

ADMINISTRATIVE PROCEDURES MANUAL

CHAPTER CONTENTS

Section		Page
119	RANDOM MOMENT SAMPLE.....	T-1
119-1	BACKGROUND AND PURPOSE	T-1
	A. DISTRIBUTION.....	T-1
	B. 24-HOUR OBSERVATION TIMEFRAME	T-2
	C. USING OUTLOOK'S "OUT OF OFFICE ASSISTANT"	T-2
	D. RMS ADMINISTRATOR'S ROLE.....	T-3
	E. SAMPLING	T-3
	F. QUARTERLY SAMPLE SETS	T-4
119-2	GENERAL INSTRUCTIONS	T-4
	A. CASE NUMBER	T-5
	B. COMMENTS.....	T-5
	C. SELECTING PROGRAMS.....	T-5
119-3	COST ALLOCATION TIME SAMPLE DEFINITIONS	T-5
	A. PROGRAM CODES AND DEFINITIONS	T-6
	B. ACTIVITY CODES AND DEFINITIONS.....	T-10
	C. GENERAL AND ADMINISTRATIVE ACTIVITIES.....	T-12

ADMINISTRATIVE PROCEDURES MANUAL

119 RANDOM MOMENT SAMPLE

119-1 BACKGROUND AND PURPOSE

Three separate federal agencies provide funds for the following public assistance programs: Medicaid, Food Stamps, and Alaska Temporary Assistance. Federal regulations require states to carefully determine the administrative costs for each program. One cost allocation method allowed is the Random Moment Sample (RMS). The RMS allows DPA to use statistically valid sampling methods to characterize activities carried out by field staff. This state-designed time sample relies on a random selection of location, worker, and a specific moment in time.

The purpose of the RMS is to fairly allocate the costs between federal programs. The accuracy of the system is critically dependent on the willingness and ability of each staff person included in the sample to accurately characterize the program work he or she is performing at the randomly selected moment.

The RMS system produces a random sampling of staff, offices, and time. This is referred to as a “sample-set” and is produced on a quarterly basis. The sample-set includes field staffs that have direct responsibility for processing applications and authorizing public assistance benefits or services. Primarily the Eligibility Technicians, Workforce Development Specialists, and Social Workers participate in the RMS. Other staff involved in benefit authorizations also must participate if added to the list of sampled positions.

The RMS uses a web-enabled format sent by email for the worker to select the program and activity that most appropriately reflects what they are working on at a randomly chosen moment. The collective total of these individual reports determines the proportion of funds charged to each program or work component. Based on the results of the RMS, the federal agencies reimburse the state for their share of the administrative costs.

A. DISTRIBUTION

Each quarter, the RMS system generates a “sample-set” for the randomly selected Personnel Control Numbers (PCNs). The RMS system uses an email/internet polling process to conduct the sampling. The “RMS Observation” form collects information on the activity for the selected individual’s PCN at the designated time.

The individual will receive an email notification at the randomly selected time.

ADMINISTRATIVE PROCEDURES MANUAL

119-1 Continued

The email subject line will read: “Random Moment Sample Notification-IMMEDIATE RESPONSE REQUIRED”. The email notification states that, “you are being sampled” and lists a specified date and time. The email includes instructions with the web link to access the observation form.

The worker must complete the on-line observation form for the precise date and time listed in the email notification. After entering all the data in the appropriate fields, the worker must click on the “Save” button. This returns the completed observation form to the RMS database. The RMS system will generate a message stating, “Thank you! Your observation has been saved.”

B. 24-HOUR OBSERVATION TIMEFRAME

The observation form must be completed within 24-hours of the time listed on the RMS email notification, with one exception. RMS observation forms sent to the worker on Friday must be completed before close of business on that Friday. The 24-hour period lapses on Saturday and will not be available the following Monday.

The worker cannot access the form after 24-hours. In some rare instances when there is an email failure, the RMS email notification may actually generate later than the time listed in the RMS Observation form, but will generate before the 24-hour expiration period. It is essential to take note of the sample time listed on the observation form to correctly complete the process.

If the 24-hour timeframe lapses, and the worker attempts to access the form, the worker will receive an edit message stating, “Observation Error-Observation Number not valid. This observation has been deleted or has expired”. If this happens the worker should forward the RMS email message to the DPA RMS Administrator with the program, activity, and case number information for the selected time in the text of the email message.

C. USING OUTLOOK’S “OUT OF OFFICE ASSISTANT”

When a worker plans to be out of the office for a day or more, the worker must activate the “*Out of Office Assistant*” email feature in Outlook for the time period they expect to be out. This will generate an “Out of Office Reply” email message to the DPA RMS Administrator’s In-box for any observation forms expected during their absence.

The DPA RMS Administrator will use the Out of Office Assistant text message information to complete the RMS Observation form on the worker’s behalf. If the worker has set the Out of Office Assistant, the sampled worker can delete any RMS email notifications received in their absence.

ADMINISTRATIVE PROCEDURES MANUAL

119-1 Continued

D. RMS ADMINISTRATOR'S ROLE

The DPA RMS Administrator monitors the date, time, and completion of each observation form. The DPA RMS Administrator is responsible for the federal sample validation. This process requires follow-up telephone calls to selected sampled individuals to reconfirm the data they entered into the RMS system. This is a federal validation requirement. Follow-up may also be necessary for individuals who failed to complete their scheduled observation form, or set the Out of Office Assistant. Supervisors will be notified of any trends identified for workers who either continuously fail to complete the RMS Observation forms or set the Out of Office Assistant, or who continuously exceed the 24-hour expiration period.

E. SAMPLING

The Administrative Officer determines the PCNs that must participate in the sampling. Primarily, Eligibility Technicians, Workforce Development Specialists, and Social Workers will appear in the sampling. Managers working a caseload or providing program policy clarification might appear in the sampling. Also, administrative staff responsible for determining eligibility for Diversion and expedited service programs, or issuing supportive services, will appear in the sampling.

The RMS system randomly selects individuals for the RMS quarterly sample-set by PCN rather than by a name or job title. The worker in the selected PCN at that moment in time completes the observation form. For example, if an employee moves into a new PCN, either through a transfer to another office or promotion, they will receive any RMS observation forms scheduled for the new PCN and will not receive the RMS observation forms for the old PCN. A worker can only receive observation forms for one PCN.

***Note:** Workers should not receive RMS email notifications on their regular day off (RDO). The supervisor or worker must notify the DPA RMS Administrator of the RDO schedule, moves from one PCN to another, or termination of employment. The DPA RMS Administrator will update that information within the RMS system.*

The RMS Administrator's email address is on the Department Global Address list as: "DPA RMS Administrator".

ADMINISTRATIVE PROCEDURES MANUAL

119-1 Continued

F. QUARTERLY SAMPLE SETS

Sampling is set up by calendar quarter. Once the Quarterly Sample Set starts, few changes can be made to a sample-set. Neither adding new staff nor deletion of PCNs can occur after the start of the sample set. Modifications can be made to name, PCN, job title, telephone numbers, and email address changes. Workers who are in the sample group should notify the DPA RMS Administrator of any changes that need to be made.

Quarterly RMS sample-sets are:

First Calendar Quarter = January, February, March

Second Calendar Quarter = April, May, June

Third Calendar Quarter = July, August, September

Fourth Calendar Quarter = October, November, December

Additional RMS information and training materials can be located on-line at <http://dpaweb.hss.state.ak.us/node/view/279>

119-2 GENERAL INSTRUCTIONS

The RMS is not a device for evaluating individual or program performance. The Division uses the information reported on the RMS form to determine the allocation of state and federal funding between programs. Each observation form has unique identifying program and activity codes to meet federal requirements. The worker must complete all of the required fields on the observation form. For each RMS observation form, the worker must carefully review the RMS “Program” and “Activity” codes and select the one code that most appropriately reflects either:

1. The specific, discrete program worked on at the exact moment indicated on the observation form. The worker selects the program from the drop-down list that best reflects or describes the public assistance program(s) benefiting from the work at the chosen moment; and
2. The common activity that simultaneously benefits more than one program; or
3. A non-programmatic activity, such as a break, lunch, leave, or travel.

ADMINISTRATIVE PROCEDURES MANUAL

119-2 Continued

A. CASE NUMBER

The worker enters the 8-digit case number when the recorded activity involves a specific case. A case number is not always required when selecting a specific program. For example, if a worker is reading a Food Stamp Program policy manual at the randomly selected moment, there will not be a related case number. The sampled individual would select the “Food Stamp Program” from the drop-down list, select the appropriate activity, such as; “Professional Reading/Manual Review,” and the case number would be blank.

B. COMMENTS

Use the “Comments” field on the observation form 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. For example, “Washington State Public Assistance office called to verify the status of a client’s Alaska Food Stamp Application”. Otherwise, leave this field blank.

C. SELECTING PROGRAMS

When preparing the RMS observation form, the worker carefully reviews the programs and activities from the drop-down list, and selects the best program and activity for the randomly chosen moment. If the activity is discrete to a specific program, then the selection of the corresponding program is the correct choice. Sometimes the generic gathering and recording of common information that will benefit more than one program requires selection of multiple programs. The various program combinations are listed on the program drop-down list for common program activities.

Some activities, such as gathering income information and recording the data in EIS, will be a necessary task for all of the programs rather than just one specific program. The worker must determine if the activity is common to all programs or if it is a specific activity discrete to only one program.

119-3 COST ALLOCATION TIME SAMPLE DEFINITIONS

Definitions of “Program” and “Activity” codes in this section correspond to the code types on the RMS observation form. These examples are not inclusive of every activity that may meet the code definition.

ADMINISTRATIVE PROCEDURES MANUAL

119-3 Continued

A. PROGRAM CODES AND DEFINITIONS

For each moment of RMS activity recorded, the worker must carefully review the RMS “Program” code from the drop-down list and select the one that most appropriately reflects what the case worker is working on at the randomly chosen moment.

If at the selected moment the worker is processing an application or case with two or more programs or combination of programs, and is 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.
- If the worker is asking information or gathering information for 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, the worker is processing an application for Adult Public Assistance, Food Stamps, and Medicaid. If at the time study moment the worker is authorizing the Medicaid Program, the specific “APA related Medicaid” program code should be selected.

For this same application, if the worker is verifying income belonging to a household member who will be included only in the Food Stamp benefit, use the specific “Food Stamp” program code. Or, if the worker is entering on EIS the birthdate for the head of household, it is of common benefit to the FS/APA/ME programs and the multi-program combination code should be used.

Code Definition

- | | |
|-----|---|
| 100 | <u>ATAP Work Services</u> : Use this program code when working on providing employment services, case management, support services, training and education to persons on ATAP. |
| 102 | <u>Diversion Program</u> : 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. |

ADMINISTRATIVE PROCEDURES MANUAL

- 110 Food Stamps: 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, such as entering income used by EIS to determine eligibility for both 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 all three programs then select this combination program code.
- 120 APA Related Medicaid and Long Term Care: 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, grandfathered groups, Medicare Assistance groups, and Breast and Cervical Cancer programs.
- 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.
- 130 Family Medicaid (FM) and Under 21 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 may eventually transfer to Denali KidCare.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 140 Alaska Temporary Assistance Program (ATAP): 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): Use this program code for time spent on any activity related to eligibility for cash benefits from the Adult Public Assistance (APA) Programs 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.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 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 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.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 495 Not Program Related: use this code when working on general administrative activities that are not specific to a program. *This program code should be selected when choosing any of the following activity codes:*
- 900 – “All Other Activities-specify (in comments section)”
 - 910 – “Lunch, Breaks”
 - 920 – “Employee on Leave”
 - 930 – “Employee Not Scheduled To Work”
 - 999 – “Invalid Response” *is reserved for use by the DPA RMS Administrator only and should not be used by workers.*

B. ACTIVITY CODES AND DEFINITIONS

Select the “Activity” code you are performing at the specified time. If you need help in determining which activity to select, refer to the following definition list.

Code Definition

- 200 Work Services Case Management: Use this code for 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: Use this code for activities associated with authorizing and verifying supportive services for TA cases or PASS I childcare.
- 204 Sanctions: Use this code when preparing and sending a notice of decision to sanction a client or family and updating the file.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 300 Initial Screening/Interview/Intake: Use this code when conducting interviews, facilitation of group interviews and video presentations, and providing applicant with appropriate forms, in the office, field, by mail or telephone. Also include preliminary review of application forms and verification documents, data entry, in the office, field, by mail or telephone. This activity code includes the identification of requested services.
- 302 Certification/Re-certification: Use this code when 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: Use this code for 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: Use this code for all activities related to changes which may affect the level of assistance, but do not result from regularly scheduled re-certifications or reviews. Also include changes of address and all related EIS data entry.
- 310 Case Closure: Use this code for all activities related to ending benefits and all related EIS data entry.
- 312 Case Documentation: Use this code when preparing narratives, entering data on EIS screens CANO or CLNO, and related case activity.
- 314 Corrective Action: Use this code when reviewing and responding to quality assessment (QC or QA) and program accuracy findings, management evaluation (ME) review findings, supervisory or case reader reviews, peer reviews and other case related activities.
- 316 Recipient Complaints: Use this code when working on recipient complaints on any subject or program.
- 318 Fair Hearings and Appeals: Use this code for file reviews, preparation of testimony, written or oral, appearance at hearing, completion of related forms.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 320 Fraud Investigation & Prosecution: Use this code for 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, and completion of related forms.
- 322 Benefit Recovery (Overpayment/Underpayment Processing): Use this code for review of files, calculation of overpayment or underpayment, and completion of related forms, vendor adjustments, and preparation of claim determinations. Also includes all related data entry.
- 324 EBT Card Issuance: Use this code for all activities and contacts related to the preparation of manual issuance, replacement, or voiding of EBT cards.
- 326 Home Visit: Use this code when conducting DPA business while in the client's home or other shelter (homeless).
- 328 Medicaid Outreach: Use this code for all activities that provide outreach and additional information to ATAP clients about Medical Assistance.

C. GENERAL AND ADMINISTRATIVE ACTIVITIES

The "Activity" codes in this section are not case-specific. They can be used with any program code in section 119-3A. Do not use a code in this series if there is a case specific activity code in section 119-3B that better describes the activity.

Code Definition

- 400 Professional Reading/Manual Review: Use this code for 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): Use this code for all other non-case related activity such as organizing desk, filing, and attending to other general clerical tasks.
- 402 Travel (job related - not for training): Use this code for job-related travel *except* for training. This does not include routine travel to or from the office and one's home.
- 405 Service Provider/Community Outreach: Use for all 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.

ADMINISTRATIVE PROCEDURES MANUAL

119-3

Continued

- 406 Program Specific Staff Development and Training: Use this code when 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: Use this code when 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: Use this code when no other code listed in Section 119-3B or 119-3C describes the activity. Specify the nature of this activity in the “comment” space provided on the observation form.

Use the following “Activity” codes only with Program Code 495 “Not Related to Any Program.”

- 910 Lunch, Breaks: Use this code for lunchtime, and scheduled break time.
- 920 Employee on Leave: Use for approved leave such as annual leave and sick leave.
- 930 Employee not Scheduled to Work: Use this code when employee is not scheduled to be at work at the selected sample time due to flex-time or part-time status.
- 999 Invalid Response: *For DPA RMS Administrator Use Only* to identify position vacancy, bad email address, or other issue preventing the completion of an observation form.