

STATE OF ALASKA
Dept. of Health & Social Services
Division of Public Assistance

**INSTRUCTIONS FOR COMPLETING THE INCOME MAINTENANCE
RANDOM MOMENT SAMPLE OBSERVATION FORM
(IMRMS)**

Purpose of Random Moment Sample

You have been selected at random to tell us what program area you are working on and what kind of activity you happen to be engaged in at a randomly chosen moment. This includes the amount of time that you spend administering these programs and services. All your responses and other workers responses are used to determine the share of various programs funded with state and federal dollars.

THIS IS NOT A DEVICE FOR EVALUATING YOUR INDIVIDUAL PERFORMANCE.
ALL CASE INFORMATION WILL REMAIN CONFIDENTIAL.

Observation Form

The observation you are completing is divided into three major sections. **Only one selection should be made in each section.**

Section I: **CASE NUMBER** — If you are working on a case then enter the specific case number.

Section II: **PROGRAM** (Service) — Select the one most appropriate program category that you are working on at the selected moment.

Section III: **ACTIVITY** — Select the one activity that best describes what you are doing at the selected moment. The codes in this section are organized into two groups:

- a. Caseload Activity (codes 200 through 328): These activities apply to any of the programs in Section II and relate generally to case-specific activity. This set of activities should be selected instead of a general activity whenever applicable.
- b. General Activity (codes 400 through 999): These are activities that do not relate to work being done on a specific case, but relate to general job duties, training or time away from your work area. However, the activities may relate to a specific program.

SECTION I: CASE NUMBER

001 Not working on a case: not engaged in case-related activity. Leave the case number field blank.

002 Working on a Case and Case Number: Enter the case number that identifies the case on which you are working at the sample moment. If there is no assigned case number, use an identifying case number, social security number or name that can be used to provide audit documentation.

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SECTION II: PROGRAM CODES

Report the program in which you are working at the selected moment by making only one selection in Section II. If you need help in determining which program(s) to select, please refer to the following descriptions.

If you are working on an application or case with two or more programs or combination of programs, and you are unsure which program to allocate the activity, use the following guidelines:

If the activity at the “moment” is discrete to one program, then the selection of the corresponding specific program is the correct choice (e.g., to Work Services, Food Stamps, Medicaid, ATAP, APA, GRA or CAMA).

As general rule of thumb, if you are asking information or gathering information to apply for or completing an eligibility re-determination for a specific program area, that program should be selected on the RMS Observation form. Otherwise, select a multi-program combination.

For example, you are processing an application for Adult Public Assistance, Food Stamps, and Medicaid. If at the time study moment you are authorizing the Medicaid Program, then the specific “APA related Medicaid” program code should be selected. For this same application, if you are verifying income belonging to a household member who will be included only in the Food Stamp benefit, then use the specific “Food Stamp” program code. If you are recording date of birth for the head of household for this case, it is of common benefit to the FS/APA/ME programs and the multi-program combination code should be used.

- 100 ATAP Work Services: use this program code when working on providing employment services, case management, support services, training and education to persons on ATAP.
- 102 Diversion Program: use this program code when providing immediate, targeted assistance to job-ready applicants by making an assistance payment to meet specific needs instead of ongoing Temporary Assistance benefits.
- 110 Food Stamps: provides food stamp benefits to households with low income and minimal resources in order to increase their food purchasing power. Use this program code when the activity includes time directly identifiable with the Food Stamp Program, such as determining and re-determining food stamp eligibility, denial, case opening, suspension, closure, Food Stamp benefit authorization, verifying information, sending a notice, recording or entering electronic information related to food stamp eligibility, food stamp program-related meetings and training and all other program documentation specific to food stamps.
- 112 Food Stamps / Medicaid: use this program code for a Food Stamp and Medicaid case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 114 Food Stamps / ATAP / Medicaid: use this program code for a Food Stamp, ATAP and Medicaid case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 120 APA Related Medicaid and Long Term Care: provides Medicaid coverage for persons who meet APA related categorical and financial criteria. Use this program code for any activity related to Adult Public Assistance (APA) Related Medicaid, including Working Disabled Medicaid Buy-In, Special Income Long Term Care category, Home and Community Based Waiver services, Grandfather groups, Medicare Assistance groups, and Breast and Cervical Cancer. Include time directly identifiable with these Medicaid categories, such as determining and re-determining eligibility for these categories, arranging for health services, issuing medical coupons, sending a notice, coordination with medical providers, program-related meetings and training, and all other program work specific to APA Related and Long Term Care Medicaid.

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- 130 Family Medicaid (FM) and Under 21 Medicaid: provides Medicaid coverage for families and children who meet certain financial and other criteria related to Family Medicaid. Use this program code for activities that include time directly identifiable with these Medicaid categories, such as determining and re-determining eligibility for these categories, arranging for health services, issuing medical coupons, sending a notice, coordination with medical providers, program-related meetings and training, and all other program work specific to Family Medicaid and Under 21 Medicaid. Include intake activities for applicants who are eventually transferred to Denali KidCare.
- 140 Alaska Temporary Assistance Program (ATAP): provides temporary financial assistance to eligible needy families that helps them care for their children in their own home. Use this program code for time spent on any activity related to the Alaska Temporary Assistance Program eligibility determinations for cash benefits. Include time directly identifiable with the Temporary Assistance program, such as determining and re-determining ATAP eligibility, denial, case opening, suspension, closure, Temporary Assistance cash benefit authorization and issuance, verifying information, sending a notice, recording or entering electronic information related to Temporary Assistance eligibility, ATAP program-related meetings and training, and all other program work specific to the Temporary Assistance eligibility determination.
- 142 ATAP / Food Stamps: use this program code for a Food Stamp and ATAP case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 144 ATAP / Medicaid: use this program code for an ATAP and Medicaid case when the activity is not specific just to one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 150 Adult Public Assistance (APA): provides cash assistance to needy aged, blind and disabled persons who meet certain income and resource requirements. Use this program code for time spent on any activity related to eligibility for cash benefits from the Adult Public Assistance (APA) Programs of Aid to the Blind, Aid to the Disabled, Old Age Assistance and Interim Assistance. Include time directly identifiable with the APA cash assistance programs, such as determining eligibility, APA cash benefit authorization and issuance, verifying information, verifying SSI, sending a notice, recording or entering electronic information related to eligibility for APA cash benefits, program-related meetings and training, and all other program work specific to APA eligibility.
- 152 APA / Medicaid: use this program code for an APA and Medicaid case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 154 APA / Food Stamps: use this program code for an APA and Food Stamp case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 156 APA / Food Stamps / Medicaid: use this program code for an APA, Food Stamp and Medicaid case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 158 APA / Food Stamps / Medicaid /ATAP: use this program code for an APA, Food Stamp Medicaid and ATAP case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 160 General Relief Assistance: use this program code for time spent on any activity related to eligibility for General Relief Assistance (GRA). Include time directly identifiable with activities to determine eligibility

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for and authorizing benefits for GRA emergency basic needs (shelter, utilities, food, and clothing) or burial assistance, and GRA program-related meetings and training.

- 162 GRA / Food Stamps: use this program code for a Food Stamp and GRA case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 170 Chronic and Acute Medical Assistance (CAMA): use this program code for time spent on any activity related to eligibility for Chronic and Acute Medical Aide (CAMA). Include time directly identifiable with activities to determine eligibility for CAMA, and CAMA program-related meetings and training
- 172 CAMA / APA / Food Stamps: use this program code for a CAMA, APA and Food Stamp case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 174 CAMA / GRA / Food Stamps: use this program code for a CAMA, GRA and Food Stamp case when the activity is not specific to just one of the programs. If the activity simultaneously benefits these programs then select this combination program code.
- 176 Permanent Fund Dividend Hold-Harmless (PFD-HH): use this code for time spent processing Permanent Fund (PFD) Hold Harmless replacement benefits. Include time directly identifiable with activities to replace any eligible benefits, PFD program-related meetings and training, verifying, recording or entering electronic information related to replacing the benefit with PFD Hold Harmless eligibility.
- 495 Not Program Related: use this code when working on general administrative activities that are not specific to a program. This code should be selected when choosing activity code "910 - Lunch, Breaks" and may be used for "900 - All Other Activities, specify". (Note: Always use this program code for activity codes 920 Employee on Leave, 930 Employee Not Scheduled To Work or 999 Invalid Response –position vacant).

SECTION III: ACTIVITY CODES

Report the activity you are performing by checking the one box or reporting the one activity that best describes what you are doing at the selected moment. If you need help in determining which activity to check, please refer to the following descriptions.

- 200 Work Services Case Management: activities related to work services under the Alaska Temporary Assistance Program. This includes family self-sufficiency plans and work services. Activities include developing family self-sufficiency plans, giving Temporary Assistance information to clients, screening and assessments, development of employability plans, gathering and recording or entering electronic information necessary to track and monitor client work activities, local coordination of community based work service grants and contracts, post-employment services, Work Services program-related meetings and training, and assistance to clients to help them obtain employment. Activities also could include counseling, applicant job searches, holding case conferences/case staffings to discuss employment strategies and case documentation.
- 202 Supportive Services: includes activities associated with authorizing and verifying supportive services or PASS I child care.

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- 204 Sanctions: includes preparing and sending a notice of decision to sanction a client or family and updating the file.
- 300 Initial Screening / Interview / Intake: includes conducting interviews, facilitation of group interviews and video presentations, and providing applicant with appropriate forms, in the office, field, by mail or telephone. Also includes preliminary review of application forms and verification documents, data entry, in the office, field, by mail or telephone. This activity code would include the identification of requested services.
- 302 Certification / Re-certification: includes establishing benefit levels, reviewing case record verification documents, preparation of calculation entries or computations, data entry for benefit/eligibility purposes, sending a notice, completing necessary forms and any policy research specific to a case. This activity code is used for the initial and any subsequent benefit determinations.
- 304 Benefit Authorization / Issuance: includes client service and support tasks, data entry and other activities related to the authorization, issuance or replacement of program benefits including medical coupons or cards.
- 308 Process Changes to Ongoing Case: includes all activities related to changes which may affect the level of assistance, and, which do not result from regularly scheduled re-certifications or reviews. Also includes changes of address as well as all related data entry.
- 310 Case Closure: includes all activities related to canceling a case and appropriate data entry.
- 312 Case Documentation: includes preparing narratives on household situation and case activity.
- 314 Corrective Action: includes reviewing and responding to quality control (QC) and program accuracy findings, management evaluation (ME) review findings, supervisory case reviews, peer reviews and other case related activities.
- 316 Recipient Complaints: includes dealing with recipient complaints on any subject.
- 318 Fair Hearings and Appeals: includes file review, preparation of testimony, written or oral, appearance at hearing, completion of appropriate forms.
- 320 Fraud Investigation & Prosecution: includes all activities, including fraud referral, directly related to investigation and prosecution of suspected ATAP, Medicaid, Adult Public Assistance, and/or Food Stamp fraud and abuse.
- 322 Benefit Recovery (Overpayment / Underpayment Processing): includes review of files, calculation of overpayment or underpayment, and completion of appropriate forms, vendor adjustments, and preparation of claim determinations. Also includes all related data entry.
- 324 EBT Card Issuance: includes all activities and contacts related to the preparation of manual issuance, replacement or voiding of EBT card issuances.
- 326 Home Visit: includes in-home contact with client or family.
- 328 Medicaid Outreach: includes activities to provide outreach and additional information to ATAP clients about Medical Assistance.

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GENERAL ACTIVITIES: The codes in this section are not case-specific. However, they can be used with any program code in Section II. Do not use a code in this series if there is a case specific activity code that better describes the activity being performed.

- 400 Professional Reading / Manual Review: includes professional reading as required to maintain current job knowledge or to track relevant legal issues. Also includes reviewing program/policy manuals and program/policy updates as related to your area of responsibility.
- 401 Administrative Functions - Not Case-related: includes all other non-case related activity such as organizing desk, attending to general clerical matters, etc.
- 402 Travel (job related - not for training): includes all job-related travel other than for training. This does not include routine travel to or from the office and one's home.
- 405 Service Provider/Community Outreach: includes activities related to expanding the base of prospective service providers and other community-based resources. This includes speaking to community groups to explain ATAP Work Services program.
- 406 Program Specific Staff Development and Training: includes attending training, conferences or seminars for the purpose of enhancing skills and program knowledge. Examples of staff development and training efforts include sessions on increasing interviewing skills, new techniques in form completion/documentation or specific training on rules and regulations for a program. Use this activity code for time spent traveling to and from training.
- 407 General Administrative - Training, Meeting, Conference: includes conducting or participating in training sessions, meetings and supervisory conferences on office administrative policies, time keeping systems, or other topics which are not program specific or related to a specific case.
- 900 All Other Activities: no other code in Section III describes the activity being done. Please specify the nature of this activity in the "comment" space provided on the observation form.

Use the following activities only with Program Code 495 Not Related to Any Program.

- 910 Lunch, Breaks: includes lunch time, and scheduled break time.
- 920 Employee on Leave: use for approved leave (e.g., annual leave, sick leave, etc.).
- 930 Employee not Scheduled to Work: employee not scheduled to be at work at time of sample due to flex-time or part-time status.
- 999 Invalid Response: (For RMS Coordinator Use Only) position vacancy, incorrect label