

County IMRMS Coordinator Procedures

- A. Once per quarter you will receive a listing of all workers currently being sampled in the IMRMS. You should collect all changes to the list of Financial Workers, Financial Assistance Specialists, Collection Officers and Childcare Case Aides (if applicable) employed in your county income maintenance office(s). These changes, including new employees hired, terminations, transfers and name changes should be forwarded to DHS. This will enable DHS to update its data base from which to select individual workers for sampling.
- B. Prior to the beginning of the quarter, you will receive a County Control Number Reference list. This list shows which workers will be sampled and the date and time of their observations. At the time of an electronic observation, the sampled worker will receive notification that there is a new e-mail. After the e-mail is read, the electronic observation form will appear on the screen. This form is identical to the paper observation form. The worker must select a program or programs and an activity or activities and then press PF3 to exit the observation form. You will also receive paper observation forms for 4% of the sampled workers. Each paper observation requires that you personally interview the worker by asking which program or programs and activity or activities he/she is working on at the time listed on the observation form. After completing the interview, place a check mark in the box labeled personally interviewed @ and sign the bottom of the form. These forms should be returned to DHS each week with a batch form (Attachment F).
- C. Once you have established your own system of observation, an alternate should be designated to distribute observation forms when you are unavailable. It is your responsibility to notify the DHS coordinator (IMRMS project manager) of any changes in coordinators or alternates in your county. Please use the form enclosed (Attachment G) to notify DHS of any changes.
- D. If you cannot find a worker at the selected moment, leave the form at his/her desk to be completed when the worker returns. It is also acceptable to contact a worker by telephone at the observation moment. This should be noted in the "remarks" section on the observation form.
- E. Ensure that responses are valid according to the definitions attached. One or more programs must be selected and one or more activities should be selected. If programs #801 Employee Not Available, or #802 Invalid Response are selected, then no activity should be selected. Check for other mistakes that would invalidate the response. The definitions of programs and activities that are attached specify certain activities that can only be selected in combination with certain programs. These should be checked for mistakes which may invalidate the response.

- F. Once per quarter you will also receive an Import Error List and a Missing Control Number Reference list. These reports will show which workers have submitted invalid program/activity combinations and which observations are missing. You may request updated reports during the quarter by calling or e-mailing the DHS coordinator (IMRMS Project Manager).