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**Operations Memo 2011-12**  
**April 1, 2011**

**To:** Transitional Assistance Office Staff

**From:**  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

**Re:** Random Moment Sampling E-mail Survey System Reminder

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**Overview**

Federal regulations mandate the Department to determine administrative expenses for federal and state programs allowing the Department to receive federal reimbursement for a portion of those expenses. The vehicle to comply with this mandate is the Random Moment Sampling (RMS) process.

RMS is designed to scientifically determine the amount of effort spent by a group of employees on various activities.

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

Upon initial implementation in July 1999, the RMS process was conducted through a telephone process requiring case managers to respond to telephone calls from Central Office Random Moment Sampling Coordinators. At the time, the Department felt this would be the least intrusive method available for case managers. However as technology advanced, it was decided that a web-based system would be more convenient for case managers. Therefore, on July 2, 2007, the Department implemented a web-based RMS system statewide.

This Operations Memo serves to remind TAO staff about the RMS process.

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## **The RMS Web-based System**

The RMS web-based survey process randomly assigns survey moments by e-mail to individual case managers.

This web-based survey system has a number of safeguards to keep information that it records secure; therefore, no confidentiality rules are compromised by participating in this process.

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

Due to the randomness of the samples, some case managers may be selected more often than others. However, over the course of a year, case managers selected will receive approximately the same number of RMS e-mails. A case manager can expect to receive on average three RMS survey e-mails each month.

**Note:** Since work completed by NPA staff is 100 percent reimbursable by the Federal government, only activities performed by cash case managers are included in the sample.

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## **Case Manager Responsibilities**

When a case manager receives an e-mail, he or she must 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.

**Reminder:** If a case manager is scheduled to be out of the office for an extended period of time, for example, vacation leave, he or she must activate the “Out of Office Assistant” located in “Tools” on the Outlook toolbar.

Case managers will receive an RMS e-mail notification via their Outlook e-mail account. The RMS e-mail will include:

- date & time of their sampled moment;
  - a link to the RMS website; and
  - a worker-specific Username and Password.
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**Case Manager Responsibilities (continued)**

The case manager 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:** After completing the survey, the case manager has the ability to view the responses prior to submitting the survey and logging out of the RMS system.

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**Case Managers No Longer Mandated to Participate in RMS**

Once a case manager is no longer assigned to a cash caseload, he or she will be removed from the RMS selection population and will no longer be available to be selected for moments. However, removing this case manager from the selection pool can take four weeks or longer, depending upon when the information is received. TAO managers must ensure that all paperwork is completed, properly coded and submitted to Central Office indicating the change in the case manager's status, as it is this information that is used in the selection process.

In these situations, the case manager must open the e-mail and respond to the survey by selecting the response option: "**40 – General administration and All other Activities**" found in the survey.

**Example:** A case manager assigned to cash cases reassigned to work only on SNAP cases is no longer mandated to participate in RMS. However, he or she must respond to an RMS e-mail, if received, following the instructions above.

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**Obsolete Memos**

The following Field Operations Memos are obsoleted by this Operations Memo:

Field Operations Memo 2010-16, Field Operations Memo 2007-34, Field Operations Memo 2006-21, Field Operations Memo 2003-13, Field Operations Memo 2000-9 and New Initiatives Memo dated April 2, 2007.

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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