EasyRMTS™ FAQ

GENERAL QUESTIONS

Why must I participate in the Random Moment Time Study (RMTS)?	The RMTS is used by MDHHS to determine the amount of time that workers are spending on various activities that benefit state and federal programs. The RMTS allows the Department to receive state and federal funding that supports your salary and fringe benefits.
What does it mean if I am selected for the subsample?	When moments are randomly generated at the beginning of a quarter, 10% of the moments are randomly assigned to be part of the subsample. The subsample is assigned at the beginning of the quarter; previous responses do not determine who is included in the subsample.

Participants that are selected for the subsample are asked an additional question to describe what they were doing at the time of their moment. What you describe in your own words should match what you selected from the drop downs in the system. If they don't match, then the moment may be invalidated which will hurt the Department's response rate, and potentially reduce state and federal funding the Department would otherwise be entitled to receive.

Please be detailed in responding to the subsample. If administrators do not understand your response they may email you again for additional information.

The subsample is also used to help MDHHS determine RMTS training needs. |
| ***What is the process used to determine who gets sampled?*** | All MDHHS workers who carry a caseload for most of their time can be randomly assigned a RMTS moment. |

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I already responded to my moment. Why am I still getting emails to respond?	If you are receiving reminder emails for a moment, you did not yet successfully submit your moment. Please click the hyperlink to log in to the system and respond to your moment and ensure that you do not exit the system until you see the confirmation screen. You will know that your moment has been successfully completed when you see *"Thank you for your completing your moment, it has been successfully submitted!"* at the bottom of the screen. It is also possible that you may be receiving reminder emails regarding a separate moment that you have not yet responded to. Please click the hyperlink to log in to the system and respond to the moment.
Why do I have multiple moments? Is this actually a random generation of moments?	Moments are randomly assigned at the beginning of every quarter. Each worker has the same statistical probability of being assigned every moment that is created. Since it is random, you may receive more or fewer moments than your colleagues. You could also receive moments within the same week or a month apart.
I am no longer in the sampled position, what should I do?	Reply to the RMTS email so that administrators can update the EasyRMTS™ system or click here to send an email.
Why was my supervisor emailed about my sample?	Supervisors are copied on reminder emails to help stress the importance of answering each sample and ensure federal compliance. Supervisors are also copied so they may notify administrators if a worker is on leave or no longer with DHHS.

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PROBLEM SOLVING

Why do I get sampled when I am not at work?	Moments are sent during normal business hours. The system does not account for flex schedules or when you take time off.
	Please select the "Unpaid Time Off: Not Scheduled to Work/Flextime/Lost Time" activity code for times you are assigned a sample and are not scheduled to work.
	Please select the "Paid Time Off" activity code for times you are assigned a sample and are on paid time off.
What happens if I miss a sample?	You have up to three business days to respond to a sample. After three business days pass, the sample expires and you can no longer respond. Missed samples are closely monitored. Missing a sample hurts the Department's response rate, which can negatively affect the Department's funding. It is very important to respond to all moments you have been assigned!
What can I do to avoid missing samples when I am out of the office?	It is a best practice to respond to assigned samples as soon as possible. You have 3 business days to respond, and responding earlier will both prevent you from receiving additional reminder emails and help to ensure that you answer your moments before leaving the office.
	When you are out of the office, please set both internal and external out of office messages. This will bounce back to the RMTS system and the messages are monitored by the administrators. If you return to the office and your moment has not yet expired, please log in and complete your moment and select the Paid Time Off or Unpaid Time Off activity code as appropriate. The out of office message is **not** a replacement for logging in and completing your moment.

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	Also, please remember the RMTS system can be accessed anywhere there is an internet connection, including from your smartphone. Moments can also be responded to in the field, after work hours, and over the weekend.
What should I do if I make an error when responding to a sample?	While in the system, you may click the 'Previous' button on each screen to return to an earlier screen and change your responses. The summary page is also the opportunity to review your selections and make sure that you have selected the appropriate activity codes. From the summary page, you can click the 'Edit' button to return to your selections and make any changes that you would like before submitting your moment. You are not able to make changes after you have submitted your response.
Who should I contact if I cannot log in or have questions while responding?	You can always reply to any RMTS email and PCG will help you. You can also call PCG's hotline number listed in the RMTS email, or email MDHHS administrators at MDHHS-RMTS@michigan.gov. Contact information for each time study is listed at the end of this document. (Click here to jump to end)
What should I do if I notice my personal information is incorrect (supervisor, location, email, etc.)?	Reply to the RMTS email with the correct information so that RMTS administrators can update the EasyRMTS™ system.

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MAKING A SELECTION

What activity should I select if I am working with IT to solve a computer problem?	Select the General Administration activity code.
What activity should I select if I am driving to a client visit?	Tie it to the purpose of the client visit. Remember that all activities include travel.
What activity should I select if I am in the restroom?	Select the Lunch/Break activity code.
What activity should I select if I am getting ready to leave for the day, or just arriving in the morning?	Select the General Administration activity code.
What should I do if I am supporting multiple programs at once? *(FIS/ES only)*	Select the appropriate program combination that you are supporting from the drop-down options.
What should I do if my client receives multiple federal benefits, but I am only supporting one? *(FIS/ES only)*	Select only the program that you are working on at the time of your moment. You should only be selecting the program(s) you are supporting, regardless of what other benefits the client is receiving.
What should I do if I am working on a voluntary placement agreement? *(CPA only)*	Select the Non-DHHS CPA Contract Activity code.

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If I'm a CPS worker should I always select the complaint investigation activity? *(Child only)*	No – do not default to the complaint investigation activity. Select the activity that best reflects what you were doing at the assigned moment. The complaint investigation activity code should only be selected if you were working on a task to help determine an allegation of suspected abuse or neglect at that minute in time.
During what situations would I select one of the parent case management activities? *(Child only)*	The parent case management activities are for times that you are supporting an adult who is related to the child, but the task is not part of the child's case plan. Always consider before selecting this activity code if the support you are providing is related to the child's case plan. If it is, then select a child case management activity code.
What activity should I select if I'm completing a 6-month or annual review of a client' ILS Home Help program? *(Adult only)*	When you are working on a review for the ILS/Home Help Program, you will select the Adult Services Ongoing Case Monitoring, Referral, Review/Redetermination, and Coordination of Medicaid/Medical and/or Behavioral Health Services activity code. Please ensure you specifically name the program you are supporting in your description if you part of the subsample process.

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MORE INFORMATION

Training	Materials can be found at the following website: • State of Michigan Learning Management System • MDHHS RMTS SharePoint (MDHHS Workers) • MDHHS Contractor Resources (Private Agency Workers)
Terminology	"Sample", "Moment", "Survey" – interchangeably used to represent the random email requests sent to workers. "Subsample" – a subset of 10% of those sent a Sample/Moment that will include an additional question.

CONTACTS

PCG	**CPA**: midhhscpa@pcgus.com / 866-803-8702 **Adult Services**: midhhsadult@pcgus.com / 866-803-8824 **Children's Services**: midhhschild@pcgus.com / 866-803-8826 **FIS/ES**: midhhsfises@pcgus.com / 866-803-8823
MDHHS RMTS	**Hotline**: MDHHS-RMTS@michigan.gov