

## TO BE RESCINDED

5101:9-7-23

**Child support random moment sample time study.**

- (A) The child support random moment sample (CSRMS) time study is designed to measure the activity of county child support enforcement agency (CSEA) staff related to child support program activities.

Data collected from these time studies are used to calculate allocation statistics used to distribute cost pool expenditures to the child support program. The percentages are used by the Ohio department of job and family services (ODJFS) to distribute administrative funds reported on the JFS 02750 "Child Support Administrative Fund Monthly Financial Statement", as detailed in rule 5101:9-6-83 of the Administrative Code.

The CSRMS reporting period offsets the calendar quarter by one month as follows:

- (1) First period: December, January, February.
  - (2) Second period: March, April, May.
  - (3) Third period: June, July, August.
  - (4) Fourth period: September, October, November.
- (B) For purposes of this rule, "CSEA" shall be defined as any county CSEA organizational structure outlined in rule 5101:9-1-16 of the Administrative Code. The income maintenance, workforce, social services, and child welfare random moment sample (RMS) time studies are described in rule 5101:9-7-20 of the Administrative Code.
- (C) The CSRMS time study is designed to identify staff activities directly related to program functions benefiting one or more CSEA functions.
- (D) Employees engaged in directly related CSEA functions shall participate in the CSRMS time studies and cannot participate in more than one type of time study (i.e., child support, income maintenance, social services, child welfare, or workforce investment agency random moment sample).

Categories of positions generally excluded from the time study are:

- (1) Administrative.

(2) Supervisory.

If a worker assigned to a supervisory position also provides direct services over fifty per cent of the time, the CSEA may add that position to the roster. Documentation must be retained by the CSEA to support the inclusion of the position in the time study, must be signed by the current agency head, and must include a copy of the position description and attest to the following:

- (a) The directly related program activities and description of the direct services provided by the position.
- (b) The portion of time spent by the position on these program activities.

If the position description includes the information required in this paragraph and is signed by the agency head, the agency is not required to retain separate documentation.

(3) Administrative support.

If a worker assigned to an administrative support position also provides direct services, the CSEA may add that position to the roster. Documentation must be retained by the CSEA to support the inclusion of the position in the time study, must be signed by the agency head, and must include a copy of the position description and attest to the direct program services performed by the position.

If the position description includes the information required in this paragraph and is signed by the agency head, the agency is not required to retain separate documentation.

- (E) Each CSEA must assign a random moment coordinator and alternate coordinator(s) to administer the CSRMS time study. Each CSEA determines how many additional alternates are needed based on the location of the sample population, the sample size, available staff time, and/or other pertinent factors. At least one alternate must be selected to complete the CSRMS process in the coordinator's absence. The CSRMS coordinator may also be the coordinator for the random moment time studies detailed in rule 5101:9-7-20 of the Administrative Code.

The responsibilities of the coordinator and alternate(s) include reviewing, revising, and reporting the following information to ODJFS:

- (1) Staff work hours - the actual CSEA hours of operation are normally used. If the CSEA is using flex time or multiple shifts, the CSEA has the option of setting

up separate employee groups. Separate employee groups may be set up according to the actual hours each employee group is scheduled to work.

- (2) Staff lunch time - the time when the majority of the CSEA staff or an employee group is scheduled to take lunch.
- (3) Employee roster - must be updated from the CSEA roster effective the thirtieth day of the second month of the calendar quarter. Positions that are vacant and will not be filled during the reporting quarter are not included.

The employee roster includes the following information:

- (a) Position number: a unique identifier that does not exceed ten alphanumeric characters for each position to be used in the CSRMS.
  - (b) Employee name: the person filling the position.
  - (c) Position description: The CSEA has the option of including the classification title or position description.
  - (d) Location code: If CSEA staff is located in more than one unit or location, the CSEA has the option of identifying up to twenty different location codes. This allows for easier distribution of the observation forms.
- (F) ODJFS selects the sample for the period by using the sample size, roster and staff hours submitted by the CSRMS coordinator. The selected information is then sent to the CSEA and includes the designated random moments and the current database listing of all participating positions in their CSRMS group. The CSEA uploads the sample into the local CSRMS software and prints the observation forms.
- (G) To assure sampling accuracy and quality control, ODJFS selects four per cent of all CSRMS samples as a control group. When this occurs, the words "control member" appear to the right of the time and date of the observation moment. The right side of the form contains a space for the observer to write his or her name; the CSRMS coordinator or alternate serves as the observer. For the control samples, the observer asks the individual assigned to the position which program or activity he or she is working on at the specified moment and for the case number or unique identifier associated with that work. The observer and the individual initial the observation form. All documentation requirements in paragraph (L) of this rule are applicable to control samples.
- (H) For each CSEA, the sample size per reporting period is a minimum of three hundred

fifty-four total observations.

The CSEA conducting the CSRMS may opt to produce more than the minimum observations per worker, to a maximum of five thousand total observations. A CSEA electing to sample more than the minimum number of observations per period must advise the ODJFS county finance section prior to the random moment sample selection for that period. Once the extra moments are assigned by ODJFS, they must be completed for that period.

- (I) The observation form is distributed to selected workers as close to the observation moment as possible, preferably the same day, but no more than twenty-four hours in advance. The completed form must be returned to the CSRMS coordinator or alternate coordinator within two business days.

The comments section does not need to be completed where the selected activity indicates:

- (1) Worker was involved in a non-reimbursable activity. Non-reimbursable activities include, but are not limited to activities that are not being reimbursed or are being reimbursed through a mechanism other than the agency's Title IV-D allocation, such as a special project allocation, contract or memorandum of understanding with another family services agency or workforce development agency.
- (2) Worker was not scheduled to work.
- (3) The position is idle or there is an invalid response. This would include when a position is idle due to vacancy, absence, meal or other break, personal business, or an incorrect label on the observation form.

(J) Absences.

For the purposes of the CSRMS time study, a position is idle due to an absence when the worker assigned to that position is on paid or unpaid leave but intends to return to work in the future.

- (1) If a CSEA position currently in a time study is idle due to a short-termed absence when the observation moment occurs, the CSRMS coordinator or the worker's supervisor shall mark the observation form with the appropriate codes for "position idle or invalid response."
- (2) If the CSEA anticipates an absence to last through the majority of the next CSRMS reporting period, the CSRMS coordinator shall remove the position

from the CSRMS roster at the earliest opportunity. Once the absent worker has returned to the position, the CSRMS coordinator shall add the position back on the CSRMS roster.

- (3) If the CSEA assigns the position's duties to another worker or supervisor not currently in the time study, that individual shall complete the observation forms generated for the idle position. The CSRMS coordinator shall make note of the reassignment on the form and initial the form and that worker shall complete the CSRMS observation generated for the vacant position. If the CSEA expects an absence to last through the majority of the next CSRMS observation period, the CSRMS coordinator shall revise the name associated with the position on the CSRMS roster at the earliest opportunity. Once the absent worker has returned to the position, the CSRMS coordinator shall update the name associated with the position on the CSRMS roster.
- (4) If the CSEA assigns the position's duties to a worker currently in the time study and the worker is also fulfilling his or her originally assigned duties, the CSRMS coordinator or the worker's supervisor shall mark the observation forms for the absent worker's position with the appropriate codes for "position idle or invalid response." Under no circumstances may a worker complete observation forms for more than one position.
- (5) If the CSEA assigns the position's duties to a worker currently in the time study and the worker's originally assigned duties have been reassigned to another worker, the CSRMS coordinator shall make note of the reassignments on the CSRMS observation forms for both positions and initial the forms, and each worker shall complete the CSRMS observation forms generated for his or her reassigned position. If the CSEA expects an absence and reassignments to last through the majority of the next CSRMS observation period, the CSRMS coordinator shall revise the names associated with the positions on the CSRMS roster at the earliest opportunity. Once the absent workers have returned to their original positions, the CSRMS coordinator shall update the names associated with the positions on the CSRMS roster. Under no circumstances may a worker complete observation forms for more than one position.

Unless the county agency assigns the position's duties to another worker, observation form documentation or comments are not required by this rule when a position is idle due to an absence. However, a CSEA may choose to implement more restrictive requirements for substantiation of observations.

(K) Vacancies.

For the purposes of the CSRMS time study, a position is idle due to a vacancy

when the worker who was assigned to the position has left it and does not intend to return. This includes situations in which a worker is promoted, demoted, transferred to another position or separates from the agency.

- (1) If a position becomes vacant during the period and the position is not reassigned to a worker who is not currently in the time study, the CSRMS coordinator shall code forms generated for that position as an invalid response.
- (2) If a worker not currently in a time study assumes the responsibilities of a vacant position that is on the CSRMS roster, then the CSRMS coordinator shall make note of the reassignment on the observation form and that worker shall complete the CSRMS observations generated for the vacant position.
- (3) If a worker currently in a time study leaves one position to assume the responsibilities of a vacant position on the current CSRMS roster, then that worker shall discontinue completing the CSRMS observations generated for his or her former position and shall begin to complete the observations assigned to his or her new position. Under no circumstances may a worker complete observation forms for more than one position.
- (4) If the CSEA expects a vacancy to remain unfilled through the majority of the next CSRMS observation period, the CSRMS coordinator should remove the position from the CSRMS roster at the earliest opportunity. Once the vacancy has been filled, then the CSRMS coordinator shall add the position back on the CSRMS roster.

(L) Observation form completion and documentation.

Except as noted in paragraphs (G), (J), and (K) of this rule, the position's observation form is to be completed by the worker whose name appears on the form. The worker completes the observation form by indicating whether he or she is working on a case and then selecting the program category and the type of activity being performed at the time designated. Only one program and one activity shall be selected.

- (1) If the worker is working on a case, a case number or other unique identifier establishing case/client identity must be included on the form, and documentation supporting the selected program and activity codes must be available to provide an audit trail.
  - (a) The documentation shall demonstrate that the selected program and activity codes match the work being performed by the assigned position

at the time of the observation.

(b) Documentation may include, but is not limited to, a screen print of:

- (i) Family and children services information system (FACSIS);
- (ii) Statewide automated child welfare information system (SACWIS);
- (iii) Client registry information system enhanced (CRIS-E);
- (iv) Support enforcement tracking system (SETS); or
- (v) CRIS-E/SETS automated interface.

- (2) If the worker is not working on a case, then at a minimum, the worker shall write a description of the activity being performed in the comments section of the form. Alternately, the observation may be substantiated by documentation attached to the form.
- (3) Neither comments nor documentation is required when the activity marked indicates the worker was on leave, on a break, at lunch, or performing a non-reimbursable activity or if the position is vacant. However, when this rule does not require documentation and comments for an CSRMS observation, the CSEA may choose to implement more restrictive requirements for substantiation of observations.
- (M) Only the individual who originally completed the observation form shall revise and initial changes to the form. If the worker who originally completed the form has separated from the agency or is on an extended absence, the worker's former supervisor or the CSRMS coordinator may complete and initial the change and shall document the reason for the substitution.
- (N) The CSRMS for the reporting period must be submitted to ODJFS no later than the twentieth calendar day of the month following the end of the CSRMS reporting period (i.e., March, June, September, and December) or the next business day following the twentieth if the twentieth is not a business day.
- (O) The CSEA shall maintain documentation in accordance with the records retention requirements in rule 5101:9-9-21 of the Administrative Code.
- (P) The ODJFS will maintain a web site with current CSRMS coding information.

Effective: 08/29/2011

R.C. 119.032 review dates: 06/13/2011

CERTIFIED ELECTRONICALLY

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Certification

08/18/2011

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Date

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