State of Florida
Department of Children and Families

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Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: October 11, 2019

TO: Regional Managing Directors
           Sheriff Offices Conducting Child Protective Investigations

THROUGH: Patricia Babcock, Deputy Secretary

FROM: Patricia Medlock, Assistant Secretary for Child Welfare

SUBJECT: Random Moment Sampling – Tip Sheet and Updates

PURPOSE: This memorandum outlines upcoming changes to the Random Moment Sampling (RMS) process for child protective investigators, senior child protective investigators, and family support workers. A tip sheet has also been developed to provide additional guidance to staff and answer frequently asked questions.

BACKGROUND: Florida's ability to fund child welfare services via the Title IV-E waiver program ended on September 30, 2019. A potential $90 million gap in federal funding is projected as a result. A significant part of Florida's plan to close that funding gap involves claiming for allowable activities performed by Child Protective Investigators (both DCF and Sheriff). This claiming must be validated by an RMS process.

Activities related to the assessment of the home situation, safety plan development and monitoring, referral to services (including Medicaid and Food Stamps), and to out-of-home care placement are allowable for federal funding. Activities specific to the investigation are not allowable for federal reimbursement, so it is imperative that activities being performed by frontline staff are appropriately captured and documented.

ACTION REQUIRED: Due to the amount of process-related questions and confusion over selecting the appropriate sampling activity the Office of Child Welfare, in conjunction with the Office of Revenue Management, has condensed response options and designed a tip sheet to provide additional instruction and information on the RMS revisions. It is important to note that activity titles and the number of program codes for random moment sampling have changed.

The new program activities are:

Program Code 100: Child Abuse Allegations
Program Code 200: Children with a Completed In-Home Safety Plan
Program Code 300: Children Entering Out of Home Care
Program Code 900: Administrative Activities

Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

The RMS webinar that had been posted as indicated in the August 5, 2019 memo has been removed and is being converted into an e-training module. Until a revised RMS e- training is available, frontline staff can utilize the attached RMS Tip Sheet containing the new activities and Frequently Asked Questions (FAQs). The RMS Tip Sheet is also available on the Center for Child Welfare's Random Moment Sampling web page:
http://centerforchildwelfare.org/RandomMomentSampling.shtml

To ensure frontline staff are sufficiently prepared to respond to RMS surveys appropriately and timely, all RMS Coordinators (POC) will be provided training to assist with answering any ongoing questions or regional training needs. Additional details regarding training for POCs will be provided when the plans are finalized.

CONTACT INFORMATION: For additional information on training, please contact Nellie Warriner, Professional Development Specialist, at (407) 429-8964 or
Nereida.Warriner@myflfamilies.com.

For additional information on programmatic issues, please contact Atarri Hall, Statewide Child Safety Specialist, at (850) 717-4651 or Atarri.Hall@myflfamilies.com.

Attachment: Random Moment Sampling (RMS) Tip Sheet

cc: Family and Community Services Directors
     Center for Child Welfare

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.
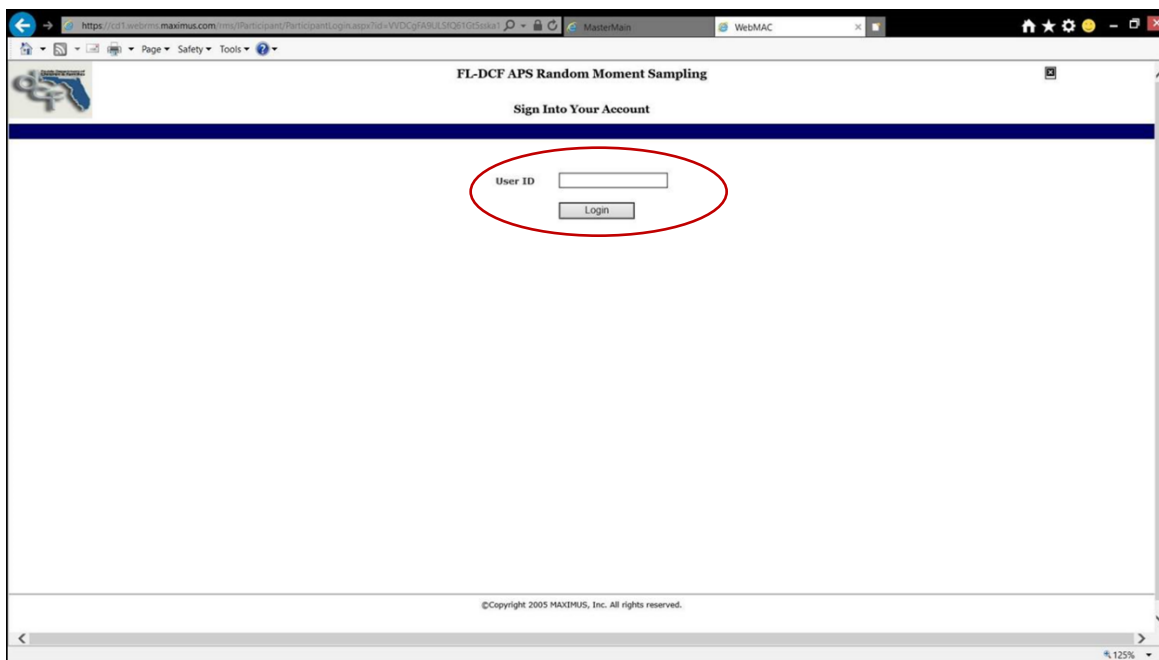
Since the sampling is random, some people could be selected multiple times, while others may never be selected. It is meant to capture reliable information, so it is important to be accurate and honest when completing a sample.

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.

Random Moment Sampling (RMS) Tip Sheet

Program and Activity Selection:

Note: Some of the programs and activities have changed recently.

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 family's prior child welfare involvement and criminal history.
102	Review in-takes to plan a structured approach to initiate an 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	Notifying CBC of an investigation on an open case or staffings.
107	Review present or impending danger and safety planning with appropriate staff.
108	Seek expertise to inform investigation (e.g., Substance Abuse Counselors, DV Advocates, etc.).
109	Interview alleged child victim; and other children about the alleged maltreatment & family dynamics.
110	Interview caregivers, adult household members or other sources who have knowledge of allegations.
111	Contact and interview the alleged perpetrator(s) to discuss the allegations.
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 and 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.

Program Code 200 - Children with a Completed In-Home Safety Plan: 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.

Random Moment Sampling (RMS) Tip Sheet

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   Ensure parents understand absent services in safety plan to keep child safe.
203   Work with safety monitors on how to support the parent's compliance with actions in the safety plan.
204   Refer families to safety management services/safety providers to monitor the safety plan.
205   Ensure parents/caregivers understand that non-compliance will require court action.
206   Participate in ongoing court hearings, as necessary.
207   Participate in a case transfer with the CBC.
208   Provide ongoing monitoring regarding present/impending danger and/or safety plans.
209   Ongoing consultation/review with supervisor regarding present/impending danger and/or safety plans.
210   Provide information and referrals for receiving TANF assistance.
211   Provide information and referrals for Medicaid eligibility.
212   Provide contact information and referrals for SNAP.

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.
304   Conduct background checks on potential placements.
305   Consult with CLS regarding legal sufficiency for removal from the home.
306   Remove the child from the home when safety cannot be achieved.
307   Refer child and ensure they receive a CBHA or Well Child Check.
308   Contact the CBC for placement options and complete all placement paperwork for the child.
309   Participate in a case transfer staffing with the CBC.
310   Provide notification of the shelter hearing time and location to the parents and all parties.
311   Participate in ongoing court hearings, as necessary.
312   Ongoing consultation/review with supervisors regarding present/impending danger and/or safety plans.
313   Provide information and referrals for receiving TANF assistance.
314   Provide contact information and referrals for SNAP.
315   Share income/assets info from investigation for cases when the child has been removed to Rev Max.
316   Identify and verify the removal of the child from the home.

Random Moment Sampling (RMS) Tip Sheet

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 as non-case specific issues.
902   Staff in Pre-service Core/Specialty, or In-service trainings - specify the topic in the comment box.
903   On leave (annual, sick leave, worker's comp).
904   Lunch or personal business.
905   Breaks - time away from your desk.
906   Reassignment to other job functions not related to CPS functions.
907   Not scheduled to work.
908   Invalid response.

Comments:

After you select the correct Program Code and Activity, answer the question "Please describe the activity being performed". 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. (Do not include client SSNs or names). Give a brief description of what you were doing at the sample moment.

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

Random Moment Sampling (RMS) Tip Sheet

Frequently Asked Questions (FAQs):

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

   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 will also receive the notification email and can contact the RMS Sample Administrator to let them know that they need to send another sample to someone else. *Note that flextime 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 907 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 904.

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 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 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 907.

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?**

   Nothing happens. It is possible that both you and your Supervisor could be on leave during the 24-hour period.

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, flextime, or not schedule to work, and will not return within the 24-hour window, notify the RMS Sample Administrator. *Note that flextime 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