Frequently Asked Questions

Changes/Responsibilities

Why doesn't DHS require paperwork anymore?
> DHS no longer requires paperwork as changes to the LCTS participants now occur within the web-based application and random moment responses are uploaded electronically for federal claiming purposes.

Will DHS be responsible for the retention of records since everything is electronic?
> DHS will be responsible only for the retention of LCTS participant responses. This information is used for federal claiming purposes.

Are there any records we still need to retain in the county?
> It is recommended that you print and keep a copy of the participant changes. We recommend that you also consult your county's record retention schedule for local requirements.

Will there be a new bulletin?
> DHS bulletins must be reviewed and updated every two years per agency policy, regardless of whether content changes occur.

What are the times of the random moment sampling?

> o   6:00 a.m. – 4:30 p.m. Monday – Friday
> o   8:00 a.m. – 4:30 p.m. Monday - Friday
> o   7:00 a.m. – 5:30 p.m. Monday – Friday (default)
> o   Noon – 10:30 p.m. Monday – Friday
> o   Weekend Shift – Friday 3:00 p.m. – Sunday 10:00 p.m.
> o   4:00 a.m. – Midnight Monday – Sunday

> Any of these times may be selected by the LCTS coordinator for a time study participant, regardless of partner-type.

> Federal holidays are excluded from the sample, as are dates indicated on *Non-sample Times for Public Schools.* These policies promote consistency across the state and a uniform sample.

Will the random moments come from one consistent email source or from several?
> The random moment emails will be generated from only one email source. To ensure that web-based emails to the LCTS coordinator, participant or the validator are not inadvertently blocked by any anti-spam software, please be sure to add the following address to your list of allowed senders and contacts. The address is: dhs.fod.LCTS@state.mn.us If you require assistance to complete this task, please contact your local IT department.

LCTS Coordinators

What if I am out of the office on vacation or sick leave and a participant hasn't responded?
> Prior to your vacation, please instruct your LCTS participants of the importance of completing their random moments in a timely manner as there will be no reminders from you.

Why can't an LCTS validator or participant ask DHS questions directly?
> The LCTS coordinator is DHS' local contact. <u>All</u> communication must channel through them. They need to be aware of questions and concerns that arise within their county. Questions from individuals other than the LCTS coordinator will be re-directed back to the LCTS coordinator. If the LCTS coordinator is unable to answer a local question or needs additional information, it is their responsibility to contact DHS.

Do we need a second LCTS coordinator?
> The web-based application is set up to communicate with a single LCTS coordinator.

How do we change LCTS coordinators?
> The *Primary Contact Form* must be completed and sent to DHS when changes are made to key personnel. This form is typically submitted by the current LCTS coordinator.

Can we change LCTS coordinators in the middle of a quarter?
> When DHS receives the new LCTS coordinator information, we will make the change in the LCTS database. The change will then get uploaded into the web-based application the following day. Emails are sent to the newly appointed LCTS coordinator from that point forward.

LCTS Participants

What happens when an LCTS participant is away from their desk on business for a couple of days and doesn't get to the random moment before the deadline?
> If the LCTS participant has not responded within two days of the random moment, they will receive a random moment reminder email notifying them that they have a random moment that has not been completed. If the random moment is not completed within the 7 calendar day deadline, it becomes invalid and the link becomes inactive. The LCTS participant will no longer be able to complete that particular random moment.

If we have a worker that needs to be added to the LCTS, how do we do that—do we complete the same form as we always have?
> On or about the 20th day of the second month of the quarter, LCTS coordinators will receive a quarterly participant database update email for the upcoming quarter. This email contains the current link for their county-specific database. All changes to the participant database are done electronically using this application. Counties are encouraged to retain the email or copy the link so they have access to the database throughout the quarter. This will enable LCTS coordinators to make changes as they occur instead of waiting until the next reminder email is sent out.

Can I enter new participant information directly into the database, or should I continue to send in the forms?
> The electronic web-based application for LCTS participant changes is the only way to make revisions to your county's participant database. All paper documentation for the administration of the LCTS participant database has been eliminated. Any paper communication regarding employee changes will be discarded.

In the new "live" system, if a new person starts in the middle of January on a Monday and we train her on Tuesday and enter her into the database on Wednesday, it is possible that she will begin getting random moments immediately, or will she not begin receiving random moments until the next quarter?

New employees cannot be added to a quarter <u>after</u> the random moments have been generated for the quarter. LCTS coordinators can update the participant database and new LCTS participants will be added to the subsequent quarter's random moment sample.

Who should be a participant?
> The criteria for becoming a participant has not changed. Please refer to the following documents for detailed information: *Public Schools LCTS Participant Checklist*, *Corrections LCTS Participant Checklist* and *LCTS Public Health Participant Checklist.*

Why don't the changes that I make to the participant database appear the next time I go in?
> Whenever a change has been made in the participant database and it has been saved, it should appear in the database. After saving the change or changes, close the database and reopen it. The change should appear in the database. If a random moment became "undeliverable" because of an email address issue, the email address will automatically be deleted from the participant database. In these instances, the LCTS coordinator will see that the email address is missing and should reenter the corrected email address and be sure to resave the change.

Why does the LCTS coordinator's name appear on the participant database?
> The LCTS coordinator must remain on the database as it is necessary for the purpose of receiving the reminder emails and any "bounce back" emails. This does not mean that random moments are generated for the LCTS coordinator. DHS is responsible for any changes to the LCTS coordinator and will make them upon receipt of the *Primary Contact Form*.

Do we need to enter titles, phone numbers, etc. in the participant database?
> Those fields are available for data if you wish to use them. They are not currently used by DHS for any data purposes. Names, email addresses and training dates are required information.

How can I keep a record of the LCTS participants in my county?
> You can print out a list of your LCTS participants by going into the participant database, clicking on "All" and printing out the screen using the "Print" tab.

Random Moments

Is the LCTS coordinator notified so they can track a late random moment down?
> LCTS coordinators can track the status of random moments through their Wednesday email reminders. The email will contain lists of missing random moments, random moments that have not yet been validated and random moments that have not been completed within the 7 calendar day deadline. Random moments that miss the 7 calendar-day deadline become inactive and the opportunity to respond has been lost. The status of a random moment can be identified by the category it is listed in. LCTS coordinators can choose to save the email or print and retain a copy of emails for tracking purposes.

Will an LCTS participant receive random moments for the remainder of the quarter after they have been deleted?
> No, they will not receive random moments after their deletion date.

Validation Process

What is the expectation of the staff that validate the random moments?

The validation process replaces the previous role of the recorder. The LCTS validator must be knowledgeable of the work being performed by the LCTS participant, the LCTS codes and definitions and the web-based application used to validate a random moment response. The LCTS validator is certifying that the activity code selected by the LCTS participant best represents what the LCTS participant was doing at the time of the random moment.

How do we choose the LCTS validators?

Each county/collaborative determines who will validate random moments for the LCTS. LCTS coordinators, supervisors or co-workers can serve as LCTS validators.

Do we get a printout each quarter of the 5% that need to be validated?

The significance of the 5% of random moments is to satisfy federal requirements. This information cannot be shared externally.

How do the LCTS participants' connect with the LCTS validators regarding the code they have selected?

Boxes will appear on the bottom of a random moment that must be validated. The LCTS participant is required to enter an LCTS validator's name and the LCTS validator's email address. Once that information is entered, the LCTS participant clicks on the "Submit" button. An email is then created by the software and a new random moment link is attached to the email and the original link to the random moment becomes invalid. When the LCTS validator opens the email and clicks on the link, they will be able to view the code selected by the LCTS participant.

Can the LCTS validator be an LCTS participant in the time study as long as they are not validating their own random moment?

Yes, the LCTS validator may be an LCTS participant as long as they meet the criteria for participating in the LCTS. Please refer to the following documents for detailed information regarding who is eligible to participate in the LCTS: *Public Schools LCTS Participant Checklist*, *Corrections LCTS Participant Checklist* and *LCTS Public Health Participant Checklist.*

Should there be only one LCTS validator or several per department?

Counties/collaboratives may choose as many LCTS validators as necessary for them to carry out the administration of the validation process.

Should the LCTS validator be someone in the same unit or in a different unit?

The LCTS validator can be someone in either the same unit or a different unit.

What information does this person need to be able to validate a code for someone else?

The LCTS validator needs to be knowledgeable of the LCTS participant's job duties, LCTS activity codes and definitions and the web-based application process.

What exactly are the LCTS validators "validating"?

They are validating that the LCTS participant's activity code choice reflects what they were doing at the time of the random moment.

What happens to a random moment if it doesn't get validated?

The LCTS validator will receive a reminder email that the validation has not been completed. If they do not validate the random moment at that time it will then appear on the LCTS coordinator's weekly random moment reminder email. If the validation is not completed within the 7 calendar day deadline of the random moment, it becomes invalid and will appear on future LCTS coordinator email reminders as a random moment that has missed the opportunity for completion.