



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #17-92-OPE (This Policy Bulletin Replaces PB #17-32-OPE)

RANDOM MOMENT STUDY (RMS)

<p>Date: October 27, 2017</p>	<p>Subtopic(s): Random Moment Study</p>
	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to:</p> <ul style="list-style-type: none"> • Remind staff to provide the Observation ID when completing the RMS study by telephone, as listed on the original RMS email. • Inform staff that responses to the RMS study should be based on what staff members are working on at the point in which they are responding. • Inform staff of the definition of a “Hit” and “No Hit”. • Provide screenshots (Attachment D) that show whether the completed RMS study was counted as a “Hit” or “No Hit”. • Ensure that the RMS Liaison forwards the updated RMS staff roster to the Region, who will forward the roster to the Assistant Deputy Commissioner’s Office for submission to the Office of Temporary and Disability Assistance (OTDA) by the third week of each month, and when there is an unexpected change that was not included in the updated monthly RMS staff roster. • Inform staff that Attachments A, B, and C have been updated. <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform all Job Center staff of changes to the Random Moment Study (RMS). This policy bulletin is informational for all other staff.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

RMS was implemented in New York City on January 2, 1992. RMS is a survey conducted by OTDA to identify the case activity in which frontline staff and eligibility staff are engaged in at that moment in time. RMS is an efficient way for OTDA to allocate administrative costs and funding to the programs. The collected data is used to determine federal and state reimbursement for performing specific case-related activities across multiple programs, such as Emergency Assistance to Families (EAF), Family Assistance (FA), Medical Assistance (MA), the Supplemental Nutrition Assistance Program (SNAP), Safety Net (SN), and Emergency Assistance to Adults (EAA), etc.

Beginning on January 3, 2017, OTDA staff began utilizing email as the initial method of communication for RMS. Previously, OTDA staff made random telephone calls to staff members who service applicants/participants in certain sections of the Job Center. Staff members will now be notified by email to participate in a RMS study.

Staff members who may receive a RMS email include, but are not limited to:

- Job Opportunity Specialists (JOS) assigned to Job Centers – includes Fair Hearing & Conference and Homelessness Diversion Unit;
- Associate Job Opportunity Specialists (AJOS I) assigned to Job Centers – includes Fair Hearing & Conference and Homelessness Diversion Unit; and
- Supervisors who spend at least 50% of their time with applicants/participants.

When a RMS email is received, staff members will have up to three business days to respond. However, if a response is not received after the first day, OTDA staff will follow-up by telephone. The RMS email link is only valid for three days. Staff members should respond to the RMS study by email or by telephone, depending on the communication method used by OTDA. When completing the RMS study by telephone, staff must remember to provide the Observation ID for the RMS study, as listed on the original RMS email.

Staff members may receive a RMS email more than once; it is a daily random selection. Staff members must not forward the email to coworkers; only the staff member receiving the email completes the study. In instances where a staff member receives a RMS email and is out of the office, he/she has three days to complete the study. If the staff member is not in the office by the third day, the supervisor should communicate with OTDA (refer to **Attachment C** for the

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OTDA RMS contact person for each respective Job Center) that the staff member is out of the office.

Note: This only happens when there is an unexpected absence; any planned absences must be included in the monthly RMS study roster.

The RMS email will include the following information:

- A. Introductory text.
- B. Contact information for questions/assistance.
- C. The Observation ID (used if staff members have any questions or need assistance).
- D. The specific date and time of the study.
- E. A unique hyperlink to the study.

A sample RMS email is shown below:

Sample Email Text

You have been randomly selected to take part in the New York State Intake/Case Maintenance-Random Moment Study (I/CM-RMS). You have been asked a series of questions that will allow us to determine the proper allocation of administrative costs within the function. **A**

If you have questions about this study, please contact us at 1-800-222-3333 or email us at bfs.rms@otda.ny.gov. Please use the following observation ID when contacting us for assistance: **B**

Observation ID: 16-147-54-U **C**

This study consists of a series of questions regarding activity related to a case you are working on for the following date and time:

Jun 28 2016 3:18PM **D**

If you were not working on a case during this date and time, please still complete the study answering questions 1 and 1a. **E**

[Begin the RMS Study](#)

Once a RMS email is received, staff members should respond to the email. Responses to the RMS should be based on what staff members are/were working on at the point at which they are responding.

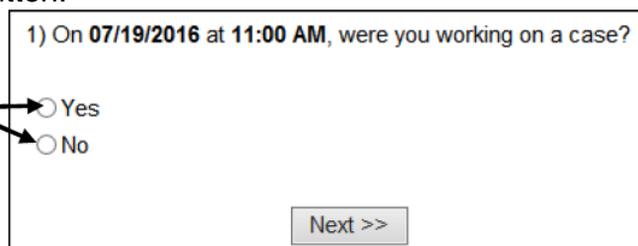
Completing the RMS Study

To complete the RMS study, follow the steps below:

1. Open the email received.
2. Click the [Begin the RMS Study](#) link.

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3. The browser will open to the first page of the study.
4. Review the information on the screen, verify the date and time of the activity about which you are responding, and click the **Begin the RMS Study**  button to begin the study.
5. The study begins by asking if you were working on a case at a specific date and time. Respond by clicking the **Yes** or **No** radio button.



1) On 07/19/2016 at 11:00 AM, were you working on a case?

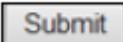
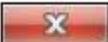
Yes

No

Next >>

Revised

Note: Staff should respond to the RMS by indicating what case they most recently are working on, or what was just completed, at the point of responding to the RMS email.

6. Click the **Next**  button.
7. The next screens are determined by the answers you provided on the previous screen. Continue to respond to the study questions by selecting the answers and clicking the **Next**  or **Back**  buttons as needed. Do not use the browser forward and backward buttons.
8. The last screen of the study includes a summary table of your study answers. Please review this information. To change an answer, click the **Edit** link in the first column of the table. Once you are satisfied that all answers are accurate, complete the study by clicking the **Submit**  button.
9. A **Thank you** confirmation opens confirming that the study has been submitted. Exit the study by closing the browser window using the **X**  button in the upper-right corner.

Refer to **Attachment A**

In the RMS study, staff members may be asked about specific case-related activities being performed. Refer to **Attachment A** for the RMS study questions. Questions may include, but are not limited to:

- Are you working on a case?
- What is the case number you are working on?
- What type of case are you working on?
 - Ex: Not determined, Family Assistance (FA), Safety Net, Emergency Assistance for Adults (EAA), Emergency Assistance to Needy Families (EAF), etc.
- What transaction type is associated with the Case Number?
 - Ex: Application/new certification, recertification, etc.
- What specific activity were you involved with for the Case Number?
 - Ex: Screening, interview prep/interviewing, child care administration, case processing, etc.
- What program(s) were benefitted by the activity?
- Are you working on an employment related activity?

When a staff member is working on an employment related activity, it is imperative to make this known to OTDA staff. For example, a staff member who is currently working on budgeting earned income on a case, but will need to process an **FIA3A** in NYCWAY, can consider this an employment related activity, and should be stated as such to OTDA staff. Allocating employment related activity costs in the Job Center is a major purpose of the RMS. Therefore, it is important that staff indicate employment if they are working on an activity that is employment related.

Examples of employment related activities include, but are not limited to:

- Completing the Employment and Disability Determinations checklist;
- Completing the Employment Plan;
- Determining barriers for employment;
- Monitoring attendance in work activities;
- Arranging for job training or education;
- Arranging or providing transportation benefits;
- Arranging for a disability assessment;
- Making a job referral;
- Arranging for child care;

- Entering data into the New York City Work, Accountability, and You (NYCWAY), Welfare Management System (WMS), Paperless Office System (POS), or Automated Child Care Information System (ACCIS); and
- Initiating employment related conciliation for failure to comply with employment requirements.

Staff members are required to be cooperative and to answer any questions as best as possible. RMS is not concerned about a staff member's productivity or anyone personally. The issue is financial reimbursement to New York City, based on the type of case being worked on by the staff member at that moment.

New

After a staff member has completed the RMS study, supervisors can verify whether the RMS study has been completed, and whether the study is counted as a "Hit" or "No Hit", by clicking on the hyperlink in the original RMS email. A "Hit" means that the staff member is engaged in a case activity, and the RMS study was completed by email or telephone.

New

A "No Hit" can mean that the staff member is not engaged in a case activity, or the RMS study was not completed, or OTDA is waiting for a call back from the staff member, etc. A "No Hit" can negatively affect the hit rate of the respective Job Center and the Agency. Thus, it is imperative that staff members respond to each RMS study email to ensure timely completion of the study. Supervisors must ensure that staff members are completing the RMS study. Refer to **Attachment D** for screenshots that show whether a completed RMS study was counted as a "Hit" or "No Hit".

Refer to **Attachment D**

Refer to **Attachment B**

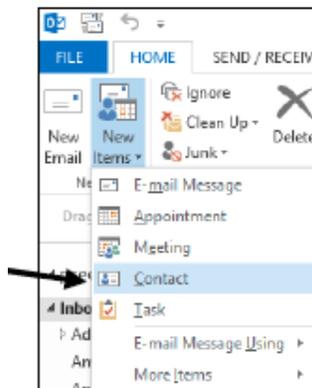
Refer to **Attachment B** for answers to Frequently Asked Questions regarding the RMS study.

Add the RMS Email Address to Your Contacts List

To ensure that RMS study emails are not sent to the Junk Email folder, staff must add the following email address (bfs.RMS@otda.ny.gov) as a contact in his/her contacts list. This will ensure that all future emails go to the Inbox.

To add a contact in Outlook, follow the steps below:

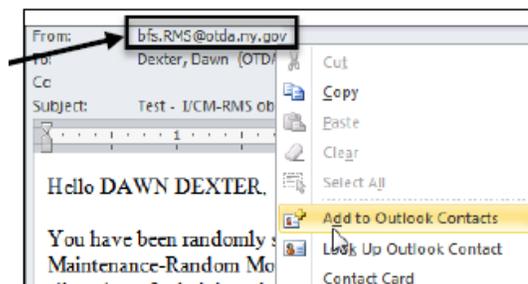
1. From the Inbox, on the **Home** tab, access the **New** group, then click **New Items** and select **Contact**. A new untitled contact form opens.



2. In the **Full Name** field, type **OTDA RMS**.
3. Click the **E-mail** field and enter bfs.RMS@otda.ny.gov.
4. On the **Contact** tab, in the **Actions** group, click **Save & Close**.

If staff already have a RMS study email, follow the steps below to add a contact in Outlook:

1. Open the email.
2. Right-click the sender's name and select **Add to Outlook Contacts**.



Each Job Center RMS Liaison must:

- Maintain the RMS staff roster, by updating any personnel, emails, phone numbers, and site location changes.
 - The RMS staff roster should be updated to reflect staff re-assignments from one unit to another, as well as any new telephone numbers. RMS rosters should also be updated to reflect any new telephone numbers when there is a move (site relocation).

RMS Liaison
Responsibilities

Revised

- Ensure the RMS staff roster includes the appropriate staff members.
 - All Job Center staff with applicant/participant contact must be included in the RMS study. The only staff that should be excluded from the RMS study are administrators, clerical support staff, and resource and support staff who have no applicant/participant contact.
- Forward the updated RMS staff roster to the Region, who will forward the roster to the Assistant Deputy Commissioner's office for review and submission to OTDA by the third week of each month, or when there is a change.
 - Any changes in staff rosters, including telephone numbers, must be forwarded to the Assistant Deputy Commissioner's office for submission to OTDA.
- Work with Supervisors and Center Management/Designees regarding long-term absences or staff re-assignments.
 - Supervisors should ensure that staff review their email at least twice a day (in the morning, and in the evening before they leave for the day).
 - Out-of-office alerts should be set up in Outlook for any extended leave (e.g., vacation, medical, or any other leave expected to last longer than one day).
- Report any internet, email, and telephone outages lasting longer than 24 hours to OTDA.
 - Refer to **Attachment C** for the OTDA RMS contact person for each respective Center.

Telephone Outage

Refer to [PB #15-116-SYS](#)

In the event of a telephone outage that affects RMS, the Center Director or Designee for the affected Site is to contact the MIS Help Desk by dialing **(718) 557-1313**, Option 1 from the Main Menu.

Effective Immediately

References:

[New York State Fiscal Reference Manual, Volume 3, Chapter 22](#)

Related Item:

[PB #15-116-SYS](#)

Attachments:

- Attachment A** Random Moment Study Questions
- Attachment B** Random Moment Study – Frequently Asked Questions
- Attachment C** Random Moment Study Point of Contact
- Attachment D** Random Moment Study Completion Screens

Random Moment Study Questions

Question 1

On **(Date)** at **(Time)**, were you working on a case?



**Office of Temporary
and Disability Assistance**

Andrew Cuomo, Governor | Samuel D. Roberts, Commissioner

Observation ID: 16-689-25-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

1) On **11/30/2016** at **11:24 AM**, were you working on a case?

Yes
 No

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID **16-689-25-N** when contacting us for assistance.

Confidentiality Notice: All personally identifiable information contained in OTDA or the Social Services District's (SSD's) records, including but not limited to, names, addresses, case number or benefits received by a household's assistance case are strictly confidential pursuant to Social Services Law §136. Additionally, all SSD answers provided to OTDA in the course of the I/CM-RMS shall be used by OTDA only for the purpose of determining proper allocation of administrative and program costs, and shall not be used by OTDA as a measure of work performance.

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Staff members should respond to the RMS study by indicating what they are working on at the point of responding to the RMS email.

Click on the **Yes** or **No** button.

- If **Yes** is selected, the JOS/Worker will be asked to provide a case number on the next screen. Click on “Next” to continue on to question 2.

Note: When completing the RMS study, only case numbers should be entered. Do not enter a Social Security Number (SSN), Registration Number, or Application Number.

If no case number was assigned at the date and time specified, select the “No case number” checkbox. OTDA staff will call the following business day to gather more information about the case.

- If **No** is selected, continue on to question 1a.

Question 1a

If you answered ‘NO’ to question #1, please select the reason you were not working on a case.

Select the appropriate button, and click “Next”.

The following screen shows a summary of your answers. Please review your answers and verify that they are correct.

Link	Question	Answer
Edit	1) On 11/30/2016 at 11:24 AM, were you working on a case?	No
Edit	1a) You answered 'NO' to question #1. Please select the reason you were not working on a case.	On that date/time there was no case for me to work on

To change an answer, click the **Edit** link in the first column of the table. Make any changes needed.

Once you are satisfied that all answers are accurate, complete the study by clicking the **Submit** button. Once a study is submitted, the JOS/Worker can no longer access it.

ATTACHMENT A

Provide a Case Number

If you answered ‘YES’ to question #1, please provide a case number.

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Andrew Cuomo, Governor | Samuel D. Roberts, Commissioner

Observation ID: 16-689-25-N

Observation ID: 16-689-25-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

Please provide the Case Number (including any Alpha characters) you were working on 11/30/2016 at 11:24 AM.

Case Number*: No case (or link) number assigned on the date/time specified.
(If you do not have a case number please call this observation in at 1-800-225-2439.)

****NOTE**** Please provide a CASE (or LINK) NUMBER ONLY. Never supply a Social Security Number (SSN), Registration Number, or Application Number. If there was no case (or link) number assigned at the date/time specified, please select the "No case (or link) number..." check box and click the "Next" button.

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If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID: 16-689-25-N when contacting us for assistance.

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Note: Do not enter a Social Security Number (SSN), Registration Number, or Application Number.

Question 2

The work associated with Case Number (X) is for what type of case?



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 Observation ID: 16-689-25-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

2) The work associated with Case Number **001122334N** is for what type of case?

Please click  for a description of each type of case.

- Not yet determined ... 
- Case Type 11 (FA) – Family Assistance ... 
- Case Type 12 (SN-FP) for TANF drug and alcohol abuse – Safety Net Federally Participating ... 
- Over TANF 60-month time limit/TANF ineligible alien – Safety Net MOE Case Type 16 (SN cash) or 17 (SN non-cash)... 
- Case Type 16 (SN cash) or 17 (SN non-cash) All other – Safety Net Federally Non-Participating ... 
- Case Type 18 (EAA) – Emergency Assistance to Adults ... 
- Case Type 19 (EAF) – Emergency Assistance to Families ... 
- Case Type 20 (MA) or 22 (MA-SSI) – Medical Assistance and Supplemental Security Income ... 
- Case Type 31 (NFA SNAP) or 32 (SNAP Mix) – Supplemental Nutrition Assistance Program ... 
- Other Case Type not covered above ... 

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID: **16-689-25-N** when contacting us for assistance.

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Select the appropriate button, and continue on to question 2a by clicking on “Next”.

Note: Staff members can click the icon  next to each case type for additional information.

Staff must ensure that the appropriate button is chosen above. Further information on the categories are listed below:

- **Not Yet Determined** – Applications that are still in the early phase and eligibility has not been determined.
- **Case Type 11 (FA) – Family Assistance** – cases that are authorized as FA or is FA eligible.
- **Case Type 12 (SNFP) – Safety Net Federally Participating** –for drug and alcohol abuse cases.
- **Safety Net Maintenance of Effort (Case Type 16 or 17 with a State/Federal Charge code of 60, 63, or 64)** - for cases over the 60 month Family Assistance (FA) time limit, or case contains an ineligible alien.
 - **Note:** Cases over the 60 month FA time limit/ineligible aliens must not be coded as Family Assistance (WMS Case Type 11).
- **Safety Net Federally Non-Participating (All other Case Type 16 or 17s)** - for all other Safety Net cases.
- **Case Type 18 (EAA) – Emergency Assistance to Adults** – for cases currently authorized as EAA, or EAA eligibility is under review.

ATTACHMENT A

- **Case Type 19 (EAF) – Emergency Assistance to Families** – for cases authorized as EAF, or EAF eligibility is under review.
- **Case Type 20 (MA) or 22 (MA-SSI) – Medical Assistance (MA) or MA supplemental Security Income (SSI)** – for cases applying for MA and not applying for CA or SNAP benefits.
- **Case Type 30 (NCA SNAP) or 32 (SNAP Mix) – Supplemental Nutrition Assistance Program** – for cases applying/applied for SNAP benefits only as part of either a Non-Cash Assistance (NCA) or a mixed household.
- **Other Case Type** - should only be used for Home Energy Assistance Program (HEAP) and child care cases, or some other type of case not listed in Question 2.

ATTACHMENT A

Question 2a

Is Case Number (X) a 2 parent case?

A 2-parent case consists of at least one child **AND** 2 non-disabled adults.

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Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

2a) Is Case Number 1213131 a 2 parent case?

A 2-parent case consists of at least one child **AND** 2 non-disabled adults.

Yes
 No

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The answer to this question is **No**, if:

- There are **no children** on this case, or
- There is only one adult on this case and at least one child, or
- There are 2 adults on the case, but one or both are disabled, and there is at least one child

A disabled adult will have an employability code of 24, 36, 41, 42, 43, 44, 47, 49, 65, or 70.

If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID 16-689-25-N when contacting us for assistance.

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Refer to the gray box for additional information regarding a two parent household.

- Note: If one or more of the adults are disabled, do not select “Yes” for a 2 parent case.

Click on the **Yes** or **No** button, and continue on to question 2b by clicking on the “Next” button.

ATTACHMENT A

Question 2b

While working on Case Number (X), were you engaged in employment related activity?

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Observation ID: 16-691-24-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

2b) While working on Case Number **1213131** were you engaged in employment related activity?

Yes
 No

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID **16-691-24-N** when contacting us for assistance.

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Click on the **Yes** or **No** button.

- If **Yes** is selected, the study will jump to question 6, which asks the JOS/Worker to select the specific employment activity related to the case. Refer to question 6.
- If **No** is selected, continue on to question 3 by clicking on the “Next” button.

If “YES” is selected for Question 2b, the study will jump to Question 6.

Staff members working on an employment related activity for a case will be directed to question 6.

Question 6

For Question 2b you answered ‘Yes’ that you were engaged in employment related activity while working on Case Number (X). What specific activity were you involved in?

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Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

6) For question 2b you answered 'Yes' that you were engaged in employment related activity while working on Case Number 1213131. What specific activity were you involved in? (Choose the best-fit answer regarding the case)

A) Employment determination... D) Assignment to work related activities...
 B) Employment plan assessment or case management... E) Making a job referral...
C) Arranging for: F) Entry into NYCWAY...
 Job training/education... G) Employment related conciliation/fair hearing...
 Employment transportation/employment support services... H) Other...
 Disability assessment (We Care, HHS System, etc.)...

Please click for a description of each employment activity.

Please provide any additional details describing the employment related activity you were working on for this case in the box below.
For security reasons, DO NOT supply a Social Security Number (SSN).

Notes/Comments:

Do not include Social Security Numbers in the notes section

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If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID 16-689-25-N when contacting us for assistance.

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Select the appropriate button. The JOS/Worker should provide notes in the Comments Box to explain what employment related activity they are working on. Do not include a SSN in the notes.

Note: Staff members can click the icon next to each employment activity for additional information.

Once the JOS/Worker clicks on the “Next” button, this will complete the study for employment related cases.

If “NO” is selected for Question 2b, the study will continue to Question 3.

Question 3

Which transaction type is associated with Case Number (X)?

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Observation ID: 16-689-25-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

3) Which transaction type is associated with Case Number 12131317?

- Application/new certification
- Recertification
- Undercare change
- No WMS transaction

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Select the appropriate button, and continue on to question 4 by clicking on the “Next” button.

Question 4

What specific activity were you involved with for Case Number (X)?

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4) Which specific activity were you involved with for Case Number 1213131?

Case diversion/one-shot emergency ... Interview prep or interview ... Case processing & maintenance ...

Child care administration ... Case management ... Child care exempt ...

Screening/other ... Fair hearing (NYC only) ...

Please click [link] for a description of each activity.

Please provide any additional details describing the activity you were working on for this case, in the box below.
For security reasons, DO NOT supply a Social Security Number (SSN).

Notes/Comments:

Do not include Social Security Numbers in the notes section

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If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID 16-689-25-N when contacting us for assistance.

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Select the appropriate button.

The JOS/Worker should provide notes in the Comments Box to explain the action being taken on the case (e.g., issuing a rent arrears check). Continue on to question 5 by clicking on the “Next” button.

Note: Do not include a SSN in the notes section.

Question 5

Which program(s) were benefitted by the activity described in Question 4?

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5) Which program(s) were benefitted by the activity described in Question 4?
Please click [?](#) for a description of each program(s).

PA/MA/SNAP ... [?](#)
 PA/MA ... [?](#)
 PA/SNAP ... [?](#)
 Medical Assistance (MA) only ... [?](#)
 Supplemental Nutrition Assistance Program (SNAP) only ... [?](#)
 Public Assistance (PA) only ... [?](#)

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Public Assistance (PA) includes Family Assistance (FA), Emergency Assistance to Families (EAF), Safety Net (SN), and Emergency Assistance to Adults (EAA).

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Select the appropriate button. For example, if the JOS/Worker was issuing a rent arrears check, he/she would click on the Public Assistance (PA) only button.

Click “Next” to go to the last screen of the study, where a summary table of your study answers is displayed.

Summary Table

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Thank you for answering the questions for the Random Moment Study. Please review your case answers to this study in the summary below.

To change an answer, either click on the "Edit" link before the question that you wish to change, or click the "Back" button to return to the previous question.

Link	Question	Answer
Edit	1) On 11/30/2016 at 11:24 AM, were you working on a case?	Yes
Edit	Please provide the Case Number (including any Alpha characters) you were working on 11/30/2016 at 11:24 AM.	1213131
Edit	2) The work associated with Case Number 1213131 is for what type of case?	Safety Net - Maintenance of Effort (State/Federal Charge Code 60, 63, or 64)
Edit	2a) Is Case Number 1213131 a 2 parent case?	Yes
Edit	2b) While working on Case Number 1213131 were you engaged in employment related activity?	No
Edit	3) Which transaction type is associated with Case Number 1213131?	Application/new certification
Edit	4) Which specific activity were you involved with for Case Number 1213131?	Interview prep or interview ...
Edit	5) Which program(s) were benefitted by the activity described in Question 4?	PA/MA ...

To complete this study, please click the "Submit" button below.

Please note that some studies may require a follow up call. If this is the case, a RMS Unit auditor will be in contact with you.

<< Back | Submit

If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID 16-689-25-N when contacting us for assistance.

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Please review your answers and verify that they are correct. To change an answer, click the **Edit** link in the first column of the table. Make any changes needed.

Once you are satisfied that all answers are accurate, click on the **Submit** button to complete the study. Once a study is submitted, the JOS/Worker can no longer access it.

Confirmation Screen

Below is the confirmation screen after clicking on the **Submit** button. You have now completed the RMS study.

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Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

Thank you for completing the Random Moment Study. This confirms that your answers have been submitted for Observation ID: 16-682-4-N.

You can now exit the study by closing your browser.

If you have questions about this study, please contact us at 1-800-225-2439, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID 16-682-4-N when contacting us for assistance.

Confidentiality Notice: All personally identifiable information contained in OTDA or the Social Services District's (SSD's) records, including but not limited to, names, addresses, case number or benefits received by a household's assistance case are strictly confidential pursuant to Social Services Law §136. Additionally, all SSD answers provided to OTDA in the course of the I/CM-RMS shall be used by OTDA only for the purpose of determining proper allocation of administrative and program costs, and shall not be used by OTDA as a measure of work performance.

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ATTACHMENT B

Random Moment Study – Frequently Asked Questions

Below are answers to some questions/issues that staff may have regarding the online RMS study.

A. Can I exit a RMS study before submission?

If you exit a study before submitting the RMS study, a browser message appears asking if you are sure you want to leave this page. Click **Stay on the page** to complete the study. If you do leave the page, you will need to start at the beginning to complete the study at a later time.

B. Why is my study link expired?

Study email links expire after three days. If you use a link to open a study that has expired, a screen will open with the message, **Your study is expired**. You will no longer be able to take this study online. This particular study would have been or will be done via telephone. Delete the email.

C. My study link says the study was already completed.

If you use a link to open a study that you already completed, a screen will open with the message, **Your study is completed**. Delete the email.

D. I am having trouble!

If staff members have any questions or problems with completing the study, they should not hesitate to contact the RMS Help Line. Each screen contains RMS contact information (phone number and email address). The RMS Help Line can be reached at **1-800-225-2439**, or by email at bfs.RMS@otda.ny.gov. The **Observation ID** (listed in the email and on every survey page) should be provided when contacting OTDA.

In addition, there are explanatory notes throughout the study. If staff members are not sure what something refers to, they can click the page icon () to open a description window for further information.

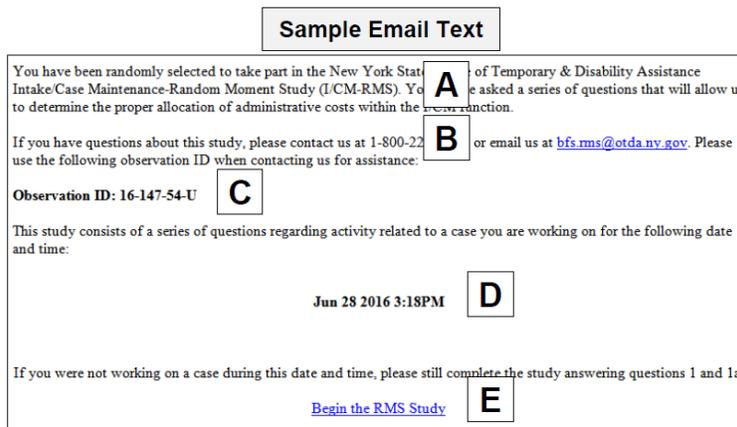
E. I clicked on the hyperlink for the study, and it is not loading.

A communication issue may cause a slow response time. Close the study and try again later. If the issue persists, call the RMS help line at **1-800-225-2439** or email bfs.RMS@otda.ny.gov.

F. What can I do if I entered incorrect information?

If the study was not submitted and you are still in the browser, the last screen of the study includes a summary table of your study answers. To change an answer, click the **Edit** link in the first column of the table. Make any changes needed. Once you are satisfied that all answers are accurate, complete the study by clicking the **Submit** button.

If the online study was already submitted, and you later noticed that you had entered incorrect information, call the RMS help line at **1-800-225-2439** or email bfs.RMS@otda.ny.gov. When doing so, provide the Observation ID and explain what was incorrect. The observation ID is listed in the original email (letter **C** below) and on every page of the online study screens.



G. I was working on a case, but there isn't a case or link number yet.

Staff can still fill out the study. There is a checkbox to select when **no case (or link) number has been assigned on the date/time specified**. Simply mark that checkbox and finish the online study. OTDA staff will call the following business day to gather more information about the case.

H. Will my supervisor know if I received an emailed RMS study?

Yes, supervisors will be included as a cc on emailed studies.

I. What should I do if I was on vacation/not in the office on the date and time of the study?

Staff members should still complete the study upon their return if it is within three days from the time the study was sent out. The RMS study link is valid for three days. Responses to the RMS can be based on what staff members are working on at the point they are responding.

J. Can a supervisor provide the information, if the JOS/Worker is unavailable?

Preferably, the JOS/Worker should complete his/her own study. However, if the JOS/Worker is out of the office, the supervisor may complete the study by selecting **No** to Question 1, and selecting the appropriate response for Question 1a. If the JOS/Worker is in the office, but temporarily unavailable, he/she has up to three days to complete the study.

RANDOM MOMENT STUDY (RMS) POINT OF CONTACT			
JOB CENTER	NAME	TELEPHONE NUMBER	EMAIL ADDRESS
BROOKLYN/ STATEN ISLAND			
Coney Island #63	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
DeKalb #64	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
Bushwick #66	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
Clinton Hill #67	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
South Brooklyn #70	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
Richmond #99	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
BRONX/FSCC/QUEENS			
FSCC #17	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
FSCC #17 Brooklyn	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
FSCC #17 Bronx	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
FSCC #17 Manhattan	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
FSCC #17 Queens	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Rider #38	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Hunts Point #40	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Fordham #44	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Concourse #45	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Crotona #46	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
Queens #53	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
Jamaica #54	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
Rockaway #79	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
SPECIAL NEEDS/ MANHATTAN			
St. Nicholas #18	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Union Square Job Center #39	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
Residential Treatment Service Center #52	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Waverly #13	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@otda.ny.gov
East End #23	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov
Dyckman #35	Dawn Latimer	(518) 408-4966	dawn.latimer@otda.ny.gov

ATTACHMENT C

SPECIAL POPULATIONS			
Refugee #47	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Veterans #62	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
Special Projects Center #80	Deactivated		
Seniorworks #84	David LaPoint	(518) 408-4965	david.lapoint@otda.ny.gov
HVN/RAR #90	N/A		

Random Moment Study Completion Screens

To view whether the RMS study was completed, and to see if the completed RMS study resulted in a “Hit” or “No Hit”, click on the hyperlink in the original RMS email.

Sample Email Text

You have been randomly selected to take part in the New York State Office of Temporary & Disability Assistance Intake/Case Maintenance-Random Moment Study (I/CM-RMS). You were asked a series of questions that will allow us to determine the proper allocation of administrative costs within the program function. **A**

If you have questions about this study, please contact us at 1-800-225-2439 or email us at bfs.rms@otda.ny.gov. Please use the following observation ID when contacting us for assistance: **B**

Observation ID: 16-147-54-U **C**

This study consists of a series of questions regarding activity related to a case you are working on for the following date and time:

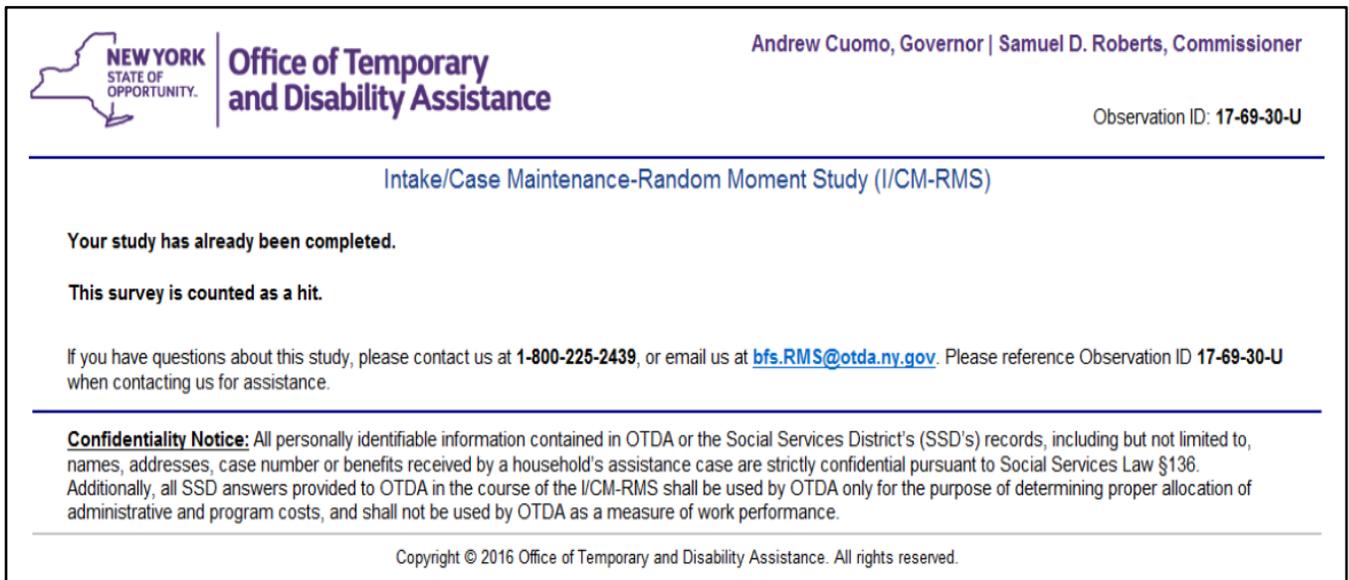
Jun 28 2016 3:18PM **D**

If you were not working on a case during this date and time, please still complete the study answering questions 1 and 1a. **E**

[Begin the RMS Study](#)



The following screenshot shows that the RMS study resulted in a “Hit”.



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Observation ID: **17-69-30-U**

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

Your study has already been completed.

This survey is counted as a hit.

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID **17-69-30-U** when contacting us for assistance.

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ATTACHMENT D

The following screenshot shows that the RMS study resulted in a “No Hit”, because the staff member indicated that he/she was not working on a case.



Office of Temporary and Disability Assistance

Andrew Cuomo, Governor | Samuel D. Roberts, Commissioner

Observation ID: 17-71-59-N

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

Your study has already been completed.

This survey is not counted as a hit. You answered: No case activity

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID **17-71-59-N** when contacting us for assistance.

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The following screenshot shows that the RMS study resulted in a “No Hit”, because the staff member indicated that he/she was not in the office.



Office of Temporary and Disability Assistance

Andrew Cuomo, Governor | Samuel D. Roberts, Commissioner

Observation ID: 17-69-54-U

Intake/Case Maintenance-Random Moment Study (I/CM-RMS)

Your study has already been completed.

This survey is not counted as a hit. You answered: Not In

If you have questions about this study, please contact us at **1-800-225-2439**, or email us at bfs.RMS@otda.ny.gov. Please reference Observation ID **17-69-54-U** when contacting us for assistance.

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