



RMTS (Random Moment Time Study) Updates

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Training Objectives

- Changes within the system
- Accessing the website
- Updating and Certifying the Participants List
- Managing Entity Calendars
- Roles of RMTS Entity Contacts
- Overview of New and Major Changes



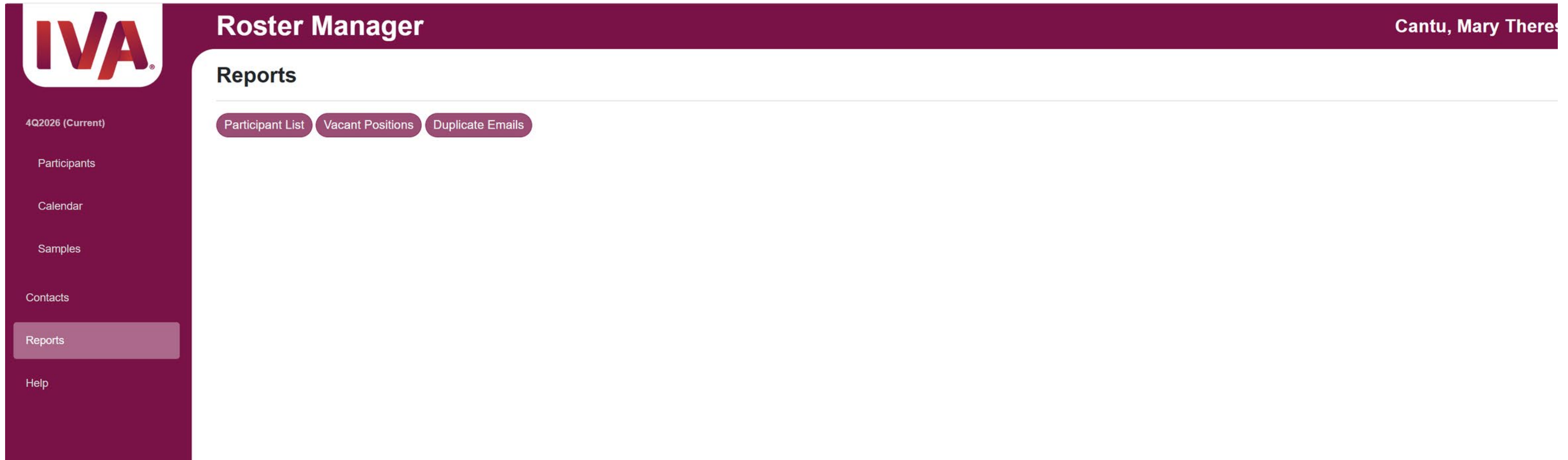
New RMTS Vendor - IVA

- Beginning April 1, 2026
- Replacing Fairbanks



iva.com

You will no longer be utilizing the Fairbanks website.



IVA

Access and Navigation

Participant List

Samples

Calendar

Contacts

Reports

FAQs

What If I Still Have Questions?

Time Study Guides

Search

Access and Navigation

The Roster Manager screen is a tool for managing entity information including the Participant List for a Random Moment Time Study (RMTS). It also allows RMTS Contacts to update the entity calendar and time zone and provides oversight on sampling progress throughout the current quarter. The Roster Manager screen will not show or allow for editing of historical sampling periods. It will show the current quarter and the upcoming quarter, when available.

Accessing the Roster Manager Screen

RMTS Contacts will receive an email notifying them when the participant list and calendar for the next quarter are available for updating. This email will contain a link to the Roster Manager screen for the entity they are assigned to. The unique link sent to each RMTS Contact will remain active and current as long as they are listed as an eligible RMTS Contact. This link may be bookmarked for easy access throughout the current quarter and any future quarters. Each link is *unique to the RMTS Contact* it is sent to and may **NOT** be shared with any other RMTS Contacts or employees. RMTS Contacts should never forward any emails containing this link.

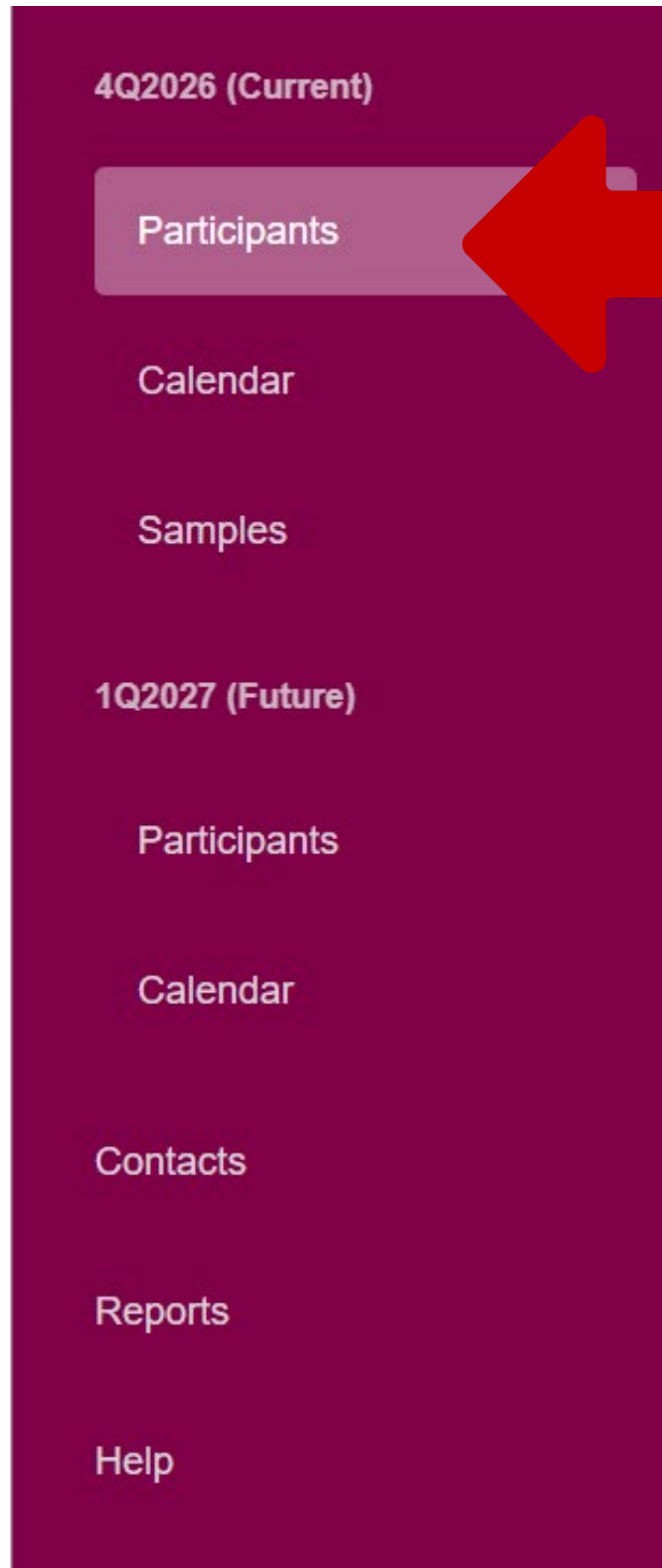
Navigation

The burgundy menu on the left side of the screen will allow the user to navigate between the various sections and features of the Roster Manager screen.

- **Current Quarter** - The current quarter will appear at the top of the list. The sub items under that will allow the user to track the progress of samples and view the participant list and calendar for the current quarter.
- **Samples** – This page offers sample oversight for RMTS Contacts. It includes sample numbers for the quarter, sample completion, and sampling compliance information. Contacts may also respond to samples on behalf of a participant from this page.
- **Future Quarter** - The next quarter, once available, will appear below that on the list. This is where RMTS Contacts will be able to update and certify the participant list and update the calendar for the next quarter. This is also where individual hours may be updated for MH-IDD participants.
- **Contacts** – The list of RMTS Contacts for the entity may be viewed and updated here. Unique links may also be sent again to individual RMTS Contacts, if needed.
- **Reports** – Available reports will be displayed on this page.

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Entity Manager Navigation



Current Quarter

- **Participants:** This is your assigned Participant List for the current quarter.
- **Calendar:** This will show you the working and non-working days that were selected for the entity prior to the start of the current quarter.
- **Samples:** This is where you will view open samples and compliance percentages.
- ***You will not see future samples.***

2/2/2026

Participant Training Changes

- You no longer train your participants. IVA does that for you
- Participants will receive a training notice before their first sample
- They MUST complete the training before they will be able to answer
- Participant training is required annually per federal fiscal year if they are selected to participate in the time study

Security and Access

- Please confirm with your IT department that these email domains and URLs are whitelisted:

***@ivacsp.com**

***@rmsplus.com**

rmsplusresponse1.com

services.ivacsp.com

***@hhs.texas.gov**

***@ public.govdelivery.com**

cdn.recordingassets.logmeininc.com

Entity Manager Navigation

- Participants: You will view and make updates to the Participant list for the next quarter here

Future Quarter

- Calendar: You will update you entity calendar for the next quarter here to ensure samples are sent on working days





- **Contacts:** This is where you will see all of the RMTS Contacts assigned to your entity.
- Primary Contacts and the CEO, Director, or Superintendent are able to make changes.
- The Primary Contact must be an employee of the entity.

RMTS Contacts

Participant List (PL) Close Dates

- The Participant List (PL) and entity calendars must be completed and certified on or before the 15th day of the last month of each quarter.
- PL Close Dates:
 - March 15
 - June 15
 - September 15
 - December 15

Updating Participant or Position Information

- If the participant is the same, but their name, email or other contact information has changed, you may update it on the PL in the current or future quarter.
- Make the necessary changes in any fields that are not grayed out and click **Save** or **Save and Confirm**.

Participant List (PL) Entries

YK Young, Kacy

kacy@ivacsp.com

Not Confirmed ▲

Name Young, Kacy	Email kacy@ivacsp.com	Phone
Location 	External ID 	Status Not Confirmed
Cost Pool Cost Pool 1 ▼	Employment Type Full Time ▼	Job Category Nurse - Licensed Vocational (LVN) ▼
Job Title Staff Nurse		
Comments 		

Save **Save and Confirm** **Vacate Position** **Delete**

Confirming Participants or Positions

- If the Participant List has more than 25 participants or positions, the list will be grouped by letter.
- The numbers next to the letter will alert the RMTS Contact to how many are confirmed so far.

A (0/3)
B (0/10)
C (0/5)
D (0/2)
E (0/1)
F (0/2)
G (0/6)
H (0/2)

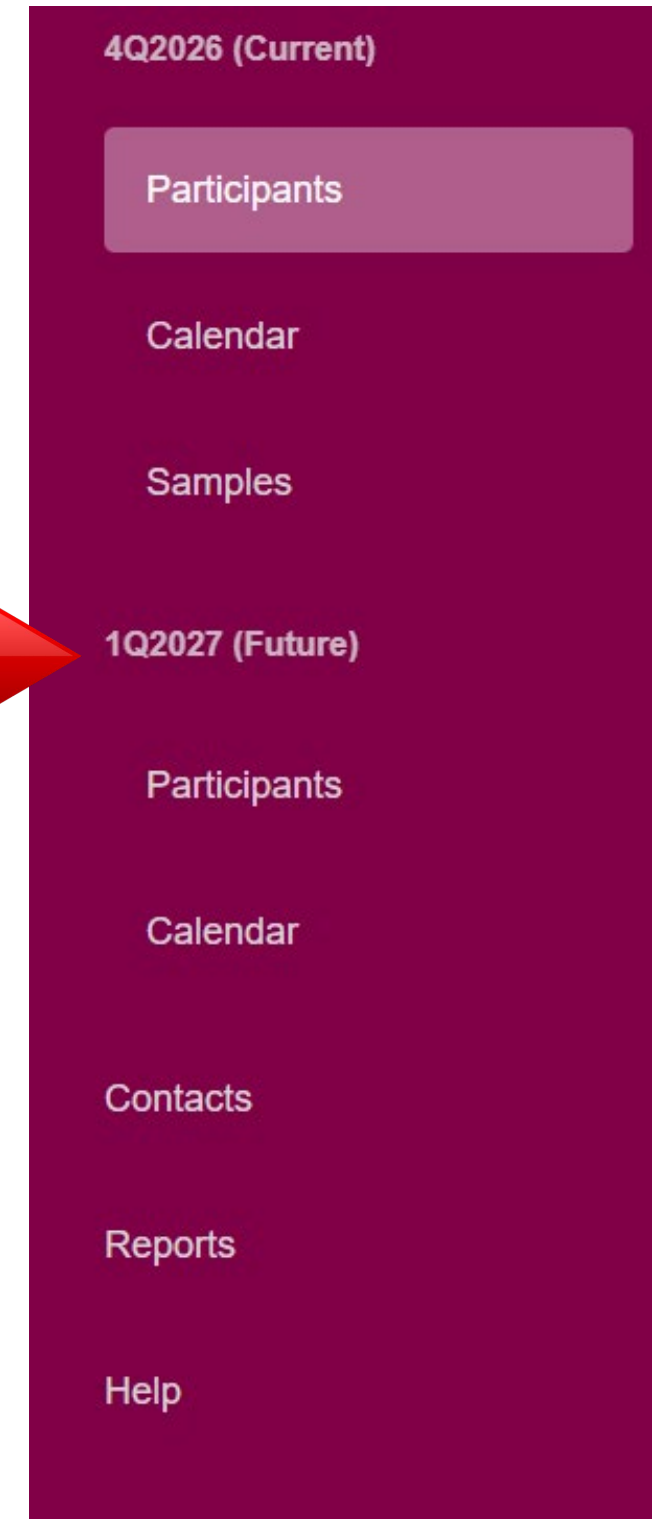
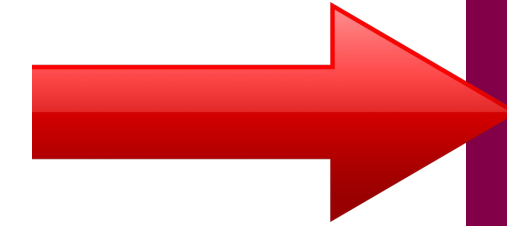
A (3/3)
B (10/10)
C (5/5)
D (2/2)
E (1/1)
F (2/2)
G (6/6)
H (2/2)

Fill a Position Reminder

- If a new position is hired to fill a vacant position, USE THE Fill Position button on that PL entry.
- DO NOT just update the name and email.

Deleting a Participant or Position

- You may *only* delete a position or participant from the **Future** quarter.
- To delete a participant or position completely, click the **Delete** button for that entry in the Future Participant List.
- This action can not be undone.



Certify the Participant List

- After the RMTS Contact has **reviewed, updated, and confirmed** all participant and position information, the PL may be officially certified.
- Click the **Certify List** button in the top right corner of the screen.
- The pop-up message will alert the RMTS Contact to the number of vacant positions, duplicated emails, and unconfirmed participants.

Roster Manager

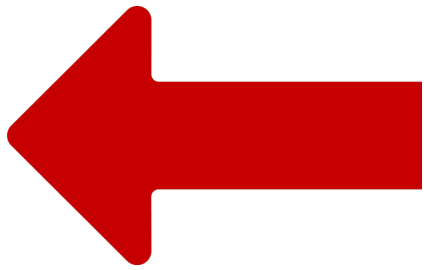
Perez, Celina

**RMTS Participants For Region 1 Education Service
Center (ECI)**

1Q2027

X Not Certified

Certify List



Participant List (PL)

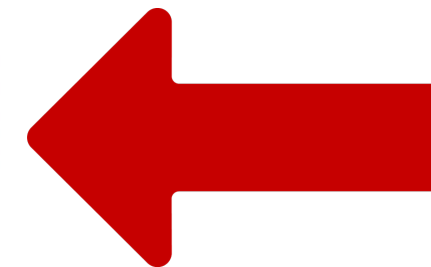
- **For LEA Entities Only**
 - Long term substitutes may be included on the PL if they will be in **one specific approved position for at least 7 weeks (51%) of the quarter.**

Reopen the Participant List

- If changes are needed after you certify the list, you may reopen the list if the PL Close date has not passed.
- Click the **Reopen List** button in the top right corner.
- Make necessary changes. Be sure to **Save** each change.
- Follow the steps to **Certify the list again** before the PL Close date.

✓ List Certified for 3Q2026

Reopen List



Entity Calendars

- The Primary RMTS Contact is responsible for updating and confirming the entity calendar each quarter.
- The calendar will be pre-populated with federal holidays and weekends as non-working days. The Contact should add in any additional entity days off.
 - Be sure working and non-working days are accurately identified.
 - This prevents the system from generating sample on non-working days.

Entity Calendars

- Click on a day to change from working to non-working.
 - **Working** - days are *white*
 - **Non-Working** - days are *gray*
- Entities may update their time zone as necessary
 - Central time will be the default time zone.

Sample Calendar



4Q2026 (Current)

Participants

Calendar

Samples

1Q2027 (Future)

Participants

Calendar

Contacts

Reports

July 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

August 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

September 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

For LEA Calendars Only

- *True or False?*
 - Professional development (PD) days or other days staff members are working *during the regular school year* when students are *not* in attendance considered working days in the RMTS?
- **Yes.** Staff members may still be performing allowable activities on those days; therefore, they are sampable and should be whlte on your entity calendar.

Entity Contact Roles

- RMTS Contacts may be designed as any of the following roles in the RMTS System:
 - Superintendent (LEA entities)
 - CEO (ECI or MH IDD entities)
 - Director (LHD entities)
 - Primary Contact
 - Secondary Contact
- Those with Primary Contact such as Superintendent, CEP or Director roles will be able to add, update or delete RMTS Contacts for the entity.
- Click on the name to view or update. Be sure to click and save.

Training statuses are completed weekly. Wait 1 week after training completed to contact IVA for assistance.

RMTS Reports

- RMTS System offers 3 reports for downloads based on Future Quarter Participant List
 - Participant List Export
 - Vacant Position List
 - Secondary Contact
- Those with Primary Contact such as Superintendent, CEP or Director roles will be able to add, update or delete RMTS Contacts for the entity.
- Click on the name to view or update. Be sure to click and save.

Training statuses are completed weekly. Wait 1 week after training completed to contact IVA for assistance.

Important Sample Timeline Information:

- HHSC Provider Finance has updated the sampling timeline.
- Sample notifications will **arrive at the time of the sample**.
- Sample ***responses must be provided within 2 business days*** of the sample moment.
- Expired samples without responses will be marked as invalid.

Will I receive any training?

Yes, IVA will provide training to RMTS participants, contacts, and administrators. On demand trainings provided by IVA can also be found in the...

TX HHSC PFD RMTS Training Channel

When participants receive their first sample, they will be required to independently complete web-based training before moving onto completing samples. **This training is required.** The first sample link will prompt a screen like the image below...

Random Moment Sample Training

Before proceeding you will be required to participate in the following training:

Initial RMS Training

Click the start training button to begin the training.

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How often will participants be sampled?

- Any moment is an opportunity
- No minimum or maximum
- Samples can occur within minutes
- Participants will not be sampled on weekends or holidays

How does the IVA, Inc. RMTS System work?

- Samples arrive via email
- Unique links
- No log in or passwords
- Participants must respond even if providing services outside their home entity

Links are Unique

- If the participant is reporting that options are grayed out for them, **they are NOT using their own sample response link**
- This tells us that an RMTS Contact forwarded their contact link to the participant and asked them to respond
- **The links are not the same!** RMTS emails with links should **NEVER** be forwarded.

Sample List

- There is no advance notice of sample moments anymore.
- Keep watching to learn about the Samples page!

Other ways you will be notified about samples:

- You will receive a notification for every unanswered sample after one business day.
- You will receive a Response Needed List twice per day *IF* you have samples nearing expiration.

Sample Notifications

- Initial RMTS sample notification sent to participant via email at the date and time of the sample.
- If the sample is not answered after 1 business day, a late email notification is sent to both the participant and the RMTS Contact.
 - The RMTS Contact should reach out to the participant to encourage a timely response.
- Samples expire after 2 business days.

Note: Beginning April 1, 2026, the time period during which samples are valid has decreased. All samples must be responded to within two business days.

Email Notifications

Participant Sampled: Young, John
Moment Sampled: 04/01/2026 11:32 AM

IVA, Inc. is the new **Random Moment Time Study (RMTS)** provider for the State of Texas Health and Human Services Commission (HHSC) Provider Finance Department (PFD) Time Study Team. *The State is transitioning to IVA, Inc. from the previous Fairbanks system as of April 1, 2026.*

As an employee of an Early Childhood Intervention (ECI) entity in the State of Texas, you are required to participate in the Random Moment Time Study.

You have been randomly selected to report your activity for the moment shown above. ***Your sample response must be entered within 2 business days from the time of the sample.***

[Please click here to enter your sample response.](#)

It is important to read the questions and answer choices carefully, choose the most appropriate and accurate choice, and be sure your description is complete. ***DO NOT provide any identifying, confidential, or sensitive information about the children or families who are the recipient of your services or about other staff members or providers.***

If you have any questions regarding this sample or the RMTS process or if you are not the person named above, please reach out to your entity's RMTS Contact.

Thank you,
HHSC Provider Finance
(737) 867-7794

Unanswered Samples After Expiration

- After two business days, the participant will no longer have access to respond
- EVERY samples requires a response
- The RMTS Contact is required to provide a response after the valid sample response period has ended. This can be done from a sample reminder link, the Response Needed List, or Samples page.



RMTS Contact Q&A

How can we make sure we get all emails?

What if we get an error when we click on a link?

IVA, Inc. Response Screens

- The first screen will ask the participant to identify if their activity was Medicaid-related, Non-Medicaid-related, training, or another option such as general administration activities.

What were you doing?

☐ I was doing a Medicaid activity.

This includes activities related to medical services such as audiology, dental care, occupational therapy, physical therapy, speech therapy, vision, etc.

☐ I was doing a non-Medicaid activity.

This includes non-medical activities such as social services, educational services, employment services, vocational services, etc.

☐ I was doing a training activity.

This includes coordinating, conducting, or participating in training events and seminars as well as paperwork, clerical activities, or travel for trainings.

☐ I was doing an activity other than the options listed above.

This includes general administrative activities, attending meetings, leave, and non-working hours.

Response Screens

- The remaining screens populate based on the responses given on each preceding screen
- Read each question carefully and select the most accurate response for the activity they are participating in
- DO NOT list multiple activities or a summary of the job description when responding

What if I need to change my answer?

- Pop-ups notify the participant or Contact if the sample has been answered, however, the participant can amend their response prior to the sample expiration

Completion of the Description Entry

- A description of their activity is required. It should support the activity responses selected throughout all screens. ***It should not contain any identifying or confidential client information.*** These responses are helpful for quality assurance and audit purposes.

Please provide a detailed description of the activity you were performing.

Do NOT include any identifying, confidential, or sensitive information about the children or families who are the recipient of your services or about other staff members or providers.

A large, empty rectangular text box with a thin black border, intended for a detailed description of the activity. It is positioned below the instructions and above the navigation buttons.

Sample Response Summary

- Click on the Activity Code link to confirm their choices were accurate.
- Click Previous to go back and make changes.
- Click Finish to submit the sample response.
- Click Help if there are questions about navigating the screens or choosing responses.

Response Summary

This summary screen presents the final response based on what you selected on the previous pages. Click the activity code link to view the detailed description of the code.

Please confirm that your activity selections are accurate and that your description does NOT contain any identifying, confidential, or sensitive information about the children or families who are the recipient of your services or about other staff members or providers.

Activity: [05.b - Transportation – Medicaid](#)

Activity Description: I was scheduling a taxi to take client and family to the doctor's office.

[Previous](#) [Finish](#) [Help](#)

Sample Response Completion

- The sample is not complete until the participant clicks the Finish button and sees this screen.

Sample Response Complete

Thank you for your response!

You may now close this window.

Who do I contact if I have questions or need help?

Participants may reach out to the RMTS Contacts at their local entity directly for help. They may also reply to any email received from an IVA domain or any email from the RMTS system to reach the IVA Support Team and the RMTS Administrator.

RMTS Contacts should reach out to the TX HHSC PFD RMTS Administrator for assistance. The RMTS Contacts may also reply to any email received from an IVA domain or any email from the RMTS system to reach the IVA Support Team and the RMTS Administrator.

TX HHSC PFD RMTS Administrator TimeStudy@hhs.texas.gov

IVA RMTS Support Team RMTS@ivacsp.com

Response Needed List

- The email lists open samples at the time of the email, but the link will show LIVE data
- Click this link at any time, even between email times, to check which samples are in need of response.
- You may also use this link to provide a response if the participant is on paid leave or unpaid leave.

RMTS Contact – Entity Manager Link

- Any time RMTS Contacts receive communication about managing their entity, it will note the user and entity name at the top.
- The link is unique to the user. *Never share your link!*

RMTS Contact: Young, John
ECI Entity: Community Services

This email contains your unique link to view and/or update the RMTS information for your entity. This link will remain active for you as long as you are an eligible Contact. You may bookmark this link or save it as a favorite for easy access in the future. **This link is unique to you and may NOT be shared with any other Contacts or employees.** Do not forward any RMTS emails containing any links at any time. All links are unique to the intended recipient.

[Click here to manage your RMTS entity.](#)

Entity Manager Navigation



Current Quarter

- **Participants:** This is your assigned Participant List for the current quarter.
- **Calendar:** This will show you the working and non-working days that were selected for the entity prior to the start of the current quarter.
- **Samples:** This is where you will view open samples and compliance percentages.
- ***You will not see future samples.***

RMTS Training and Quiz

- All RMTS Contacts are required to take the RMTS Contact Training provided by IVA< Inc.
- Previous Fairbanks trainings are NO LONGER VALID

To take the RMTS Contact Training, visit the Provider Finance Training Channel:

gotostage.com/channel/txpdfrrmts

This training IS NOT required...this is additional system training.

RMTS System Logging

- **Everything is automated!** No need to manually tell us a sample has been responded to.
- HHSC Provider Finance and IVA have visibility to which samples have been responded to.
- IVA system logs every email, every click, and every response.
- If a sample doesn't have response, our system will continue to send notifications until it does.

Thank you

marycantu@esc1.net

cgperez@esc1.net

emora@esc1.net

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