



OFFICE OF POLICY, PROCEDURES, AND TRAINING


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Office of Procedures

POLICY BULLETIN #16-44-OPE

(This Policy Bulletin Obsoletes CD #94-62, CD #92-125, CD #92-105, CD #92-34, CD #92-09, CD #92-05, CD #90-39, and CD #80-60)

RANDOM MOMENT STUDY

<p>Date: May 25, 2016</p>	<p>Subtopic(s): Random Moment Study</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>In instances of a missed RMS call, staff must return the call to OTDA by the end of the current month.</p>	<p>The purpose of this policy bulletin is to inform all Job Center staff of the Random Moment Study (RMS). This policy bulletin is informational for all other staff.</p> <p>RMS was implemented in New York City on January 2, 1992. RMS is a telephone survey conducted by the New York State (NYS) Office of Temporary and Disability Assistance (OTDA) to identify the case activity in which frontline staff and eligibility staff is engaged in at that moment in time. RMS is an efficient way for OTDA to allocate administrative costs to the appropriate assistance programs. The collected data is used to determine federal/state reimbursements for performing specific case-related activities across multiple programs, such as Emergency Assistance to Families (EAF), Family Assistance (FA), Medical Assistance (MA), Supplemental Nutrition Assistance Program (SNAP), Safety Net (SN), Emergency Assistance to Adults (EAA), etc.</p> <p>OTDA staff will make random telephone calls to eligibility staff members who service applicants/participants in certain sections of the Job Center (e.g., Customer Service and Information Center [CSIC], Case Management Unit [CMU], etc.). These telephone calls are conducted either during a randomly selected consecutive period each month, or during all working days during the month. Sixty (60) telephone calls are made each day between the hours of 9:00 am to 12:00 pm, and 1:00 pm to 4:00 pm. Eligibility staff members may receive a RMS telephone call more than once.</p> <p>OTDA staff will leave a voicemail message with the RMS callback telephone number (800) 225-2439, if the eligibility staff member is unavailable for the RMS telephone call. OTDA staff will make every effort to call the eligibility determination staff member again the next</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

day and/or the third day. The call must be returned to OTDA by the end of the current month. Callbacks are only accepted until the end of the calendar month in which the call was received. For example, if OTDA staff left a voicemail regarding RMS on April 1st, the eligibility determination staff member must return the call by April 30th. If a RMS voicemail was left on April 28th, the staff member must return the call to OTDA by April 30th.

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

- Job Opportunity Specialists (JOS);
- Associate Job Opportunity Specialists (AJOS I); and
- Supervisors who spend at least 50% of their time with applicants/participants.

During the telephone call, the staff member will be asked about the specific case-related activity being performed. Questions may include, but are not limited to:

- What specific case-related activity are you working on?
 - For example, if the staff member was writing – what did you just write? If he/she was speaking with an applicant/participant or with a co-worker about a case – what was last said, and what eligibility issue does it concern?
- What is the case number (or social security number or case name) you are working on?
- What program type (case category) is it?
 - Ex: Not determined, Family Assistance (FA), Safety Net, Emergency Assistance for Adults (EAA), Emergency Assistance to Needy Families (EAF), etc.
- What type of Welfare Management System (WMS) transaction is involved?
 - Ex: New application, recertification, case management functions.
- Is the activity related to screening, interview prep/interviewing, child care, or case processing, etc.?
- Does the activity apply to Cash Assistance (CA), SNAP, or MA programs?
- Are you working on an employment related activity?

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;
- Data entry 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/Fair Hearing for failure to comply with employment requirements.

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 cost 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.

Staff is required to be cooperative during the RMS telephone call, 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.

Each Job Center RMS Liaison must:

- Maintain the RMS staff roster, by updating any personnel, 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

- Ensure the RMS staff roster includes the appropriate staff members.
 - The following staff members should not be included on the roster – Center Management, Administrative Assistants, Clerical Associates, Fair Hearing, Homelessness Diversion, Training, and Disbursements & Collections (D&C) staff.
- Forward the updated RMS staff roster to OTDA by the 30th day of each month, or when there is a change. In some instances, the RMS staff roster may be needed to coincide with a move or change in telephone system/numbers that is, in effect, outside of the regular submission dates.
 - Refer to **Attachment A** for the OTDA RMS contact person for each respective Center.
- Work with Supervisors, Telephone Audit Liaisons, and Center Management/Designee regarding long-term absences or staff re-assignments to ensure that telephone lines are covered, messages are retrieved, and return calls are made timely.
- Report any telephone outages lasting longer than 24 hours to OTDA.
 - Refer to **Attachment A** 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 Items:

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

Attachments:

Attachment A Random Moment Study (RMS) Point of Contact

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
Bayridge #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
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
East River #37	Tammi Kleinke	(518) 408-4964	tammi.Kleinke@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 A

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		