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**Field Operations Memo 2007-34**  
**Date: June 29, 2007**

**To:**  **Transitional Assistance Office Staff**  
**From:** **John Augeri, Assistant Commissioner for Field Operations**  
**Re:** **Random Moment Sampling E-mail Survey System**

**Background**

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Federal regulations require DTA to determine administrative expenses for federal and state programs allowing the Department to receive federal reimbursement for a portion of the costs. Random Moment Sampling (RMS) was developed to comply with this mandate.

Implemented July 1, 1999, AU Managers (AUM) were required to respond to telephone calls from Central Office Random Moment Sampling Coordinators. The phone based RMS process was selected by the Department because at the time it was the least intrusive method available for AUMs. It was preferred over the other more comprehensive time study procedures, such as 100 percent time keeping or face-to-face observations.

**Random Moment Sampling was NOT developed for the purpose of measuring work performance or attendance.**

RMS is a technique for scientifically determining the amount of effort spent by a group of employees on various activities.

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**New RMS  
Web-based  
System**

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Effective April 2, 2007 and continuing through June 30, 2007, the Department began testing a new e-mail and web-based RMS survey process in the Lowell, Milford and Taunton Transitional Assistance Offices (TAO).

Effective July 2, 2007, the new RMS Web-based system will be rolled out statewide. The RMS web-based survey process randomly assigns survey moments to individual AUMs in a similar fashion as the current phone-based system. Each AUM can expect to receive on average three RMS survey e-mails each month. As is the case with the current phone-based system, due to the randomness of the sample assignments, some AUMs may be selected more often than others. However, over the course of a year, AUMs will receive approximately the same number of RMS e-mails.

A key advantage of the web-based e-mail system is that it is more efficient and less burdensome to staff. It will allow AUMs to better manage their time by increasing the flexibility and ease in responding to the RMS surveys.

Each AUM will receive an e-mail and should plan to respond to the RMS survey at his/her convenience within a 72-hour time frame. A reminder e-mail will be received 24 hours subsequent to the original e-mail. The TAO Director or designee will be courtesy copied on the 24-hour reminder e-mail.

This web-based survey has a number of safeguards to keep information that it records secure; therefore, no confidentially rules will be compromised by cooperating with this process.

Prior to July 2, 2007, all appropriate staff are required to attend training sessions offered by the Central Office Random Moment Sampling Coordinators. The training is designed to demonstrate how to properly respond and complete the RMS survey using the web-based system.

Any staff who has not received training on the new system must call the RMS hotline at (800) 251-9498 upon receiving the first e-mailed moment for assistance in completing the survey. The 800 number will also be identified within the body of the e-mail received with the moment.

**Note:** Because the Random Moment Sampling is performed to substantiate requests for reimbursement from the Federal government, only TAFDC AUMs will be assigned moments. Since work completed by NPA staff is 100 percent reimbursable by the federal government, there is no need to sample NPA staff. TAFDC staff must be sampled to statistically determine the amount of reimbursable activity performed so that the appropriate reimbursement from the Federal government can be requested.

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**AU Manager  
Responsibilities**

AUMs will receive an e-mail notification of an RMS survey via their DTA e-mail account. The RMS e-mail will include:

- a link to the RMS website; and
- a worker-specific Username and Password.

The AUM must click on the link in the e-mail to navigate to the RMS web site. At the site, s/he will be prompted to enter the Username and Password information provided. This will allow the AUM the ability to view the specific moment for which s/he will be asked to supply information. The AUM will respond to the following four questions:

- Are you working on a case?
- What is the case SSN? (if relevant)
- What is the activity you are working on?
- What program(s) does your activity support?

Responses must be accurate and timely. On average, the length of time for staff to respond to the RMS e-mail is one minute.

**Note:** Upon completion, the AUM has the ability to view the responses prior to submitting them and logging out of the RMS system.

For questions related to the new e-mail and web-based RMS system, please call the RMS hotline at 1-800-251-9498.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

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