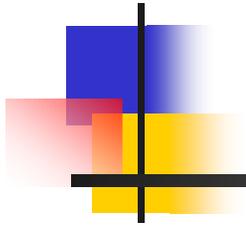
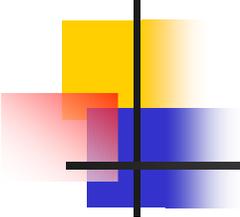


E-mail/Internet Random Moment Sampling



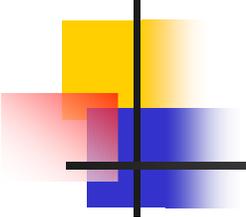
STATE OF ALASKA
Department of Health and Social Services
Division of Public Assistance



RMS Training Objectives

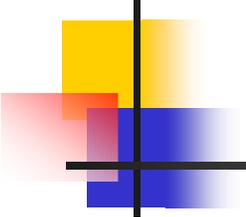
- Goal:

Upon completion of this training session, participants will be able to complete the DPA RMS e-mail "Sample Observations" and understand the procedures for submitting the responses.



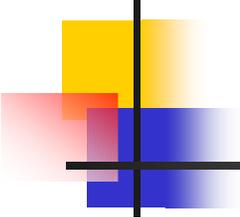
RMS Purpose

- The Random Moment Sampling (RMS) process is used to document the activities by staff performing directly related program functions benefiting one or more Federal and/or State funded programs. The information collected will be used for distributing the cost of administrative activities among various programs and services.
- The RMS is not a device for evaluating individual performance.



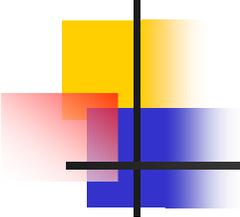
Sampling Reporting Quarters

- The RMS process is completed on a quarterly basis as follows:
 - First Calendar Quarter = January, February, March
 - Second Calendar Quarter = April, May, June
 - Third Calendar Quarter = July, August, September
 - Fourth Calendar Quarter = October, November, December
- The RMS process is on-going.



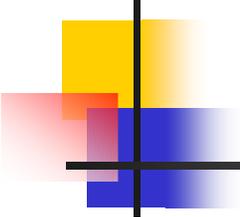
Random Moment Sampling (RMS) Process

- An e-mail/Internet polling process will be used to conduct the Random Moment Sampling.
- The “Sample Observations” will be generated at random by the WinRMS 2000 RMS software system.
- The “RMS Observation” form is a document that is used to collect the activity completed by the selected positions at the designated times.
- The “RMS Observation” form will be accessed online.



Random Moment Sampling (RMS) Process - Continued

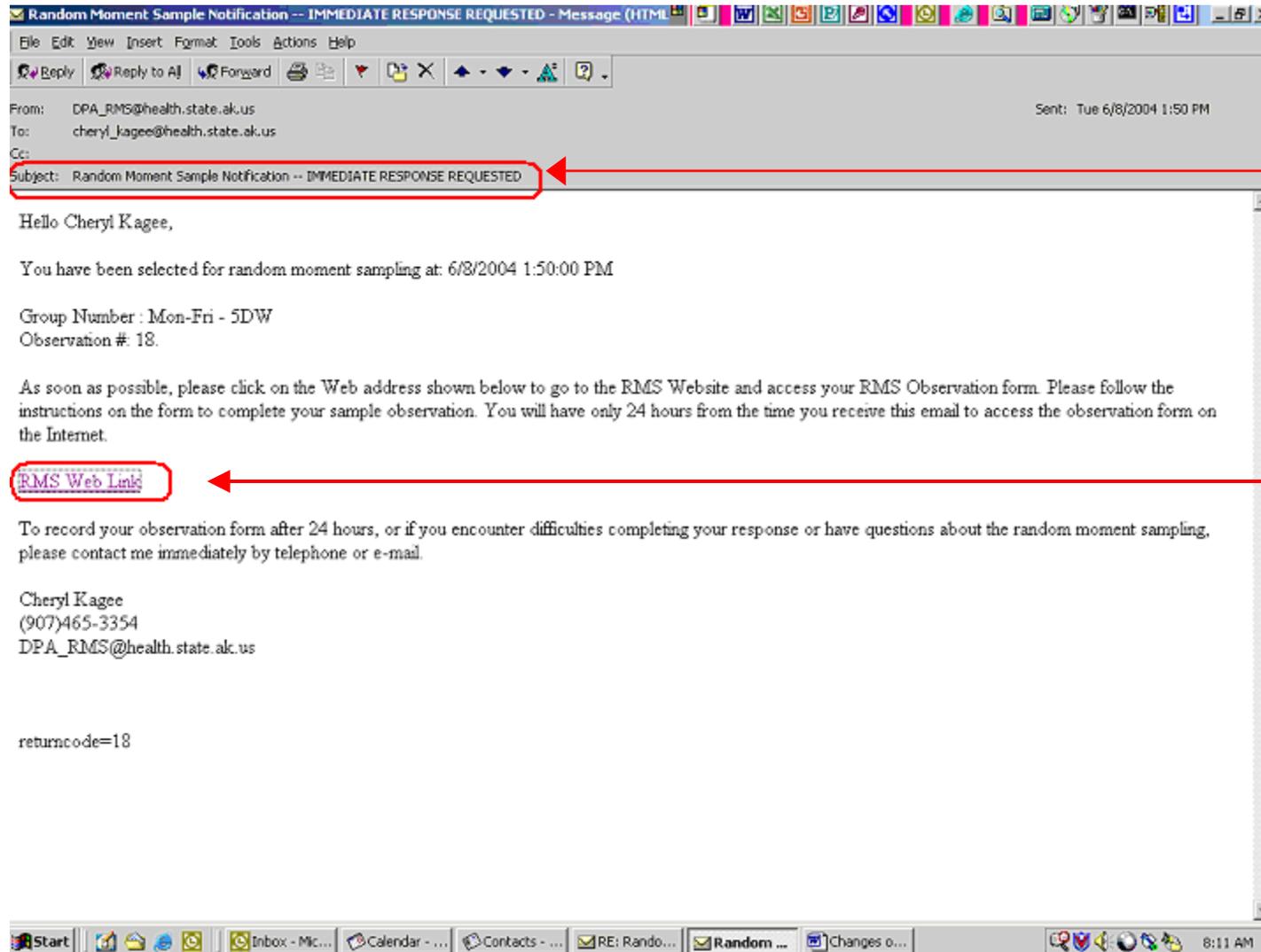
- Sampled individual will directly record the activity.
- Sampled individual will know what was recorded.
- Sampled individual will also have access to “program and activity definitions” online.



How is E-mail/Internet RMS Going to Work?

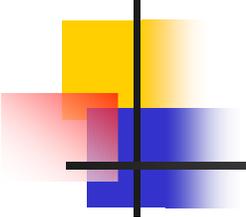
- You will receive an e-mail notification at the time of the sample. The e-mail subject line will read: "Random Moment Sample Notification-Immediate Response Requested".
- Included in the e-mail will be a notification that you are being sampled at a specified date and time, and instructions to access the "Observation form" on the Internet using a highlighted "RMS Web Link" (see sample e-mail message on the following page).

RMS E-mail Notification



Example of RMS email "Subject Line" text

Click on the "RMS Web Link" in the email message to access the "Internet Observation" form. The "Observation" form will include sample date and time, as well as the instructions.



Completing the Program Section

- The first section to complete on the “Observation Form” is the “Program” field.
- To see the list of programs to pick from, click on the drop-down arrow at the far right of the “Program” field and scroll through the pull-down menu (see sample form on the following page).
- Then simply click on the “Program(s)” that best fits what you are working on at the sample time.

Completing the Program Section

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program: Select a Program

Activity: Select a Program

Case Numbers: TANF Diversion Program

Comments: Food Stamps
Food Stamps/Medicaid
Food Stamps/ATAP/Medicaid
APA/Food Stamps/Medicaid
APA-related Medicaid and Long Term Care
Family Medicaid & Poverty Level Medicaid Programs
ATAP Eligibility
ATAP/Food Stamps

Save Clear

Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

Cheryl Kagee
(907)465-3354
[Cheryl.Kagee](#)

Click [Here](#) for Additional Information

Click on "Select a Program" drop-down arrow for the drop-down list to appear. Select the "Program(s)" that best fits the program(s) you're working. Use the scroll bar to see all "Program" selections.

Click on "Click Here for Additional Information" to access more information not shown on this screen. This link will take you to the Program and Activity code definitions.

Completing the Service Section

Welcome Cheryl Kagee!

Please be sure that you have filled in all of the requested information.

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the **SAVE** button.

If you need to correct any entries before saving, click the **CLEAR** button and repeat the data entry.

Program: Select a Program

Activity: Initial Screening/Interview/Intake

Case Numbers: 05446023

Comments:

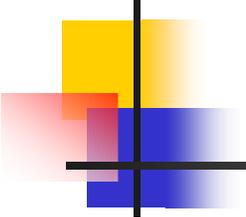
Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "**Observation Saved**" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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[Cheryl Kagee](#)

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You will receive this message if you do not select a program or activity and attempt to "Save" your RMS Observation form.



Completing the Activity Section

- The next section to complete on the form is the “Activity” field.
- To see the list of “Activities” to pick from, click the drop-down arrow at the far right of the “Activity” box and scroll through the pull-down menu (see sample form on the following page).
- Then click on the “Activity” that best fits what you are working on at the sample time.

Completing the Activity Section

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program: Select a Program

Activity: Select an Activity

Case Number:

Comments:

- Select an Activity
- Work Services Case Management
- TANF Supportive Services
- Sanctions
- Initial Screening/Interview/Intake
- Application Processing/Certification
- Benefit Authorization/Issuance
- Eligibility Redetermination
- Process Changes to Ongoing Case
- Discontinuance or Termination of Case
- Case Documentation

Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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Click [Here](#) for Additional Information

Click on the "Select an Activity" drop-down arrow for the drop-down list to appear. Select the "Activity" that best fits the activity you're working. Use the scroll bar to see all "Activity" selections.

Invalid Program and Activity Combination Message

The screenshot shows a web form titled "Welcome Cheryl Kagee!". The form contains the following fields: "Program:" with a dropdown menu showing "Food Stamps"; "Activity:" with a dropdown menu showing "Select an Activity" (highlighted with a red box); "Case Number:" with the value "05446023"; and "Comments:" with the text "Scheduled Interview with Applicant". Below the form are "Save" and "Clear" buttons. An error dialog box from Microsoft Internet Explorer is overlaid on the form, with a red box around it. The dialog box contains a question mark icon and the text: "You have selected an invalid service and activity combination. Are you sure you want to save? Click 'OK' to save or click 'Cancel' to change your response." Below the dialog box are "OK" and "Cancel" buttons. A red arrow points from the "Activity:" dropdown to a text box on the right. Another red arrow points from the error dialog box to the same text box.

Welcome Cheryl Kagee!
Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM
Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.
After all appropriate information has been entered, complete your response by clicking the SAVE button.
If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

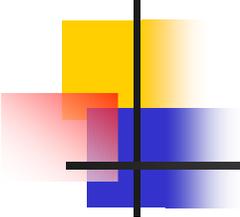
Program: Food Stamps
Activity: Select an Activity
Case Number: 05446023
Comments: Scheduled Interview with Applicant

Microsoft Internet Explorer
You have selected an invalid service and activity combination. Are you sure you want to save?
Click 'OK' to save or click 'Cancel' to change your response.

Save Clear

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.
Cheryl Kagee
(907)465-3354
[Cheryl.Kagee](#)
Click [Here](#) for Additional Information

You will receive this message if do not select a valid program and activity combination. If you select OK, you will be contacted by your RMS Coordinator for follow-up.



Completing the Case Number Section

- The next section to complete on the form is the “Case Number”.
- If you are working on a case, click on the “Case Number” box and type in the 8-digit number (see sample form on the following page).
- If you are NOT working on a specific case, leave the “Case Number” field blank.

Completing the Case Number Section

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program: Food Stamps

Activity: Initial Screening/Interview/Intake

Case Number: 05446023

Comments:

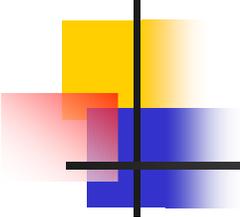
Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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[Cheryl.Kagee](#)

Click [Here](#) for Additional Information

Click in the "Case Number" field and type in the case number, if you are working on a case. If you are not working on a specific case, leave the case number field blank.



Completing the Comments Section

- Next, if you have selected the activity “All Other Activities, Specify”, this means no other activity listed adequately describes the activity being done. In this situation specify the nature of the activity in the “Comments” field. Click in the “Comments” field and type in your comments (see sample form on the following page).

Completing the Comments Section

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program: Food Stamps

Activity: All other Activities, specify

Case Number: 05446023

Comments: Washington State welfare office called to verify status of an applicants Food Stamp application in Alaska.

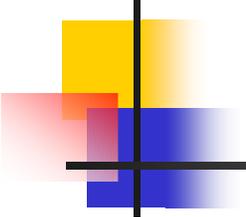
Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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[Cheryl Kagee](#)

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Click in the "Comments" field and type any additional comments, if applicable.



Saving Your RMS Responses

- Prior to “Saving” your response on the “Observation” form you can change your response by left-clicking the “Clear” button (in the bottom, right-hand corner of the form) with your mouse and then re-entering all the information (see illustration on following page).

Prior to "Saving", you can "CLEAR" to re-enter your RMS response

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program:

Activity:

Case Number:

Comments:

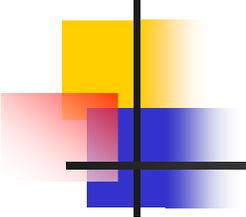
Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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Click [Here](#) for Additional Information

Click on the "Clear" button, if you need to re-enter all of the information prior to "Saving" your response. If you just need to make a correction to one of the fields just highlight the data in that field and press your "delete" button and then re-enter the data for that particular field.



Saving Your RMS Responses

- Once you are sure you have completed the form correctly, left-click the “Save” button (in the bottom, right-hand corner of the form). After you click the “Save” button, a message will appear telling you “the observation has been saved” (see illustration on following pages).

If correct response, click on "SAVE"

Welcome Cheryl Kagee!

Observation #: 18
Sample Moment: 6/8/2004 1:50:00 PM

Please respond to this RMS observation by entering the appropriate information in the boxes shown below. Your response should reflect what you were doing at the Sample Moment shown above.

After all appropriate information has been entered, complete your response by clicking the SAVE button.

If you need to correct any entries before saving, click the CLEAR button and repeat the data entry.

Program: Food Stamps

Activity: Initial Screening/Interview/Intake

Case Number: 05446023

Comments:

Thank you for participating in this Random Moment Sample. If you are finished and you receive the edit that "Observation Saved" simply click on the "X" in the upper right-hand corner of the screen to close out your internet browser.

If you encounter difficulties completing your response or have questions about Random Moment Sampling, please contact me immediately by telephone or e-mail.

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(907)465-3354
[Cheryl.Kagee](#)

Click [Here](#) for Additional Information

Click on the "Save" button, if all the information entered is correct.

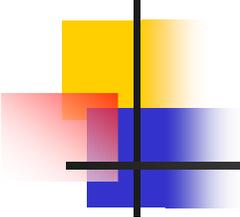
"Saved" Message

The screenshot shows a Microsoft Internet Explorer window titled "WinRMS2000 - Microsoft Internet Explorer provided by State of Indiana - FSSA". The address bar contains the URL "http://00fm78lcpy3/winrms2000/winrms.asp". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, History, Mail, Print, Edit, and Discuss. A red arrow points from the "X" icon in the top right corner of the browser window to a text box that reads: "Click on the 'X', when you are finished to close the Internet browser and return to e-mail message." In the main content area, a message box titled "Observation Saved" is displayed, containing the text "Thank you!" and "Your observation has been saved." A red arrow points from a text box on the left, which reads "This message will appear that your RMS information has been SAVED.", to the "Observation Saved" message box.

This message will appear that your RMS information has been SAVED.

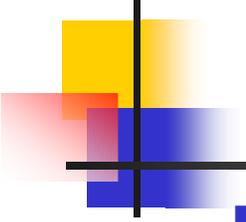
Click on the "X", when you are finished to close the Internet browser and return to e-mail message.

Observation Saved
Thank you!
Your observation has been saved.



Final Steps

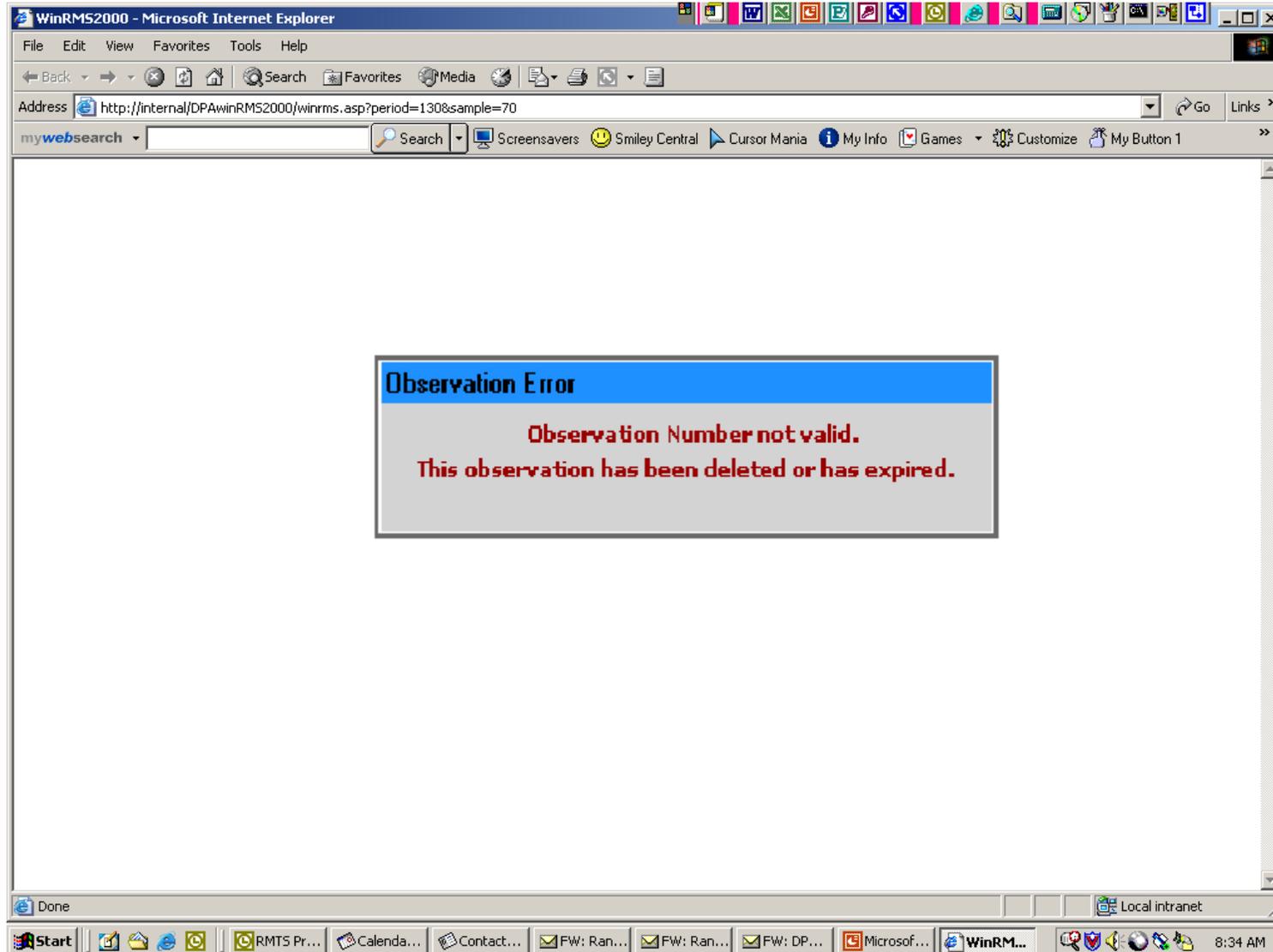
Either click the “delete” button on the top of the e-mail message, or click the “x” button in the top, right hand corner to close it and return to work!

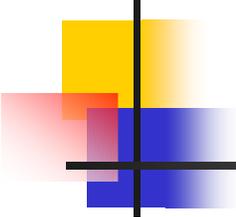


Additional Information about the RMS Process

- You will only have 24 hours after the time you receive the sample notification to access the Internet observation form. If you try to access the Internet form after 24 hours, you will receive an error message on your screen (see illustration on the following page).
- You will be unable to change your response on the Internet Observation form after it has been saved!
- If you know you have made an error in completing the observation and have already saved it, you must call the RMS Administrator at (907) 465-3354 or e-mail DPA_RMS@health.state.ak.us.

RMS Observation Message After 24 Hours





Contact People & RMS Website Information

- For RMS Questions:
Cheryl Kagee at (907) 465-3354,
DPA_RMS@health.state.ak.us
- RMS Website:
<http://dpaweb.hss.state.ak.us/node/view/279>