

COUNTY OF LOS ANGELES

PROBATION DEPARTMENT

DIRECTIVE

No.:	1398
Issued:	03/21/17
Post Until:	04/21/17

SUBJECT: JUVENILE – TITLE IV-E TIME STUDY AND RANDOM MOMENT SAMPLING

(This Directive supersedes Directive No. 1390, Issued 12/10/15)

The purpose of this Directive is to establish departmental work performance expectations and procedures for accessing and utilizing the Random Moment Sampling (RMS) System to document case management activities related to performing Title IV-E functions. The RMS System replaces the quarterly Title IV-E Time Study (Green Sheet) and is maintained by Justice Benefits, Inc. (JBI).

Legal Basis

Title IV-E of the Social Security Act (provides Federal reimbursement for agencies working with youth in foster care or at imminent/serious risk of removal from the home).

Title IV-E Claiming/Reimbursement

Reimbursement applies to activities in the following areas:

- Maintenance Costs: Payments to care providers for foster home or group home and relative/non-relative caregivers
- Administrative/Placement Costs: Services and activities which reunify a youth with their family or create a permanent plan for the youth
- Administrative/Pre-Placement Costs: Services and activities which reduce or eliminate the need to remove a youth from his/her home

In order to claim Title IV-E for allowable pre-placement activities, Probation must determine and document that the youth meets the reasonable candidacy eligibility criteria (refer to Dir. No. 1389, issued on 12/10/15 entitled, " Title IV-E Reasonable Candidacy Determination and Case Plan") indicating that the youth is at risk of removal from the home.

Title IV-E approved facilities include:

- Licensed foster home
- Foster family agency certified home
- Group homes
- Family members or Non-Relative Extended Family Member (NREFM) placements that are licensed or approved

If a youth is housed in one of the following unapproved facilities, he/she is no longer deemed a reasonable candidate for foster care and all claiming to Title IV-E must cease.

Title IV-E unapproved facilities include:

- Juvenile Hall
- Camps
- Psychiatric Hospitals
- Regional facilities and any facility used primarily for detention (including Dorothy Kirby Center)
- Unlicensed or unapproved relative or non-relative homes

Random Moment Sampling (RMS) System

The Department will implement utilization of the RMS System, replacing the Title IV-E Time Study (Green Sheet). This System requires Juvenile Field and Detention Services Bureau staff to respond to email notifications received from JBI, which corresponds to specific Observation Moments that require review or completion in order to determine Title IV-E claiming.

DEPUTY PROBATION OFFICER (DPO) RESPONSIBILITIES (see Attachment A for instructions)

The DPO is responsible for responding to the following in the RMS System:

- Verification of work schedule on a monthly basis
- Observation Moments
- Moments Needing Clarification
- Rejected Moments

SUPERVISION DEPUTY PROBATION OFFICER (SDPO) RESPONSIBILITIES (See Attachment A for instructions)

The SDPO is responsible for logging into the RMS System on a **daily basis** in order to:

- Approve DPO profiles (initial DPO registration in RMS System)
- Approve DPO lists (of current Unit staff on a monthly basis) and update DPO profiles (for changes to work schedules)
- Transfer/Accept DPO(s) in the RMS System
- Review DPO moments and proxy moments
- Review Quality Control moments

DIRECTOR RESPONSIBILITIES

The Director is responsible for logging into the RMS System in order to:

- Approve profiles disabled by SDPO
- Serve as SDPO when a DPO is placed in the Acting SDPO role (refer to SDPO responsibilities section above)

All questions and inquiries regarding this Directive should be directed to the Juvenile Consultant at (562) 940-2533.



Felicia Cotton, Deputy Chief
Juvenile Field Service Bureaus



Dave Mitchell, Acting Deputy Chief
Juvenile Institutions Bureaus

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System**Random Moment Sampling (RMS) System****DEPUTY PROBATION OFFICER (DPO) RESPONSIBILITIES****Creating an RMS System Profile**

1. Email notification (JBI RMS Profile Set Up – DPO) received from JBI; access the Log In Page at <https://www.jbirms.com/> and log in using the following information:
Username: Employee Number
Password: Employee Number
2. Upon accessing the RMS System
 - a) Follow the prompts to complete all sections (Contact Information, Login Information, Current Study Information and Next Study Information) of the Profile Page

Contact Information

First Name: LA
Last Name: part1A1A
Phone Number: (972) 406 - 3745 EXT:
Email: qhampton@jbi-ltd.com
County: L.A., FL

Login Information

Username: part1A1A
Password: Password1! Must be at least 6 characters long, contain at least 1 letter,
Confirm Password: Password1! 1 number, and 1 symbol ~!@#\$%^&*_-+=|\(){}[]:;>.,?/
Security Question: What was the color of your first car?
Security Answer: pink

Current Study Information

RMS Supervisor: LA obs1A1
Backup Supervisor: LA obs1A2
[View Current Study Information](#)

Next Study Information

RMS Supervisor: LA obs1A1
Backup Supervisor: LA obs1A2
Location: Antelope Valley Area Office
Division: First District/Juvenile Services
Department(s): Juvenile

- b) Follow the prompts to complete the Work Schedule Page by inputting your assigned work schedule and most common lunch hour
 - o Select "Fill Standard 8 to 5" to auto fill a standard 8 am to 5 pm work schedule
 - o Select "I work a 9/80 schedule" and enter working hours manually for an approved 9/80 work schedule

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

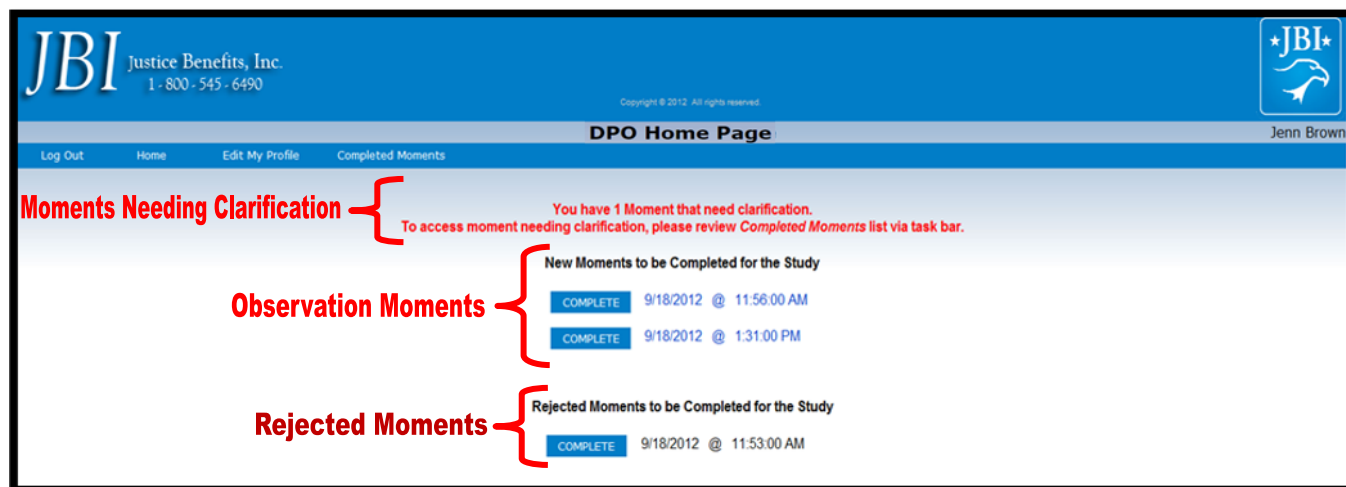
 ☐ I work 9/80 schedule

Work Schedule										
Please enter in your typical work week hours. Remember, 12am is midnight and 12pm is noon.										
	HOURS				LUNCH TIME					
SUNDAY		☐ am ☐ pm	to		☐ am ☐ pm		☐ am ☐ pm	to		☐ am ☐ pm
MONDAY	8:00	☒ am ☐ pm	to	5:00	☐ am ☒ pm	12:00	☐ am ☒ pm	to	1:00	☐ am ☒ pm
TUESDAY	8:00	☒ am ☐ pm	to	5:00	☐ am ☒ pm	12:00	☐ am ☒ pm	to	1:00	☐ am ☒ pm
WEDNESDAY	8:00	☒ am ☐ pm	to	5:00	☐ am ☒ pm	12:00	☐ am ☒ pm	to	1:00	☐ am ☒ pm
THURSDAY	8:00	☒ am ☐ pm	to	5:00	☐ am ☒ pm	12:00	☐ am ☒ pm	to	1:00	☐ am ☒ pm
FRIDAY	8:00	☒ am ☐ pm	to	5:00	☐ am ☒ pm	12:00	☐ am ☒ pm	to	1:00	☐ am ☒ pm
SATURDAY		☐ am ☐ pm	to		☐ am ☐ pm		☐ am ☐ pm	to		☐ am ☐ pm
Clear Table				Fill standard 8 to 5				Fill standard 9 to 5		

[Update Profile](#)

Accessing the RMS System

1. JBI will send an email notification with instructions to log into the RMS System Home Page using username and password.
2. The RMS System Home Page lists tasks which **must be completed and submitted within 72 business hours of notification**, excluding weekends and holidays. Each task correlates to an email notification sent to the DPO.



JBI Justice Benefits, Inc.
1 - 800 - 545 - 6490

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DPO Home Page Jenn Brown

[Log Out](#) [Home](#) [Edit My Profile](#) [Completed Moments](#)

Moments Needing Clarification { You have 1 Moment that need clarification.
To access moment needing clarification, please review *Completed Moments* list via task bar.

Observation Moments { New Moments to be Completed for the Study

COMPLETE	9/18/2012 @ 11:56:00 AM
COMPLETE	9/18/2012 @ 1:31:00 PM

Rejected Moments { Rejected Moments to be Completed for the Study

COMPLETE	9/18/2012 @ 11:53:00 AM
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Types of Notifications

- **Observation Moment** - intended to capture the activity the DPO is performing at the given moment (date and time) specified in the notification

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

- **Rejected Moment** - after review of a submitted Observation Moment, this notification will be emailed for instances ~~in~~ where there was an error. This requires DPO review and resubmission of the Observation Moment
- **Moment Needing Clarification** - after review of a submitted Observation moment, this notification will be emailed for instances where the reviewer is in need of further information. This requires DPO response and submission of the requested information

Responding to Observation Moments

1. JBI will send an email notification at the time of an "Observation Moment;" log into the RMS System at <https://www.jbirms.com/>

Subject: Observation Moment Notification

Dear LA part1A1A,

You have an observation moment today **10/25/16** at **7:00am**. Please log in at <https://www.jbirms.com/> to complete.

In order to ensure an **accurate** and **valid** time study, we ask that you complete the observation moment within the next **72 hours (excluding any weekends and/or holidays)**.

A JBI associate will be glad to help you with any assistance you may need. We can be reached at **1-800-545-6490** or we will also be happy to answer any questions via email.

Thank you for your time!

2. Upon accessing the RMS System Home Page:
 - a) Locate the corresponding Observation Moment listed below "New Moments to be Completed for the Study" and select "Complete"
 - b) Answer the question "Did this activity involve a minor?" (Select **Yes** or **No**)
 - o **Yes** –the activity **involved a minor** if you are working with a case, minor, parent, counselor, teacher, etc.
 - If **Yes** is selected, once prompted, enter the PDJ Number and select "Continue"
 - Select the code that appropriately identifies the location of the minor. This is based on where the minor resides at the time of the Observation Moment
 - Answer the question, "Are you working with Sex Trafficking Victim with a valid Title IV-E Case Plan?"
 - Select an additional code (select "?" for code descriptions)
 - Answer the question, "Are you performing case management activities for a candidate with a valid Title IV-E Case Plan?"
 - Select an additional code (select "?" for code descriptions)
 - Enter the minor's "Date of Birth" and "Case Plan Sign Date" (date SDPO signed) Enter a brief description of the activity in the "Comments" box
 - Enter your name in the "Form Completed By" box, then select "Submit"

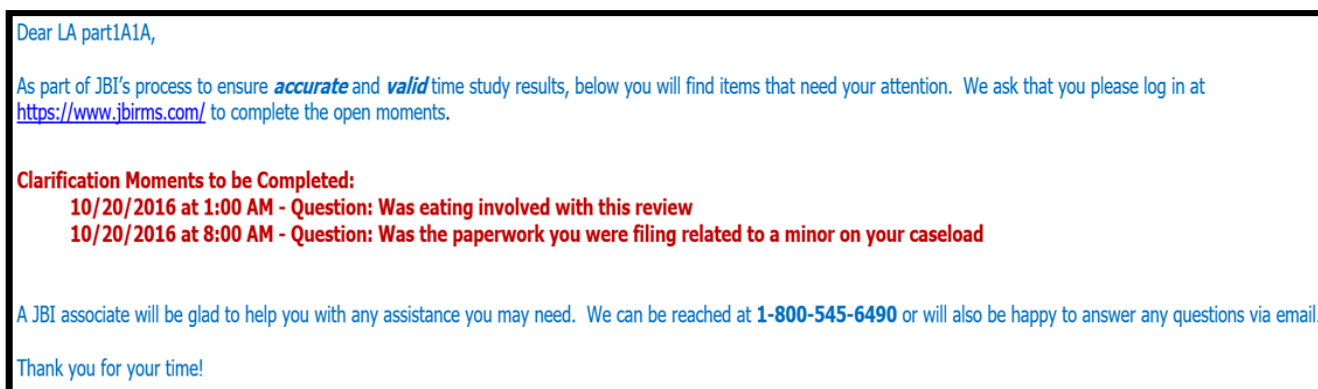
Note: Code Wizard will limit the codes you have access to in response to the answers selected.
 - o **No** – the activity **did not involve a minor** if you are doing anything other than working with a case. For example, vacation, break, lunch, training, etc.
 - If **No** is selected, once prompted, select an activity

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

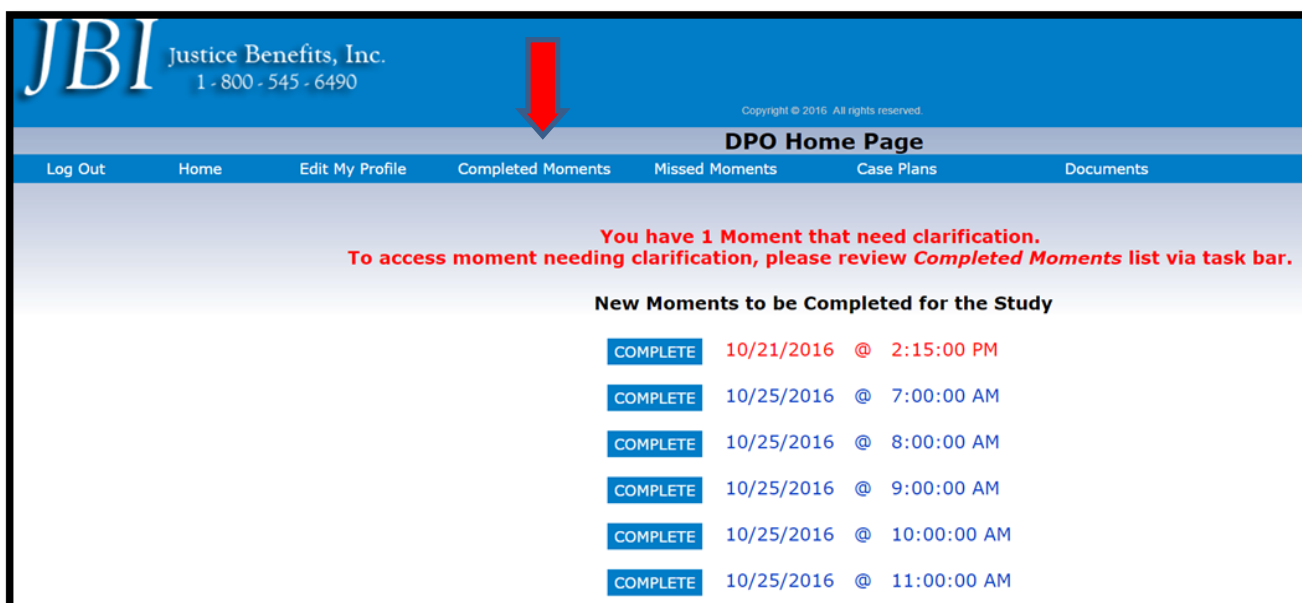
- If “Leave” is chosen, select an additional code for the activity
 - If “Train” is chosen, select an additional code for the activity
- If “Enhanced Training” is selected, enter the name of the training attended

Responding to Moments Needing Clarification

1. Email notification received from JBI in instances where the submitted Observation Moment requires clarification; log into the RMS System at <https://www.jbirms.com/>

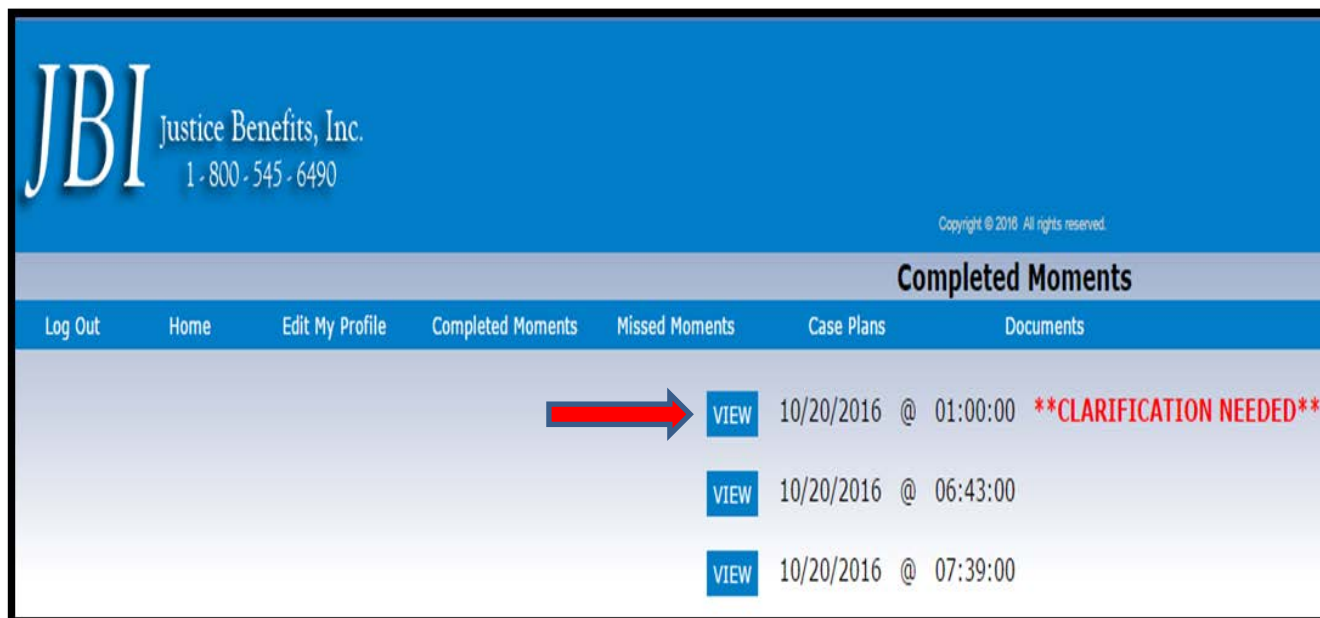


2. Upon accessing the RMS System Home Page:
 - a) Locate the corresponding message, in red text, located below the Menu Line and follow the prompt by selecting the “Completed Moments” link located on the Menu Line.



- b) Locate the corresponding Observation Moment identified with ****CLARIFICATION NEEDED****, in red text, and select “View” to respond.

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System



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Completed Moments

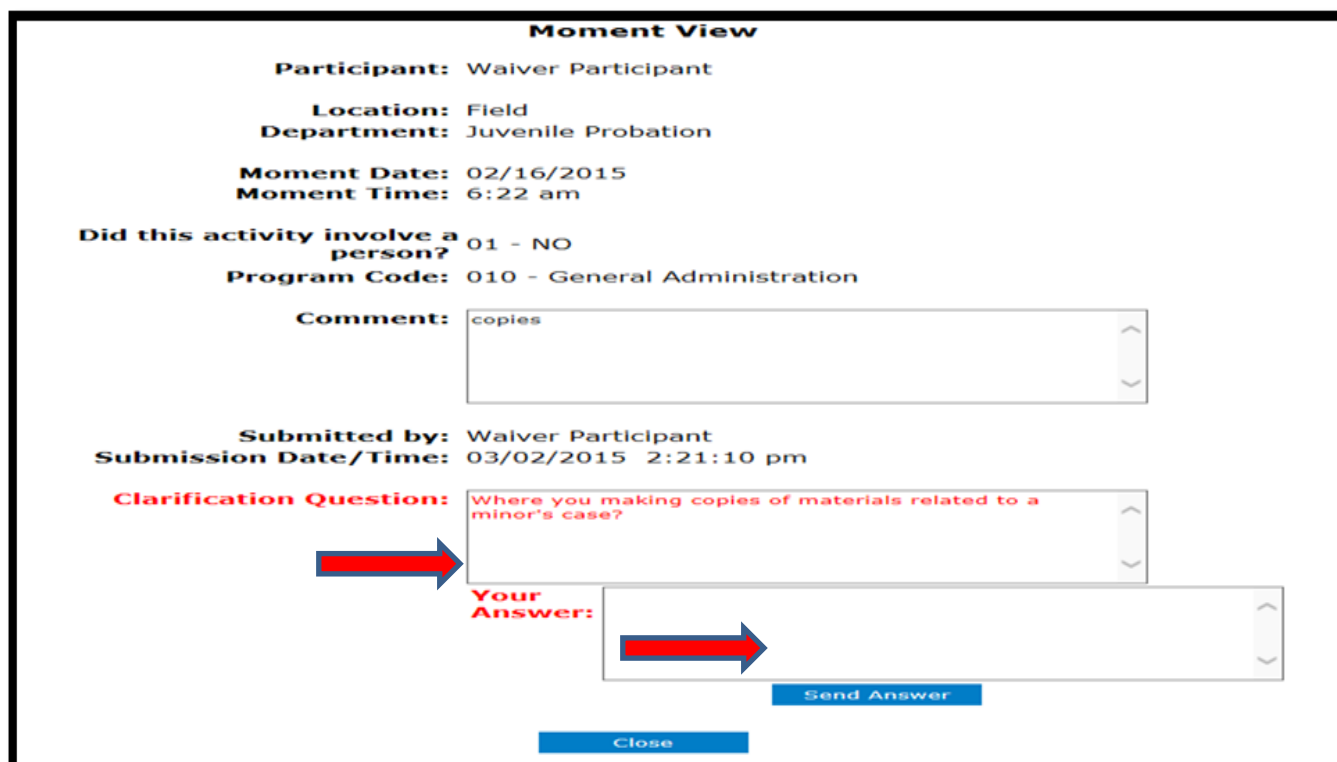
Log Out Home Edit My Profile Completed Moments Missed Moments Case Plans Documents

VIEW 10/20/2016 @ 01:00:00 ****CLARIFICATION NEEDED****

VIEW 10/20/2016 @ 06:43:00

VIEW 10/20/2016 @ 07:39:00

- c) Provide the requested clarification in the “Your Answer” section and select “Send Answer” when completed.



Moment View

Participant: Waiver Participant

Location: Field

Department: Juvenile Probation

Moment Date: 02/16/2015

Moment Time: 6:22 am

Did this activity involve a person? 01 - NO

Program Code: 010 - General Administration

Comment: copies

Submitted by: Waiver Participant

Submission Date/Time: 03/02/2015 2:21:10 pm

Clarification Question: Where you making copies of materials related to a minor's case?

Your Answer:

Send Answer

Close

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

Responding to Rejected Moments

1. Email notification received from JBI in instances where the submitted Observation Moment requires resubmission; review the comments provided and log into the RMS System at <https://www.ibirms.com/> to address

Dear Jaime Pullig,

Thank you for submitting your observation moment from 08/04/2012 at 9:34 am! As you may know, JBI reviews each observation moment submitted to ensure accuracy for your time study. After careful review, it appears that the code and comment you chose may need further review.

Please see the <JBI Associate's> Comment/ Question below for further instruction and clarification. JBI has cleared this moment and requests that you please log in at <https://www.ibirms.com/> to review and resubmit.

Submitted Information:

Location: Main

Department: IV-E

Was this activity Child related? 002 – YES

Activity Code: 05 - Treatment and Counseling

Case ID: 54852

Comment: Treatment

JBI Associate's Comment/ Question: This code is used only when conducting/documenting treatment and counseling. Please use a more appropriate code.

2. Upon accessing the RMS System Home Page:
 - a) Locate the corresponding Moment listed below the "Rejected Moments to be Completed for the Study" header and select "Complete"

The screenshot displays the JBI DPO Home Page. At the top, the JBI logo and contact information (Justice Benefits, Inc., 1-800-545-6490) are on the left, and the JBI logo is on the right. Below the header, a navigation bar includes links for Log Out, Home, Edit My Profile, and Completed Moments. The main content area features a message: "You have 1 Moment that need clarification. To access moment needing clarification, please review Completed Moments list via task bar." Below this, there are two sections: "New Moments to be Completed for the Study" and "Rejected Moments to be Completed for the Study". The "Rejected Moments" section contains a table with one entry: "COMPLETE 9/18/2012 @ 11:53:00 AM". A red arrow points to this entry.

New Moments to be Completed for the Study	
COMPLETE	9/18/2012 @ 11:56:00 AM
COMPLETE	9/18/2012 @ 1:31:00 PM

Rejected Moments to be Completed for the Study	
COMPLETE	9/18/2012 @ 11:53:00 AM

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

- b) Complete and resubmit a new Observation Moment by following the instructions provided in the section “**Responding to Observation Moments**” – Page 3

SUPERVISION DEPUTY PROBATION OFFICER (SDPO) RESPONSIBILITIES

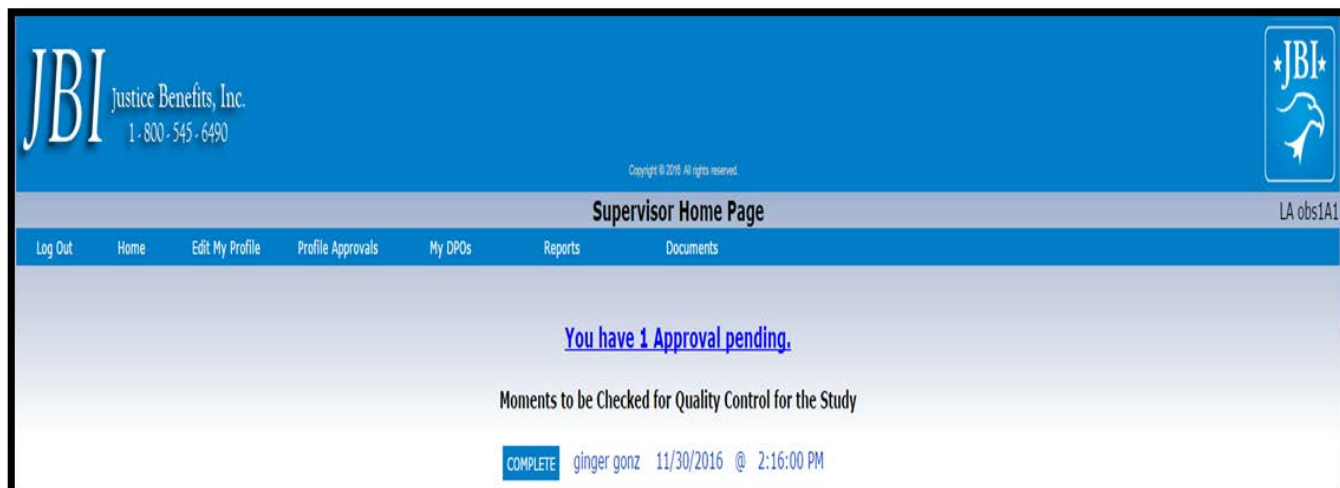
Accessing the Supervisor Home Page

1. JBI will send an email notification log into the RMS System – Supervisor Home Page, at <https://www.jbirms.com/>; **daily** and review pending items assigned to DPOs

Note: SDPOs will receive email notifications (**Daily** JBI RMS Update – Supervisor) regarding items such as Outstanding Observation Moments and Clarification Moments for completion by the DPO and Profiles needing approval and Outstanding Quality Control (QC) Moments for completion.

Approving DPO Profiles (to be completed within 24 business hours of notification)

1. System prompt noted on the home page when a profile needs to be approved; log into the RMS System at <https://www.jbirms.com/>
2. Upon accessing the Supervisor Home Page:
 - a) Select the “Profile Approvals” link located on the Menu Line to access the Profile Approval screen
 - b) Select a DPO from the list provided to view their profile
 - c) Review the DPOs profile, ensuring that the correct SDPO is listed and correct work schedule entered
 - d) Select either “Not Approved” or “Approved”
 - e) If “Not Approved” is selected, locate the “Not Approved Comment” text field and enter a brief comment explaining why it was not approved

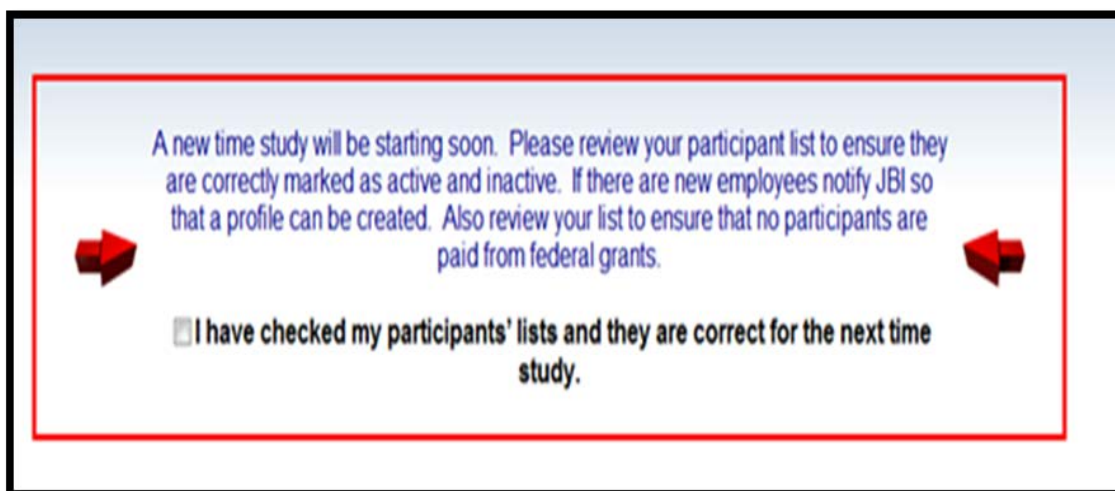


Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

Approving a DPO List and Updating DPO Profiles (to be completed within 24 business hours of notification)

1. System notification noted on the home page; log into the RMS System at <https://www.jbirms.com/>
2. Upon accessing the Supervisor Home Page:
 - a) Select “My DPOs” link located on the Menu Line and choose “DPO Profiles” from the drop down menu
 - b) Locate the appropriate DPO and select “Edit Profile” link next to the DPOs Last Name

Note: Approving DPO List - Prior to a new Time Study, system notification noted with instructions to approve the DPO List; select “I have checked my participants’ lists and they are correct for the next time study” as an acknowledgment that the SDPO has reviewed and updated the DPO list. The system has capability for the SDPO to update a DPO’s profile as needed (Transfer, Inactivate, Activate, Disable or edit a work schedules).



3. When choosing to **Inactivate** a DPOs profile (Inactivation for Current or Next Study in RMS System - **only** for those DPOs who are on approved leave for and extended time period and their leave is unpaid):
 - a) Locate the “Make Inactive” sub-header and select the appropriate study period(s)
 - b) Locate the text field located next to “Reason” and provide a brief description explaining the reason for inactivating the DPOs profile
4. When choosing to **Activate** a DPOs profile (return Inactivated DPOs to the RMS System):
 - a) Locate the “Make Active” sub-header and select the appropriate study period(s)
 - b) **Note:** Activate a DPO Profile when the DPO was Inactive and has returned to their position.
5. When choosing to **Disable** a DPOs profile (DPOs who transfer to non-time study positions):
 - a) Select “Set this DPO to be DISABLED from the system”
 - b) Locate the text field located next to “Reason for Disabling” and provide a brief description explaining the reason for disabling the DPOs profile

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

Note: Disable a DPO's Profile when the DPO is moved to a position that will not participate in the time study. **The Director will receive a notification email each time a profile is Disabled and this action requires Director approval to take effect.**

6. When choosing to **Edit a DPOs Work Schedule**:
 - a) Update the DPOs work schedule by entering the appropriate start and end times for each workday (select "I work a 9/80 schedule" for DPOs with an approved 9/80 schedule)
 - b) Update DPO work schedules every two weeks

Transferring a DPO (for those DPOs who transfer to other Time Study positions or for those SDPOs who provide coverage for Unit SDPO)

1. JBI will send an email notification when a DPO transfer requires approval; log into the RMS System at <https://www.jbirms.com/>
2. Upon accessing the Supervisor Home Page for out-going DPO transfer or for DPO coverage:
 - a) Select "My DPOs" link located on the Menu Line and choose "Transfer DPOs" from the drop down menu
 - b) Locate and select appropriate DPO from the list
 - c) Select the appropriate study periods (Current and/or Next Study)
 - d) Locate the text field located next to "RMS Supervisor Comment" and provide a brief description explaining the reason for transferring the DPO

Note: transfer DPO Profiles whenever coverage is needed or a DPO moves to a new time study position in another unit

3. Upon receiving a notification of an incoming DPO transfer:
 - a) Select "My DPOs" link located on the Menu Line and choose "Transfer DPOs" from the drop down menu
 - b) Accept or Reject the transfer of DPOs listed under "My Pending Transfers"

Note: receiving SDPO must accept/reject all transfers **within 24 business hours** of notification

TRANSFERS						
My DPOs		Reports		Documents		
MY PENDING TRANSFERS						
Select	Status	DPO	For Current Study	For Next Study	Transferred To	Note
Close	PENDING	part2A2B, LA	YES	YES	LA obs1A2	
CREATE A TRANSFER						
Select	DPO	Current Study Status	Next Study Status			
☐	gonz, ginger	ACTIVE	ACTIVE			
☐	part1A1A, LA	ACTIVE	ACTIVE			
☐	part1A1B, LA	ACTIVE	ACTIVE			
☐	part1A2A, LA	ACTIVE	ACTIVE			
☐	part1A2B, LA	ACTIVE	ACTIVE			
☐	part2A1A, LA	ACTIVE	ACTIVE			
☐	part2A1B, LA	ACTIVE	ACTIVE			
☐	part2A2A, LA	ACTIVE	ACTIVE			
☐	part2A2B, LA	ACTIVE	ACTIVE			
		☒ For Current Study	☒ For Next Study			
RMS Supervisor:		Select a Person				
Comment:						
Transfer						

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

Reviewing DPO Moments and Proxy Moments (to be completed within 72 business hours of notification)

1. JBI will send an email notification when a the DPO receives a moment; log into the RMS System at <https://www.jbirms.com/>
2. Upon accessing the Supervisor Home Page:
 - a) Select "My DPOs" link located on the Menu Line and choose "DPO Moments" from the drop down menu
 - b) Locate the appropriate DPO and select "View Moments" link next to the DPOs Last Name
 - c) Ensure that DPOs have responded to all notifications, within 72 business hours, excluding weekends and holidays
 - d) Proxy moments for DPOs when they are not available to respond, within 72 business hours, due to vacation, sick leave, administrative leave, out of office training, moved to a non-time study position and vacant position.
 - e) Select an appropriate code based on the DPO's activity at the time of the random moment
 - f) Select the additional code for the activity
 - g) Enter brief description of the DPOs activity in the comments section
 - h) Provide comments in the "Brief Description of Activity" section, enter your name in the "Supervisor" section and select ""Submit" when completed.

NOTE: Supervisors are only able to Proxy moments for activity the "does not involve a minor"

DPO Moment			
My DPOs	Reports	Documents	
ginger gonz ACTIVE			
New Moments to be Completed for the Study			
PROXY MOMENT	11/23/2016 @ 10:01:00 AM	Expires: 12/11/2016 10:01:00 AM	
PROXY MOMENT	11/23/2016 @ 11:01:00 AM	Expires: 12/11/2016 11:01:00 AM	
PROXY MOMENT	11/30/2016 @ 2:17:00 PM	Expires: 12/18/2016 2:17:00 PM	

Reviewing Quality Control (QC) Moments

1. JBI will send an email notification when a QC Moment needs requires completion; log into the RMS System at <https://www.jbirms.com/>
 2. Upon accessing the Supervisor Home Page:
 - a) Locate "Moments to be checked for Quality Control for the Study" and select "Complete"
 - b) Review the information submitted by the DPO for accuracy
 - o Select "Agree" if you agree with the content of the Moment and click "Submit"
 - o Select "Disagree" if the information is incorrect, enter a comment in the text field "If disagree, reason for disagreement" and click "Submit"
 - c) Locate "Supervisor" text field, enter name and select "Submit"
- Note:** When disagreeing with a QC Moment, the DPO is notified by email, provided with the reason why the SDPO disagreed and will be required to resubmit the Moment.

Instructions for Completing the Title IV-Time Study in the Random Moment Sampling (RMS) System

DPO: ginger gonz
 Location: Centinela Area Office
 Department: Juvenile

Moment Date: 11/30/2016
 Moment Time: 2:15:00 PM

? Did this activity involve a minor? 02 - YES

? Program Code: HM - Home

? Activity Code: 07 - Probation Only (HM)

PDJ: P123456
 Date of Birth: 04/10/2001

Brief Description of Activity: Drug Test

Submission Date: 11/30/2016
 Submission Time: 2:36:21 pm

☐ AGREE ☐ DISAGREE

If disagree, reason for disagreement:
 (Sent In Email)

By typing your name And clicking Submit, you affirm that you are the Supervisor Of the actual DPO, that you have been trained On time study codes, And that you have participated to the best of your ability.

Supervisor:

SUBMIT

Note: Complete QC Moments within 72 business hours of notification, excluding weekends and holidays

Adding a DPO to the Time Study

1. SDPO shall contact Bureau designee if a newly assigned DPO to their unit does not appear on their Profiles approval prompt.

Note: For more detailed instructions regarding the navigation of the JBI RMS System, please refer to the RMS System Manual on Probnets (Probation Manuals>RMS System).