Random Moment Sampling (RMS) Tip Sheet

The Child Protective Investigations (CPI) Random Moment Sample (RMS) system is used to document the activities of staff performing functions directly related to Child Protective Investigations. The information collected is used in distributing the costs associated with these staff, in addition to other costs within the Department, to the various benefiting funding sources (i.e., Medicaid, SNAP, State Funds, etc.). It affects the funding for salaries for CPIs, senior CPIs, and Family Support Workers (FSWs) in both DCF and the Sheriff's Offices.
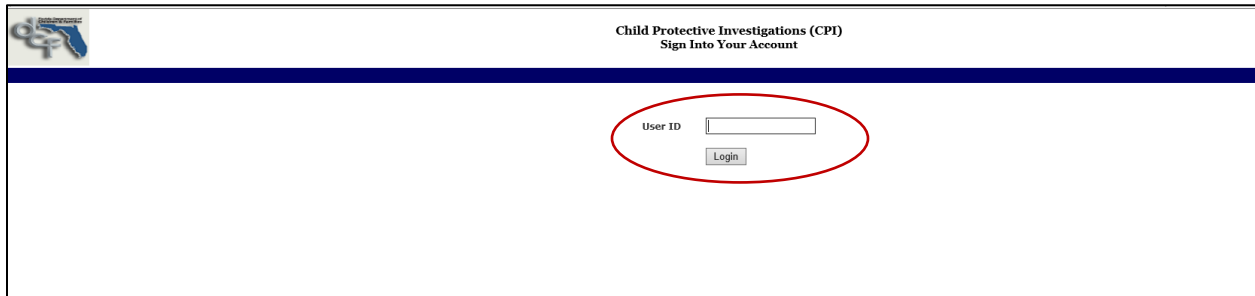
Since the sampling is random, some people could be selected multiple times, while others may never be selected. It is meant to capture reliable information, so it is important to be accurate and honest when completing a sample.

Randomly selected individuals will receive an email with an "Observation Link". Click on the link to sign into the sample. Once you receive the email, you have 24 hours to complete the sample.

How to Log In:

Depending on your location, you will either use your PeopleFirst ID or your Sheriff's Office position ID.

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Program and Activity Selection:

Note: Some of the programs and activities have changed as of March 31, 2020.

Select the program that you are working on at the exact time of the sample moment. Then select the activity that you are working on at the exact time of the sample moment. **_Anytime_** CPIs or FSWs are performing a case related activity, they must select Program code 100, 200, or 300.

Program Code 100 - Child Abuse Allegations: This program code occurs during pre-commencement activities following the receipt of a report from Florida Abuse Registry that alleges maltreatment of a child. This program includes all the travel, documentation, all forms of communication with the family and/or service providers (e.g. phone calls), and entry into Florida Safe Family Network (FSFN).

The following Activities are to be used with Program Code 100:

101   Review of the family's prior child welfare involvement and criminal history.

102   Consult with supervisor to plan structured approach to initiate investigation/follow-up activities.

103   Verify the location of child or subjects of the report via collateral contacts or database searches.

104   Obtain additional information or clarify information provided to the Abuse Hotline.

105   Request law enforcement during an investigation when allegations of criminal activity is involved.

106   Notify CBC/CMO and CLS of an investigation on an open case or staffings.

107   Engage family to establish an initial safety plan to control identified present/impending danger.

108   Review present or impending danger and safety planning with appropriate staff.

109   Seek expertise to inform investigation (e.g., Substance Abuse Counselors, DV Advocates, etc.).

110   Consult with CLS to discuss legal sufficiency for removal and/or other legal action.

111   Interview children, caregivers, collaterals & alleged perpetrators on allegations/family dynamics.

112   Refer child or adult for specialized services to address negative family conditions.

113   Identify and/or determine maltreatment findings.

114   Complete the safety determination & analysis to determine if the child is considered safe or unsafe**.**

115   Provide information and referrals for receiving TANF assistance.

116   Provide information and referrals for Medicaid eligibility.

117   Provide contact information and referrals for SNAP.

118   Make referrals for children and families to CPT assessments.

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Program Code 200 - <u>Children with a Completed In-Home Safety Plan:</u> This program code reflects the execution of a safety plan with a family when a child is determined to be in present or impending danger. The safety plan will address the safety actions/services that need to be in operation in the home to protect the child from the danger threat(s) as the child is at imminent risk of removal from the home. This activity includes all travel, documentation, all forms of communication with the family and/or service providers (e.g. phone calls) and entry of information into FSFN.

The following Activities are to be used with Program Code 200:

201 Review safety plan with family with actions/services required to keep the child safely at home.
202 Parents advised absent safety plan services to keep child safe foster care is planned arrangement.
203 Work with safety monitors on how to support the parent's compliance with actions in the safety plan.
204 Gather additional information from family/collaterals after an in-home safety plan is established.
205 Refer families to safety management services/safety providers to monitor the safety plan.
206 Ensure parents/caregivers understand that non-compliance will require court action.
207 Conduct Other Parent Home Assessment after removing from one parent.
208 Prepare and participate in initial and ongoing court hearings, as necessary.
209 Prepare and participate in a case transfer with the CBC.
210 Provide ongoing monitoring regarding present/impending danger and/or safety plans.
211 Ongoing consultation/review with the supervisor regarding present/impending danger and/or safety plans.
212 Provide information and referrals for receiving TANF assistance.
213 Provide information and referrals for Medicaid eligibility.
214 Provide contact information and referrals for SNAP.
215 Assist the child and family to obtain necessary services within the home (i.e. transporting child).
216 Provide assist. with accessing needed svcs. to keep child safely in home (day care, clothing, food).

Program Code 300 - <u>Children Entering Out of Home Placement:</u> This program code involves the actions taken to determine that out of home care is the planned arrangement for the child. This program includes the travel, documentation, all forms of communication with the family and/or service providers (e.g. phone calls) and entry into FSFN.

The following Activities are to be used with Program Code 300:

301 Complete an emergency intake form at the time of removal.
302 Explore possible relative/fictive kin who are available as caregivers.
303 Conduct home study on potential relative, fictive kin, and non-relative placements.

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304 Conduct background checks on potential placements.

305 Consult with CLS regarding preparation and participation in upcoming court actions and hearings.

306 Remove the child from the home when safety cannot be achieved.

307 Refer child and ensure they receive a CBHA & necessary medical care including a Well Child Check.

308 Contact the CBC for placement options and complete all placement paperwork for the child.

309 Gather additional information from family/collaterals after child is removed.

310 Conducting supervised visitation between children and parents/other family members after a removal.

311 Participate in a case transfer staffing with the CBC.

312 Provide notification of shelter hearing time and location to the parents and all parties.

313 Participate in ongoing court hearings, as necessary.

314 Provide ongoing monitoring regarding present/impending danger and/or safety plans.

315 Ongoing consultation/review with supervisors regarding removal of the child and status of the case.

316 Provide information and referrals for receiving TANF assistance.

317 Provide contact information and referrals for SNAP.

318 Share income/assets info from the investigation for cases when the child has been removed to Rev Max

319 Identify and verify the specified relative where the child was removed.

320 Assist in obtaining access to counseling/medical/psychological appts. while in shelter/foster home.

Program Code 900 - <u>Administrative Activities:</u> This program code relates to non-case specific activities that are completed as part of performance of the position. This may include, but not limited to, travel related to complete these activities. This includes administrative activities, staff meetings, leave, breaks, etc.

The following Activities are to be used with Program Code 900:

The codes in this section are not case-specific. **Do not use an activity code in this list if there is a more specific activity code that better describes the activity being performed.**

901 Staff meetings/trainings on topics such as non-case specific issues.

902 Attend Pre-service Core/Specialty, or In-service trainings - specify the topic in the comment box.

903 General administrative activities (completing time sheet, setting up on call schedule, etc.).

904 Performing acting supervisor duties.

905 On leave (annual, sick leave, worker's comp, flex time).

906 Lunch or personal business.

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907   Breaks – time away from your desk.

908   Reassignment to other job functions not related to CPS functions (hurricane relief, disaster SNAP).

909   Not scheduled to work (refers to the sample outside your normal work hours).

Comments:

After you select the correct Program Code and Activity, answer the question "Please describe the activity being performed including the case number and/or the last name of the child or family (Do not include client SSNs unless that SSN is the case number)". This is a mandatory field and must be filled in order to complete the observation form.

If working on a specific case, include the case number and/or the last name of the child or family. (Do not include client SSNs unless that SSN is the case number).

If you were in training, include the title and/or topic and the location.

Select "Save and Exit" and a screen will appear that states, "Observation has been saved successfully". You can then close the window.

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Frequently Asked Questions (FAQs):

1. **What do I do if I am on leave or flex time?**

   If you will return from leave within the 24-hour window, fill out the observation form as soon as you return. If you are on leave for longer than the 24-hour period, your Supervisor and RMS Coordinator will also receive the notification email and can contact the RMS Sample Administrator. *Note that flex time is considered leave NOT "not scheduled to work".*

2. **What if I am not scheduled to work at the time that I receive the email?**

   If you will be returning to work within the 24-hour window, complete the observation form as soon as you return. Select Program Code 900 and Activity 909 and type your work schedule in the comment box.

3. **What if I am in training?**

   For case-related training, choose the 900 Program Code and Activity 902. In the comment box, specify the specify the name and/or topic of the training and the location.

   For non-case specific training, such as annual Human Resources trainings, choose the 900 Program Code and Activity 901. In the comment box, specify the name and/or topic of the training and the location.

4. **What if I am making phone calls?**

   If you are on the phone with a client about a case, discussing case-related information with co-workers, etc., select the Program Code and Activity that best matches what the call is about.

   For example, if you have removed a child and are calling a CBC for placement options, choose Program Code 300 and Activity 308. In the comment box, give the case number and briefly explain the purpose of the call.

   If you are on a personal call, select Program Code 900 and Activity 906.

5. **What if I am driving?**

   Driving should always be tied to an activity. If you are driving to or from something case-related, you would select the Program Code and Activity that best matches what you were going to do.

   For example, if you were driving to a family's home to review the completed In-Home Safety Plan, select Program Code 200 and Activity 201. In the comment box, give the case number and briefly explain what you were doing.

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Another example would be if you are driving to an In-Service case-related training, choose Program Code 900 and Activity 902. In the comment box, specify the name and/or topic of the training and the location.

This pertains to driving during official work hours and does not include time driving to/from home. An employee who travels from home before the regular workday and returns home at the end of the workday is engaged in ordinary home to work travel, which is not work time. For example, if you are driving to/from work before or after you are scheduled to work, select Program Code 900 and Activity 909.

6. **What if my Supervisor tells me that need to complete the observation form, but I never received an email?**

   This means that your work email address in PeopleFirst is incorrect. PeopleFirst is currently working on performing a mass load to update information.

7. **What if someone other than my Supervisor or RMS Coordinator receives the email indicating that I need to complete the observation form?**

   This means that the reporting structure is incorrect in PeopleFirst. Let your Supervisor know so that they can contact Human Resources.

8. **How often will I receive an observation form?**

   Since it is random, you may receive a sample twice on the same day, two or three times a week, or not at all.

9. **What happens if I miss the sample within the 24-hour period?**

   If you are on leave during the 24-hour period, your Supervisor and/or the RMS Coordinator can notify the RMS Sample Administrator. If you are not on leave during the 24-hour period, it is reported on a No Response report that is provided to regional leadership.

10. **Who do I contact for help?**

    You should talk with your Supervisor and your RMS Coordinator. You can find a list of the RMS Coordinators here: http://www.centerforchildwelfare.org/RandomMomentSampling.shtml

    If there are still questions, your RMS Coordinator can email the RMS Sample Administrator at: HQW.CFO.Revenue.DCFRMS.CPI@myflfamilies.com

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Supervisors:

- As a Supervisor, you will receive the notification email when your employee receives it. Double-check with your employee to ensure they received the email. If they did not, notify the RMS Sample Administrator at: HQW.CFO.Revenue.DCFRMS.CPI@myflfamilies.com

- Ensure that your employee completes the observation form within the 24-hour period and assist as needed.

- Emphasize the importance of selecting the correct Program Code and Activity and of putting the case number and a brief description of what the employee was doing at the time in the comment box.

- If your employee is on leave, flex time, or not schedule to work, and will not return within the 24-hour window, notify the RMS Sample Administrator. *Note that flex time is considered leave NOT "not scheduled to work".*

- If your employee receives the notification email, but you do not, that means there is an incorrect reporting structure in PeopleFirst and you should contact Human Resources at: http://eww.dcf.state.fl.us/myhr411/classification.shtml

RMS Coordinators:

- As an RMS Coordinator, you will receive the final reminder email for staff in your region. You can reach out to the employee's Supervisor if you feel there is a problem. If the employee and/or Supervisor did not receive any emails, notify the RMS Sample Administrator at: HQW.CFO.Revenue.DCFRMS.CPI@myflfamilies.com

- When staff need assistance, emphasize the importance of selecting the correct Program Code and Activity and of putting the case number and a brief description of what the employee was doing at the time in the comment box.

- If employees and supervisors request your assistance and you are unsure what to do, contact the RMS Sample Administrator to get more information at: HQW.CFO.Revenue.DCFRMS.CPI@myflfamilies.com

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- Each week, you will receive two reports, which are also sent to regional leadership for review:

  1. CPI Error Report
     - This report is used to inform you of any errors that employees have made when completing the RMS observation form. If you identify an employee in your region on the report, inform that employee how to accurately complete the sample in the future.

  2. CPI No Response Report
     - This report is used to identify how many samples did not receive a response.
     - Within three business days, inform the RMS Sample Administrator if an employee did not respond to the sample due to"
       - Flex time
       - Not scheduled to work
       - On leave
       - No longer employed with DCF