

Employees' Manual

Title 23,

Chapter I

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# Random Moment Sample System (RMS)

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## **Overview**

The state and federal government share the cost burden for administering public assistance programs. The Department of Health and Human Services (Department) collects information through a Random Moment Sample (RMS) system to determine how to appropriately claim federal funding for administration of programs and services.

Through the RMS system, a sample of the Department's field operations employees are selected. These employees identify which program(s) or service(s) and what kind of activity they are working on at the randomly chosen moment.

The information collected through the RMS system then provides a basis for claiming federal funding. The results from the sampling process are used to claim the federal share of administrative costs for each program.

## **Legal Basis**

2 CFR 200 Section E establishes cost principles and standards for state and local governments for determination of the administrative costs applicable to grants, contracts, and other agreements with state and local governments.

Randomly sampling workers to identify which programs/services and activities they are working on is one of the federally approved methods for identifying worker effort. This is the method of identifying worker effort selected by the Department and subsequently approved by the Department's federal partners via the Department's Public Assistance Cost Allocation Plan (PACAP).

## **Frequency of Sampling**

Two separate schedules of 2,700 samples each are created for the social worker group and for the income maintenance worker group prior to the start of each quarter from the most recent Workday (payroll) report. Each field employee within the two sample populations receives an average of three survey questions every quarter as determined by the sampling schedules.

## **Sampling Roles**

### **RMS System Administrator**

The RMS system administrator in the Division of Fiscal Management is responsible for:

- Creating quarterly samples in a timely manner
- Responding to RMS Sample Administrator questions
- Identifying and investigating anomalous quarterly results
- Adding and deleting administrative users
- Coordinating with the Division of Information Technology (DoIT) to resolve system issues and install updates

### **RMS Sample Administrator**

The RMS sample administrator in the Division of Field Operations is responsible for:

- Responding to questions from sample validators and sample takers
- Ensuring all samples are answered within two business days
- Investigating and resolving validation and invalid combination errors.

### **IM RMS Sample Validator**

Each service area shall appoint at least two RMS validators. The primary responsibilities of the RMS validator include the following:

- Acting as the contact for questions from sample recipients.
- Personally interviewing employees for 10 percent of the moments randomly chosen for observation to ensure sampling accuracy, electronic form completion, and quality control

### **RMS Sample Recipient**

Each designated Field employee will receive random samples to answer throughout each quarter. The primary responsibilities of the RMS sample recipient include the following:

- Appropriately responding to samples within 2 business days
- Resolving any discrepancies that give rise to combination errors
- Alerting RMS sample administrator to missing or incorrect program or activities in the survey response selections

## **Random Moment Observation**

The RMS software automatically e-mails each sampled worker based on the initial random moment sample schedule generated before the beginning of the quarter. The e-mail includes:

- The sample moment date and time
- Instructions on accessing and completing the observation form on the intranet
- Contact information for questions or concerns

## **Random Moment Employee Response**

The sampled worker then completes the email response form with the following information that corresponds with time the email was generated by the RMS system:

- The program from the email form drop-down list
- The activity from the email form drop-down list
- The case number (if applicable)
- Other pertinent comments if necessary

The sample response training and definitions of programs and activities used in the sample can be found on the fiscal management - administration SharePoint site.

## **Random Moment Data Usage**

Data collected from responses to the sample moments form the basis of the federal funds claimed by the Department to support field operations. The mix of federal funding claimed by the Department each quarter will change based on the responses given by the RMS sample recipients