

Economic Self-Sufficiency 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

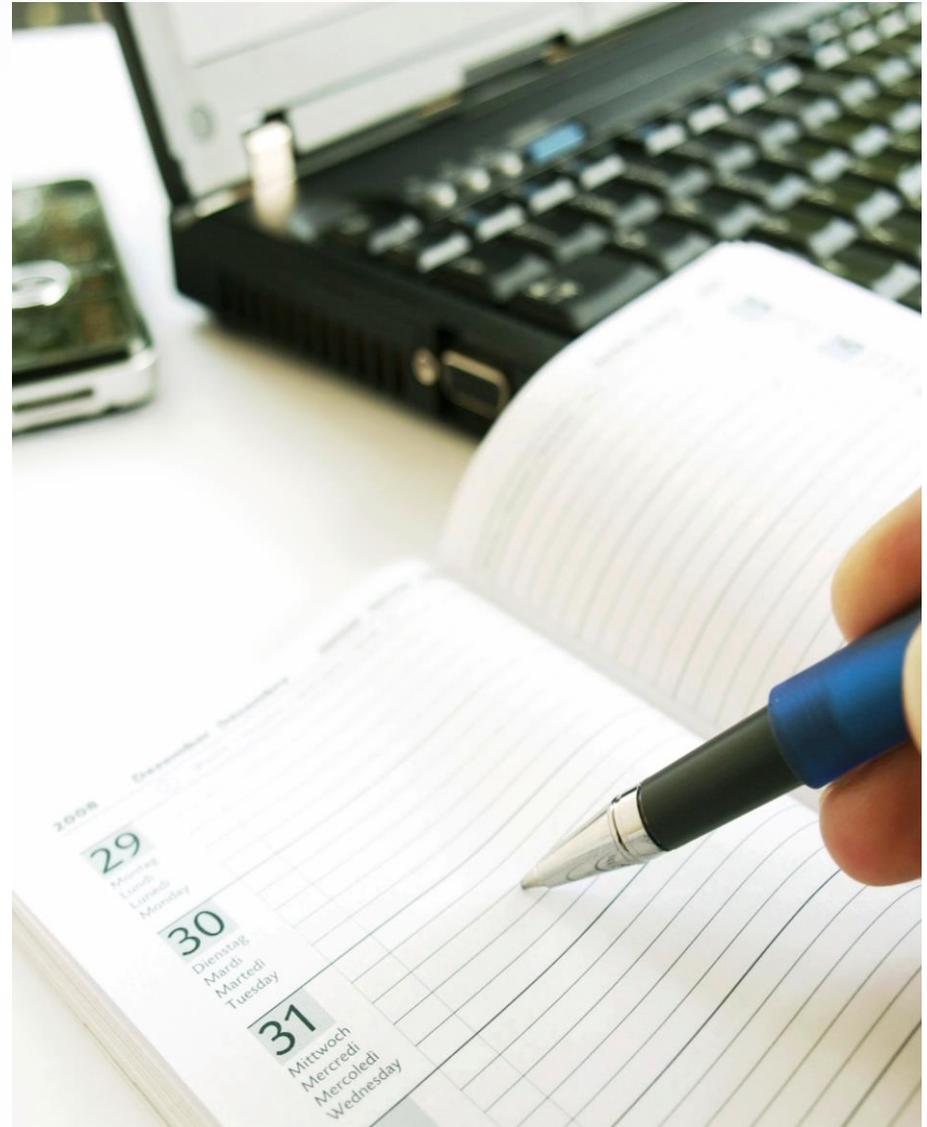
Email Based System Overview

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 transition the administration of the Random Moment Time Study (RMTS) in PCG's EasyRMTS™ system
- On April 1, 2023, all ESS staff members in the current RMTS will transition to 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 – Economic Self-Sufficiency 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 - Economic Self-Sufficiency Random Moment Time Study Inbox x



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

11:15AM (4 hours ago) ☆ ↶ ⋮

Hello,

This is to notify you that you have been added to the FL DCF - Economic Self-Sufficiency 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 at FLDCF_ESS@pcgus.com.

↶ Reply ↷ Forward

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 *

ANSWER 1 *

QUESTION 2 *

ANSWER 2 *

QUESTION 3 *

ANSWER 3 *

Please set your permanent password

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_ESS@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 number, specify the activity, and then select the program 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_ESS@pcgus.com

to me ▾

9:38 AM (5 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 03/15/23 09:30 AM. It is imperative that you complete this sample before it expires.

In your observation, please record the activity you were performing at 03/14/23 09:30 AM.

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



USERNAME

PASSWORD

Login to My Account

[I forgot my password](#)

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[VER. 28.0](#)

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- Customized reports.
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- Secure website and data transfer.
- Secure login credentials.
- Configurable roles and user access permissions.
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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 left is the logo for EasyRMTS™, Random Moment Sampling Software. Below the logo are two input fields: 'USERNAME' and 'PASSWORD'. A red warning message is displayed below the password field: '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 warning is a blue button labeled 'Login to My Account' and a link that says 'I forgot my password'. A red arrow points from the bottom text box to this link. At the bottom of the page, there is copyright information: 'COPYRIGHT © 2010-2020 PUBLIC CONSULTING GROUP ALL RIGHTS RESERVED. VER 28.0'. To the right of the login form is a text box describing the software and listing its features.

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:

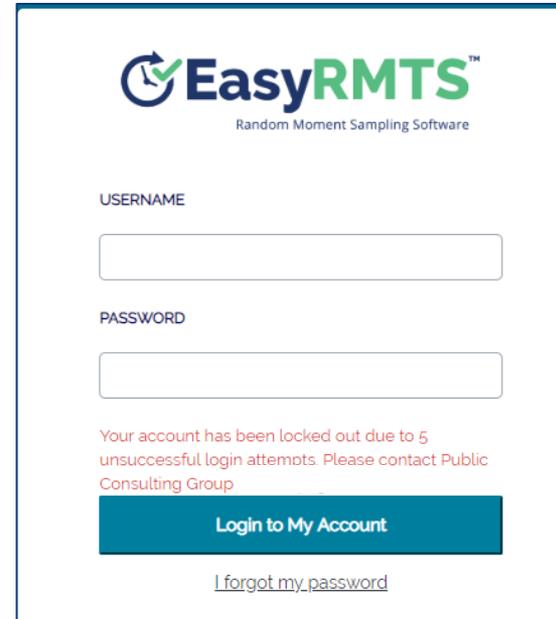
- Decision-tree response process.
- Flexible sample parameters (e.g., number of moments, sample response times, etc.).
- Ability to set multiple reminders and cc supervisors.
- User-friendly calendar functionality.
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- Secure website and data transfer.
- Secure login credentials.
- Configurable roles and user access permissions.
- Extensive data back-up and disaster recovery plan.

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.

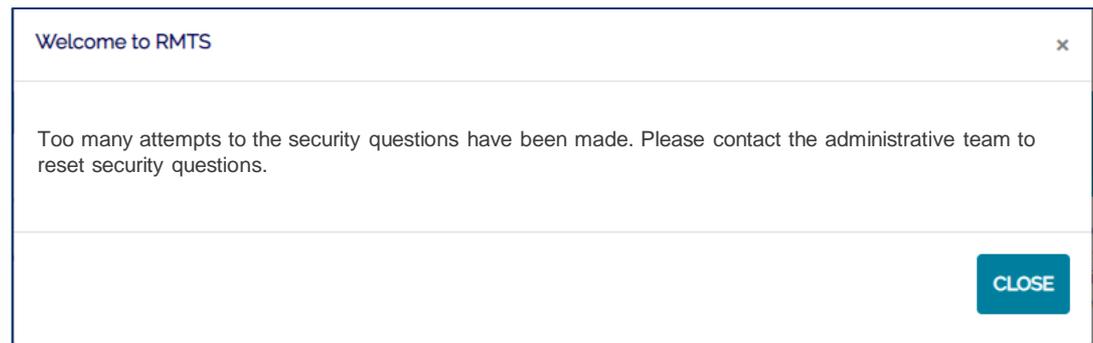
To avoid getting locked out, reset your password by selecting the “I forgot my password” button. This will email you a new temporary password.

What Should I Do If I am Locked Out?

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



The screenshot 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: "USERNAME" and "PASSWORD". Underneath the password field is a red error message: "Your account has been locked out due to 5 unsuccessful login attempts. Please contact Public Consulting Group". At the bottom of the login area is a blue button labeled "Login to My Account" and a link that says "[I forgot my password](#)".



The screenshot shows a dialog box titled "Welcome to RMTS" with a close button (X) in the top right corner. The main text of the dialog 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 of the dialog is a blue button labeled "CLOSE".



Example: Dashboard

EasyRMTS™
Random Moment Sampling Software

INSTANCE: FL DCF - Economic Self-Sufficiency [Exit Impersonate](#) [Log Out](#) | [pcgus.demo@gmail.com](#)

Moments

- [03/14/2023 09:30 AM](#)
- [03/14/2023 10:38 AM](#)
- [03/14/2023 10:42 AM](#)
- [03/14/2023 11:00 AM](#)
- [03/14/2023 02:58 PM](#)

Instructions

Welcome to the Florida Department of Children and Families Economic Self-Sufficiency (ESS) 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_ESS@pcgus.com

Important Dates

Moment Completion Status

# Moments To Date	# Completed Moments	Response Rate %
5	0	0.00%

Site News

No News at this time

Training

Training Status	Completion Date
Not Compliant	

Compliance Training Document
 [Go](#)

Additional Training Document
 [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

03/14/2023 09:30 AM

03/14/2023 10:38 AM

03/14/2023 10:42 AM

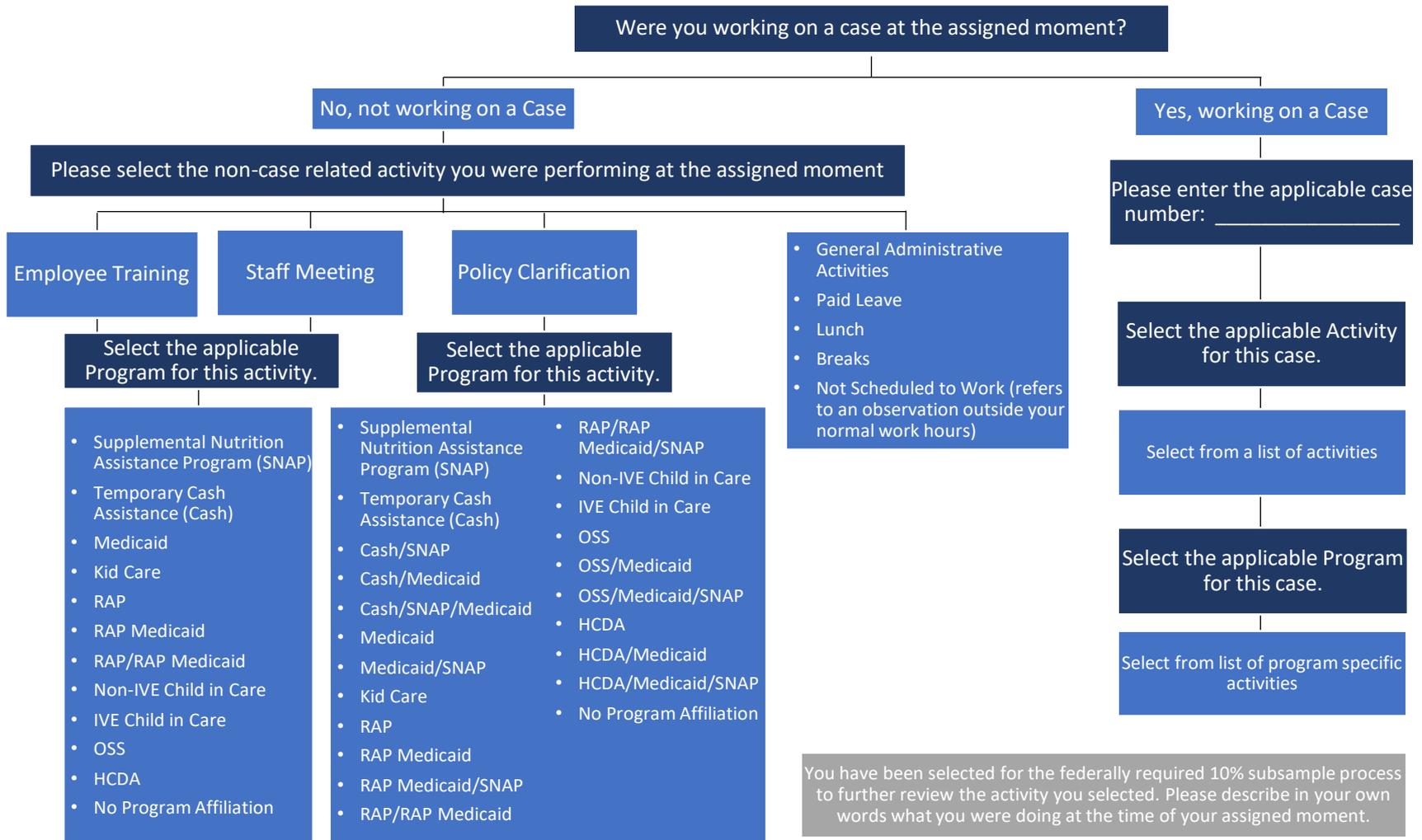
03/14/2023 11:00 AM

03/14/2023 02:58 PM

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

Select the moment day and time to answer a survey.

ESS Decision Tree



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

Example: Case Type Screen (Initial Question)

Moment Response – 03/14/2023 10:38 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 Number Screen

Moment Response – 03/14/2023 10:38 AM

Please enter the applicable case number.

Case number format is a 10 digit number

Provide a case 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: Activity Screen

Moment Response – 03/14/2023 10:38 AM

Select the applicable activity for this case.

- Financial Counseling
- Relocation Assistance
- EBT
- Applying or Lifting of Transitional Benefits
- Encouraging Use of Transitional Benefits
- Auxiliary Cash Benefits
- Auxiliary SNAP Benefits
- Participating in TANF Hardship
- Discussing TANF Time Limits
- TANF Early Exit Diversion
- Medicaid Issuance
- Save Verification
- Client Employment & Training
- Benefit Recovery
- Home Visits
- Second Party Review
- Up-Front Diversion Activities
- Eligibility Application
- Eligibility Redetermination
- Eligibility Case Management
- Affordable Care Act Information and Referral
- ACCESS Integrity Referral

Previous

Next

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”.

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



Example: Program Screen

Moment Response – 03/14/2023 10:38 AM

Select the applicable program for this activity.

- Temporary Cash Assistance (Cash)
- RAP
- RAP Medicaid
- RAP/RAP Medicaid
- OSS
- HCDA

Depending on the activity selected on the previous screen, you will have a related list of programs 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 – 03/14/2023 10:38 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 – 03/14/2023 10:38 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 number.

Answer: 5556486327

Question 3: Select the applicable activity for this case.

Answer: Auxiliary Cash Benefits

Question 4: Select the applicable program for this activity.

Answer: Temporary Cash Assistance (Cash)

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 – 03/14/2023 10:38 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 number.

Answer: 5556-486327

Question 3: Select the applicable activity for this case.

Answer: Auxiliary Cash Benefits

Question 4: Select the applicable program for this activity.

Answer: Temporary Cash Assistance (Cash)

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

Edit Previous Submit

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



Example: Confirmation Page

Moment Response – 03/14/2023 10:38 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 number.
Answer: 5556486327

Question 3: Select the applicable activity for this case.
Answer: Auxiliary Cash Benefits

Question 4: Select the applicable program for this activity.
Answer: Temporary Cash Assistance (Cash)

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

The completed moment will no longer be listed under Moments.

The screenshot shows the EasyRMTS dashboard interface. At the top left is the logo for EasyRMTS (Random Moment Sampling Software). The top right navigation bar includes a dropdown menu, a link to 'Exit Impersonate', a 'Log Out' button, and the user email 'pcgus.demo@gmail.com'. The dashboard is divided into several sections: 'Moments' (showing 'No Moments at this time'), 'Instructions' (with a welcome message and contact info), 'Important Dates' (showing 'No Dates at this time'), 'Moment Completion Status' (a table with 3 columns: '# Moments To Date' (5), '# Completed Moments' (5), and 'Response Rate %' (100.00%)), 'Site News' (showing 'No News at this time'), and a 'Compliance Training Document' section with two dropdown menus and 'Go' buttons. Two red arrows point from callout boxes to the 'Moments' and 'Moment Completion Status' sections.

# Moments To Date	# Completed Moments	Response Rate %
5	5	100.00%

Completion Date

Compliance Training Document: FL DCF ESS RMTS Participant Training [Go]

Additional Training Document: FL DCF ESS RMTS 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_ESS@pcgus.com

to me, FLDCF_ESS ▾

3:32 PM (6 minutes ago)



Hello PCG Demo,

Your moment has been selected as part of the random moment time study review process. Your moment on 3/14/2023 10:42:00 AM requires additional clarification to properly complete the review. Please review our comments by selecting the link below.

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

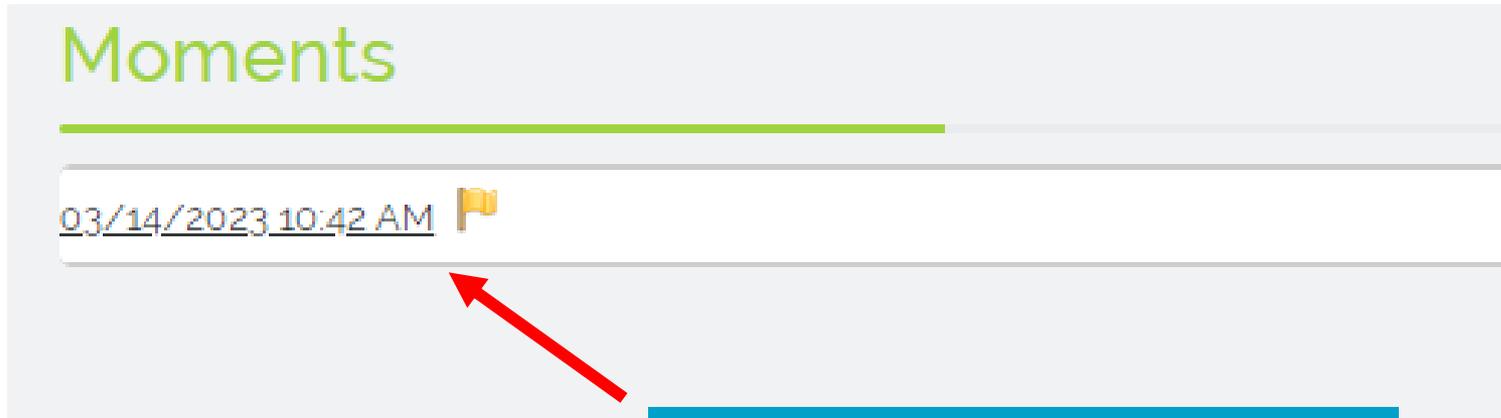
Thank you for your participation and assistance.
FL DCF - Economic Self-Sufficiency Time Study Team

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 – 03/14/2023 10:42 AM

Question	Response
Were you working on a case?	working on a Case
Please enter the applicable ID number.	56789
Select the applicable activity name.	Save Verification
Select the applicable program for this activity.	OSS
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	I was doing a save verification application for OSS.

Review the previously submitted responses

Follow-up Question

CAN YOU PROVIDE ADDITIONAL DETAIL ON THE ACTIVITY YOU WERE DOING?



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

Submit



Subsample Process – Follow Up

The screenshot displays the EasyRMTS software interface. At the top left is the logo for EasyRMTS™, Random Moment Sampling Software. The main header shows 'Moment QC – 03/14/2023 10:42 AM'. A white dialog box titled 'Information' is centered on the screen, containing the text 'Your moment review has been successfully submitted.' and a green 'OK' button. Below the dialog, a table lists several questions and their corresponding answers. A large purple callout box is overlaid on the table, containing the text: 'This screen confirms the response to the review question has been successfully submitted.'

Question	Answer
Were you working on a case?	Yes, working on a Case
Please enter the applicable case number.	123456789
Select the applicable activity.	Save Verification
Select the applicable program.	OSS
You have been selected for review. Please provide a brief description of the activity you selected.	I was doing a save verification application for OSS.

Follow-up Question

CAN YOU PROVIDE ADDITIONAL DETAIL ON THE ACTIVITY YOU WERE DOING?

I was entering notes and conducting a save verification for client for OSS program.

Submit

Subsample Process – Invalid Selection

Moment QC – 03/14/2023 10:42 AM

Question	Response
Were you working on a case at the time of the interview?	working on a Case
Please enter the applicable interview ID number.	56789
Select the applicable activity from the list below.	Verification
Select the applicable program from the list below.	
You have been selected for the interview. Please describe the activity you selected. Please do not include any identifying information.	doing a save verification application for OSS.

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 "RAP MEDICAID".



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 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.**

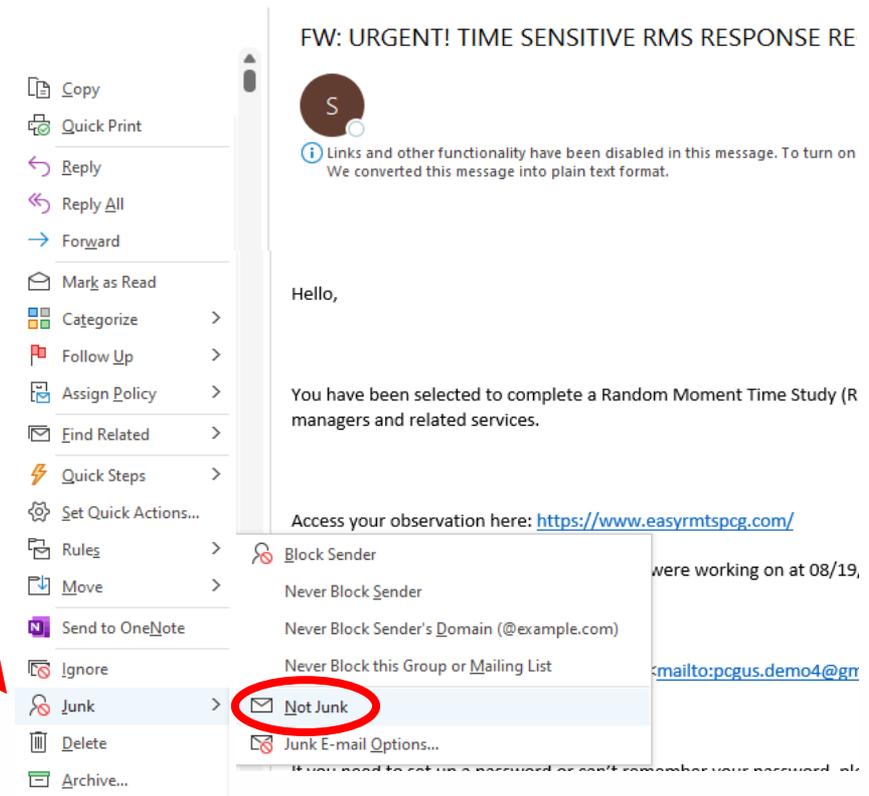
Surveys expire 1 business day from the date and time of the survey



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_ESS@pcgus.com





Solutions that Matter