

Adult Protective Services RMTS Participant Training

Florida Department of Children and Families

March 2023

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

Agenda

Introduction

General RMTS Info

Account Setup

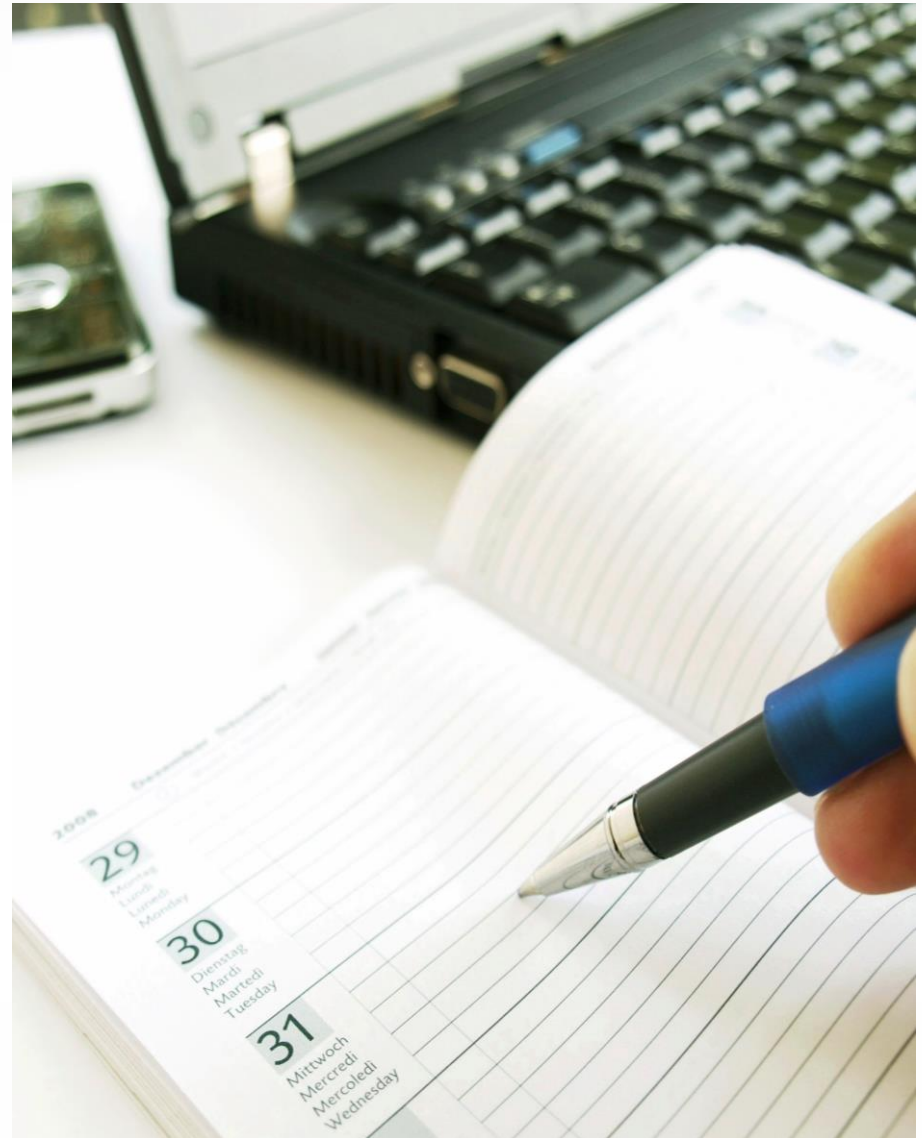
Email Based System Overview

Survey Example

Subsample Process

Some Things to Remember!

Contact Information



Introduction

- The Florida Department of Children and Families (FL DCF) is partnering with Public Consulting Group LLC (PCG) to begin the administration of the Random Moment Time Study (RMTS) in PCG's EasyRMTS™ system
- On April 1, 2023, all APS staff members in the current RMTS 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**

Why We Complete 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 – Adult Protective Services 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.)



1 of 121 < > [device icon]

You Have Been Added to the FL DCF - Adult Protective Services Random Moment Time Study Inbox x



PCG Demo <pcgus.demo@gmail.com>
to me ▾

5:09 PM (0 minutes ago) ☆ ↶ ⋮

Hello,

This is to notify you that you have been added to the FL DCF - Adult Protective Services 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 logon 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.

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](#)

COPYRIGHT © 2010-2020 PUBLIC CONSULTING
GROUP
ALL RIGHTS RESERVED

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 emails participants receive will come from FLDCF_APS@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 what type of case you are working on, an Intake Number, 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_APS@pcgus.com

to me ▾

Feb 27, 2023, 2:48 PM (20 hours 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 02/28/23 02:42 PM. It is imperative that you complete this sample before it expires.

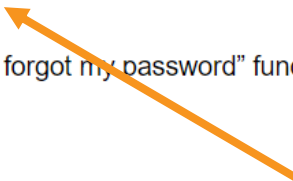
In your observation, please record the activity you were performing at 02/27/23 02:42 PM.

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](#)

[COPYRIGHT © 2010-2020 PUBLIC CONSULTING GROUP](#)
[ALL RIGHTS RESERVED](#)
[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 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:'. Below this is 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](#)

COPYRIGHT © 2010-2020 PUBLIC CONSULTING GROUP
ALL RIGHTS RESERVED
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:

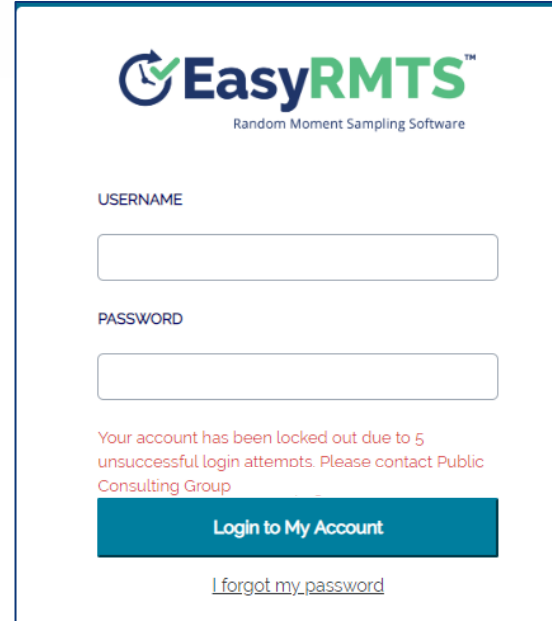
- Decision-tree response process.
- Flexible sample parameters (e.g., number of moments, sample response times, etc.).
- Ability to set multiple reminders and cc supervisors.
- User-friendly calendar functionality.
- Ability to set multiple work schedules and time zones.
- Configurable administrator 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.

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

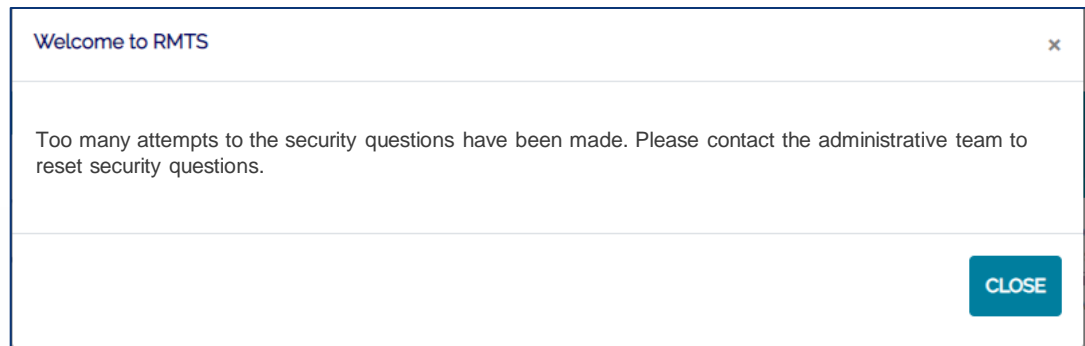
You will be locked out if the password is entered incorrectly 5 consecutive times. You will receive a warning notification if you have entered the wrong password 4 times.

What Should I Do If I am Locked Out?

**Contact FLDCF_APS@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 with a close button (X) in the top right corner. The main text inside the box reads: 'Too many attempts to the security questions have been made. Please contact the administrative team to reset security questions.' In the bottom right corner, there is a blue button labeled 'CLOSE'.

Example: Dashboard

 **EasyRMTS™**
Random Moment Sampling Software

INSTANCE FL DCF - Adult Protective Services ▼

[Exit Impersonate](#) | [Log Out](#) | [pcgus.demo@gmail.com](#)

Moments

No Moments at this time

Instructions

Welcome to the Florida Department of Children and Families Adult Protective Services (APS) 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_APS@pcgus.com

Important Dates

No Dates at this time

Moment Completion Status

# Moments To Date	# Completed Moments	Response Rate %
3	3	100.00%

Site News

No News at this time

Training

Training Status	Completion Date
Not Compliant	

Compliance Training Document

FL DCF - APS Participant Training ▼ Go

Additional Training Document

FL DCF- APS Activity Descriptions ▼ 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/Observation List

Moments

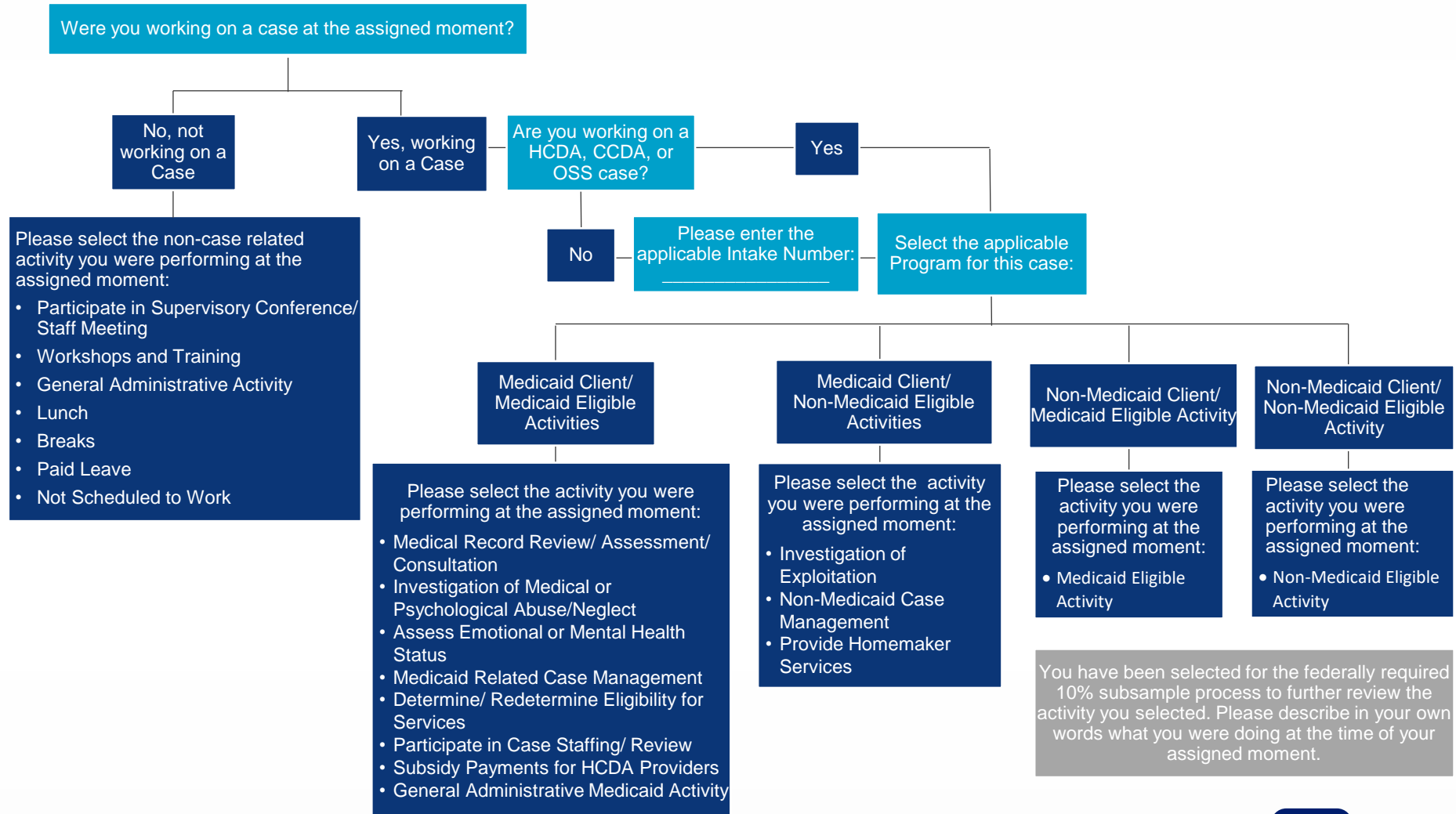
03/02/2023 10:37 AM

03/02/2023 10:59 AM

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

Select the moment day and time to answer a survey.

APS Decision Tree



Example: Case Type Screen (Initial Question)

Moment Response – 03/24/2023 09:18 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: HCDA, CCDA, or OSS Case Screen

Moment Response – 03/24/2023 09:18 AM

Are you working on a HCDA, CCDA, or OSS case?

☐ Yes

☐ No

If you select “Yes”, you will be directed to the program list.

If you select “No”, you will be directed to provide the Intake number. Select “Next” after choosing your response.

Previous

Next

Example: Intake Number Screen

Moment Response – 03/24/2023 09:18 AM

Please enter the applicable intake number.

Intake number format is a 10 digit number with a hyphen (ie. 4503-829451).

Provide an Intake Number for the client you were working on at the time of your survey.

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

Previous

Next



Example: Program Screen

Moment Response – 03/24/2023 09:18 AM

Select the applicable program for this case.

- ☐ Medicaid Client/Medicaid Eligible Activities
- ☐ Medicaid Client/Non-Medicaid Eligible Activities
- ☐ Non-Medicaid Client/Medicaid Eligible Activity
- ☐ Non-Medicaid Client/Non-Medicaid Eligible Activity

Previous

Next

Select the program you were working on. Click “Next”.



Example: Activity Screen

Moment Response – 03/24/2023 09:18 AM

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

- ☐ Medical Record Review/ Assessment/ Consultation
- ☐ Investigation of Medical or Psychological Abuse/Neglect
- ☐ Assess Emotional or Mental Health Status
- ☐ Medicaid Related Case Management
- ☐ Determine/ Redetermine Eligibility for Services
- ☐ Participate in Case Staffing/ Review
- ☐ Subsidy Payments for HCDA Providers
- ☐ General Administrative Medicaid Activity

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 – 03/24/2023 09:18 AM

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.

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

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

Previous

Next

Example: Response Summary Screen

Moment Response – 03/24/2023 09:18 AM

Response Summary

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

Answer: Yes, working on a Case

Question 2: Are you working on a HCDA, CCDA, or DSS case?

Answer: No

Question 3: Please enter the applicable intake number.

Answer: 1235-56897

Question 4: Select the applicable program for this case.

Answer: Medicaid Client/Medicaid Eligible Activities

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

Answer: Investigation of Medical or Psychological Abuse/Neglect

☐ 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 – 03/24/2023 09:18 AM

Response Summary

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

Answer: Yes, working on a Case

Question 2: Are you working on a HCDA, CCDA, or DSS case?

Answer: No

Question 3: Please enter the applicable intake number.

Answer: 1235-56897

Question 4: Select the applicable program for this case.

Answer: Medicaid Client/Medicaid Eligible Activities

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

Answer: Investigation of Medical or Psychological Abuse/Neglect

☒ 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 – 03/24/2023 09:18 AM

Response Summary

Question 1: Were you working on a case at the assigned moment?
Answer: Yes, working on a Case

Question 2: Are you working on a HCDA, CCDA, or DSS case?
Answer: No

Question 3: Please enter the applicable intake number.
Answer: 1235-56897

Question 4: Select the applicable program for this case.
Answer: Medicaid Client/Medicaid Eligible Activities

Question 5: Please select the activity you were performing at the assigned moment.
Answer: Investigation of Medical or Psychological Abuse/Neglect

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

[Return to Moments](#)

[Print](#)


This screen confirms that the moment has been submitted.

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



Example: Dashboard

The completed moment will no longer be listed under Moments.



Random Moment Sampling Software

Adult Protective Services

Log Out | pcgus.demo@gmail.com

Moments

No Moments at this time

Moment Completion Status

# Moments To Date	# Completed Moments	Response Rate %
3	3	100.00%

Instructions

Welcome to the Florida Department of Children and Families Adult Protective Services (APS) 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_APS@pcgus.com

Site News

No News at this time

Important Dates

No Dates at this time

Completion Date

Compliance Training Document

FL DCF - APS Participant Training

Go

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



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.

Some Tips for Your Subsample Response:

- *Spell out any acronyms used in your response*
- *Don't just repeat the activity code—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_APS@pcgus.com via amazones.com

10:50 AM (0 minutes ago)



to me, mhahn, FLDCF_APS ▾

Hello PCG Demo,

Your moment has been selected as part of the random moment time study review process. Your moment on 3/2/2023 10:37:00 AM requires additional clarification to properly complete the review. Please review our comments by selecting the link below.

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

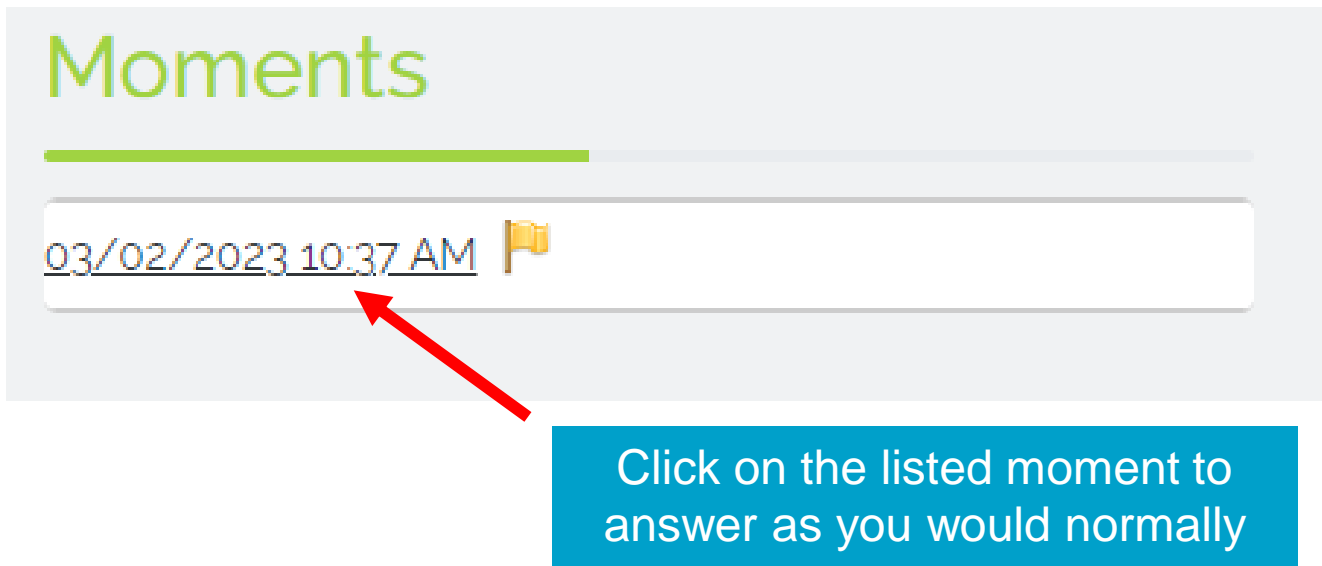
Thank you for your participation and assistance.
FL DCF - Adult Protective Services Time Study Team

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



Moment QC – 03/02/2023 10:37 AM

Review the previously submitted responses

Question	Response
Were you working on a case at the assigned moment?	Yes, working on a Case
Please enter the applicable Intake number:	1234-567890
Select the applicable Program for this case:	Medicaid Client/Medicaid Eligible Activities
Please select the activity you were performing at the assigned moment:	Investigation of Medical or Psychological Abuse/Neglect
You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in your own words	Entering notes regarding an ongoing investigation

Follow-up Question

PLEASE CLARIFY THE SUBJECT OF THE NOTES YOU WERE ENTERING RELATED THE OPEN CASE.



Submit

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

Subsample Process – Follow Up

The screenshot displays the EasyRMTS (Random Moment Sampling Software) interface. A white dialog box with the title 'Information' and a close button (X) is centered on the screen. The message inside the dialog box reads: 'Your moment review has been successfully submitted.' Below the message is a green button labeled 'OK'. In the background, the software interface is visible, showing the 'EasyRMTS' logo at the top left, the 'INSTANCE' dropdown set to 'FL DCF - Adult Protection', and the 'Moment QC - 03/02/2023 10' label. Below these, there is a table with two columns: 'Question' and 'Response'. The table contains five rows of data. Below the table, there is a section titled 'Follow-up Question' with a text area for clarification. At the bottom right of the interface is a green 'Submit' button. The footer of the interface includes the 'PUBLIC CONSULTING GROUP' logo and name.

Question	Response
Were you working on a case at the assigned moment?	Yes, working on a Case
Please enter the applicable Intake number:	1234-567890
Select the applicable Program for this case:	Medicaid Client/Medicaid Eligible Activities
Please select the activity you were performing at the assigned moment:	Investigation of Medical or Psychological Abuse/Neglect
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.	Entering notes regarding an ongoing investigation

Follow-up Question

PLEASE CLARIFY THE SUBJECT OF THE NOTES YOU WERE ENTERING RELATED THE OPEN CASE.

I was writing up notes related to general Medicaid case management as the investigation was actually already conducted.

Submit

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

Subsample Process – Invalid Selection

Moment QC – 03/02/2023 10:37 AM

Question	Response
Were you working on a case at the assigned moment?	Yes, working on a Case
Please enter the applicable Intake number:	1234-567890
Select the applicable Program for this case:	Medicaid Client/Medicaid
Please select the activity you were performing at the assigned moment:	Investigation of Medical or
You have been selected for the federally required 10% subsample process to further review the activity you selected. Please describe in	

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, THE ACCURATE ACTIVITY TO SELECT BASED ON YOUR DESCRIBED ACTION WOULD BE 'MEDICAID RELATED CASE MANAGEMENT'.

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

Submit

Some Things to Remember!

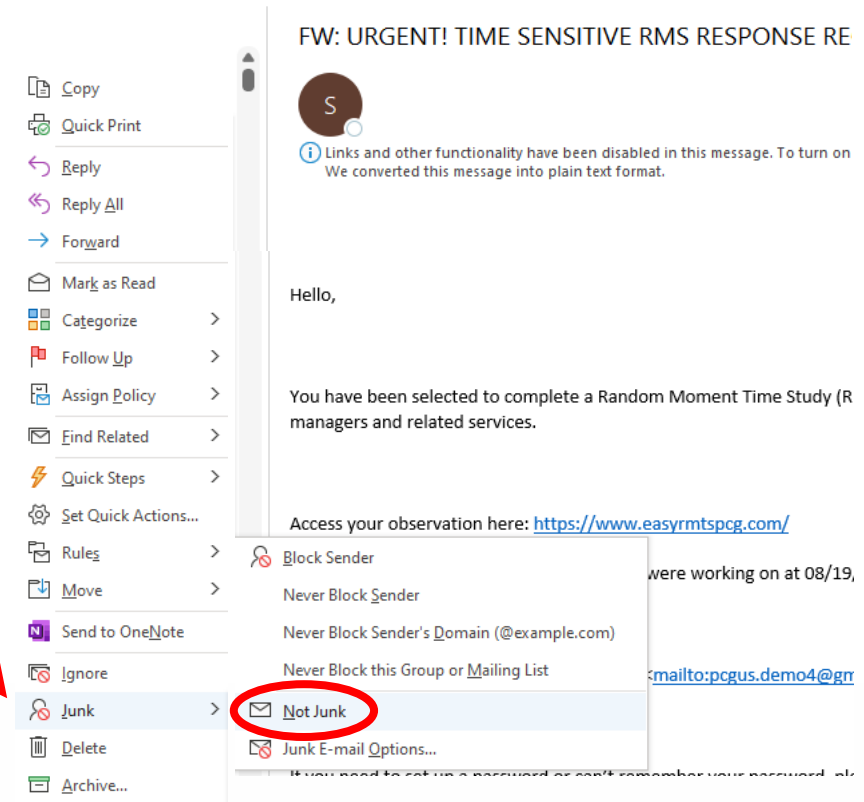
- This training presentation is available to staff each time they access the EasyRMTS™ system
- Select the options that best reflect what you are doing at that moment. Keep in mind that your survey represents **one minute of your day**
- The Intake Number is required (if requested), and it is not a HIPAA 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
- RMTS Administrators
 - Brett Litt Brett.Litt@myflfamilies.com
 - Sally Hamby sally.hamby@myflfamilies.com
- Call the hotline at 1-833-988-3332 or email the FL DCF inbox at FLDCF_APS@pcgus.com





Solutions that Matter