moment review has been successfully submitted.' with an 'OK' button. The background is a 'Moment QC' form dated '04/17/2023 11:04 AM'. The form contains a table with the following data:

| Question | |
|---|-------------------------------|
| Were you working on a case at the assigned moment? | Yes, Working on a Case |
| Please enter the applicable intake number. | 586g-468g2 |
| Please enter the Person ID. | 56987 |
| Please verify the child's placement status. | In-Home |
| Please select the activity you were performing at the assigned moment. | Monthly Home Visit with child |
| You have been selected for the federally required 10% subsample process to further review the | |

Below the table, there is a 'Follow-up Question' section with the text: 'WAS THIS FOR AN IN-HOME CHILD PLACEMENT?' and a text input field containing 'Yes it was for In-home.' A 'Submit' button is located at the bottom right of the form.

Subsample Process – Invalid Selection

Moment QC – 04/17/2023 11:04 AM

Question

Were you working on a case a

Please enter the applicable in

Please enter the Person ID.

Please verify the child's plac

Please select the activity you v

You have been selected for th

If the reviewer notes that the subsample response does not match the program and activity selected, corrective guidance will be sent.

Follow-up Question

PLEASE NOTE FOR FUTURE MOMENTS, ANY TIME SPENT ON CLIENTS/CASEWORK SHOULD BE REFLECTED BY PICKING THE CLIENT/CASE APPROPRIATE ACTIVITY.



Read the provided guidance and confirm it was received before clicking Submit

Submit

Some Things to Remember!

- This training presentation is available to staff each time they access the EasyRMTS™ system
- Select the options that best reflect what you are doing at that moment. Keep in mind that your survey represents **one minute of your day**
- The Case ID and Person ID are required (if requested), and are not a HIPAA violation
- Once a survey is submitted, it CANNOT be changed
- A survey CANNOT be submitted once it has expired
- **Supervisors are required to alert RMTS administrators if a moment is assigned while a participant is out of office.**

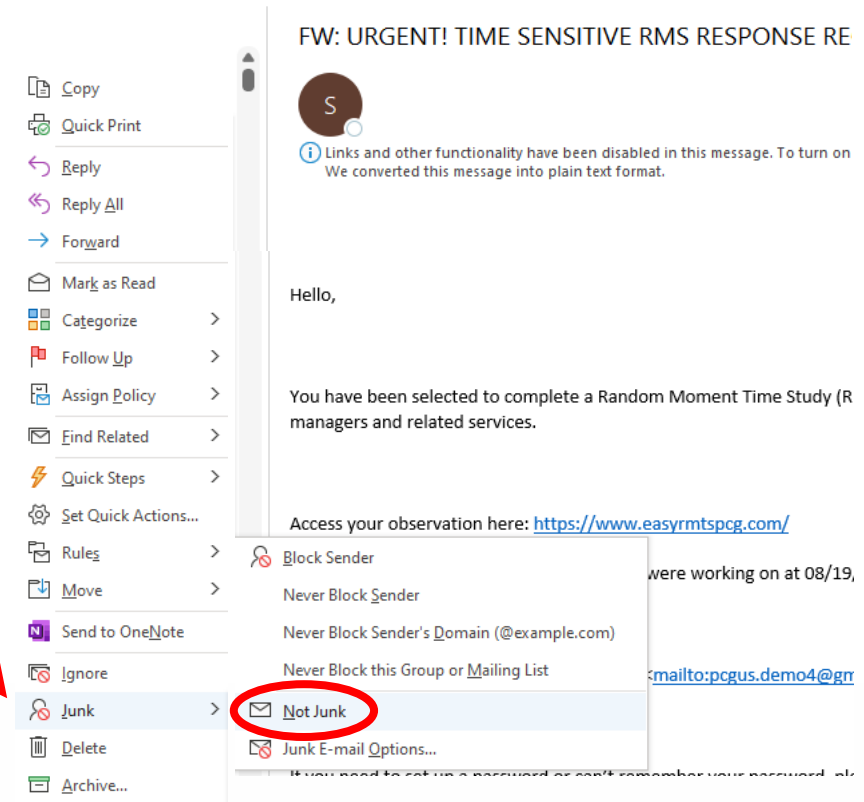
Surveys expire 1 business day from the date and time of the survey



Some Things to Remember! (cont.)

- Please check to ensure that your random moment emails are not being sent to you junk folder.

- Right click on the email in your "Junk email" folder.
- Choose "Junk" from the menu.
- Choose "Not Junk" from the menu.



Contact Information

If you have any questions, please contact:

- Your supervisor
- Brett Litt, RMTS Administrator Brett.Litt@myflfamilies.com
- Call the hotline at 1-833-988-3332 or email the FL DCF inbox at FLDCF_CBC@pcgus.com





Solutions that Matter