

# IM/CC RANDOM MOMENT SAMPLE (RMS) OBSERVATION PROGRAM and ACTIVITY Definitions (updated 15 April 2015)

## **Purpose of Random Moment Sampling**

Random moment sampling is used to document staff effort in support of federal, state, and local programs. Observations are taken at random times during the workday for individuals in the sample. Requested information will include identifying case information, if working on a case, the program area and the activity you happen to be engage in at a randomly chosen moment. All responses of staff in the sample are used to determine the distribution of staff and overhead costs to various programs funded with federal, state, and local dollars.

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

## **Random Moment Sample Observations**

Random Moment Samples are drawn during the workday by individual and sample moment. The selected staff person will be contacted via e-mail to report a Program Code, an Activity Code, and a case number or client name when working on a specific case. ALL CASE INFORMATION WILL REMAIN CONFIDENTIAL.

Report a Program Code and an Activity Code whether or not you are working on a case. If working on a case, provide the specific case number, client name, or other identifying information. This information remains confidential and is used only as documentation for state or federal audits.

The program definitions below include examples of activities to help define the program but are not intended to be all-inclusive. For a complete list of valid combinations, i.e., which program and activity codes can be used together, please refer to the [IM/CC allocation matrix](#).

## **MORE INFORMATION:**

See [Program Codes](#).

See [Activity Codes](#).

**Selecting the Best Program Code:** Select one Program Code that is the most appropriate for the program or the program area(s) that you are working on at the selected random moment.

If an applicant indicates a specific program or programs for which they are applying, select the single program code or a multiple program code that the applicant has chosen.

If a recipient is eligible for multiple programs, select the most appropriate Program Code for the Activity being conducted during that moment. For example, a case is receiving FS/CC and BC benefits:

If you are processing an address change select Program Code 305 CC/FS/BC,

If you are processing a change in the child care authorization, select Program Code 140 Child Care (CC) Program.

### **PROGRAM CODES:**

025 IM Programs: Use this code for activities related to two or more IM programs (FS, MA, BC, CTS, FPOS, and FC) in CARES, but not Child Care. For example, use this code when working in an IM Call Center and handling a call that is related to general IM questions, or working on BC and FS cases at the same time.

**Do not use** this code when the family has child care needs in addition to other IM program needs. Instead, select the Program Code 75 for IM/CC or other appropriate combination code such as CC/MA/BC.

**Do not use** this code when the activity is related to a single IM program. Instead use the specific program code for that program.

Also use this program code for New Worker training, which is not related to a specific program, but applies to all the programs in CARES

075 IM/CC: Use this code for activities related to an IM program or programs (FS, MA, BC, CTS, FPOS, and FC) as well as Child Care.

Also use this program code for New Worker training applicable to all the IM programs in CARES, along with Child Care.

115 Children First (TANF MOE): Use this program code for activities related to administering the Children First Program. Parents enrolled in this program receive employment and/or training assistance, or help strengthening the bond with their children.

130 Workforce Investment Act (WIA) Program: Report this program code for activities related to administering programs funded by the Workforce Investment Act.

140 Child Care (CC) Program: Use this program code for activities related to the Wisconsin Shares child care subsidy program for low-income families.

150 FoodShare (FS) Wisconsin: Use this program code for activities related to the FoodShare (SNAP) Program and the following FoodShare Employment and Training (FSET) activities; any eligibility determination for FSET, informing participants of FSET, referral to

FSET and dealing with the sanctions that result from non-participation in the FSET program.

170 Wisconsin Medicaid (Elderly, Blind, and Disabled or Long-term Care): Use this program code for activities related to the administration of the Wisconsin Medicaid program for elderly, blind, and disabled or long-term care. This includes services related to the following programs, Supplemental Security Income (SDI); Medical Assistance Purchase Plan (MAPP) program, services for Medicaid Qualified Medicare Beneficiary (QMB), Specified Low-income Medicare Beneficiary (SLMB), Community Integration Program II (CIP II), and Community Options Program (COP).

175 BadgerCare (BC): Use this program code for activities related to related to BadgerCare, which includes Healthy Start, Well Woman, and all the other BadgerCare services.

190 Family Care – MA: Use this program code for activities related to the Family Care program.

200 Family Planning Only Services (FPOS): Use this program code for activities related Family Planning Only Services, including activities related to the Family Planning Waiver.

220 WHEAP (LIHEAP or Public Benefits): Use this program code with activities associated with heating assistance (regular or emergency assistance) and/or electric bill assistance (regular or emergency).

Use Program Code 220 along with Activity Code 410 for all **WHEAP non-crisis** assistance activities and along with Activity Code 430 for all **WHEAP crisis** activities.

230 SSI Caretaker Supplement (C-Supp or CTS): Use this program code for activities related to the SSI Caretaker Supplement program.

252 FS/BC/CC/MA: Use this program code for activities related to families who are applying for or are receiving FoodShare, BadgerCare, Child Care, and Medical Assistance (EBD or LTC), when the activity is not specific to just one program.

280 CC/MA/BC: Use this program code for activities related to families who are applying for or are eligible for Child Care, Medical Assistance (EBD or LTC), and BadgerCare, when the activity is not specific to just one program.

290 CC/BC: Use this program code for activities related to families who are applying for or are eligible for Child Care and BadgerCare, when the activity is not specific to just one program.

300 CC/FS: Use this program code for activities related to families who are applying for or are eligible for Child Care and FoodShare, when the activity is not specific to just one program.

305 CC/FS/BC: Use this program code for activities related to families who are applying for or eligible for Child Care, FoodShare, and BadgerCare, when the activity is not specific to just one program.

320 Marketplace Exchange (MPE): Use this activity code when assisting individuals with the following:

- i) enrolling in a Marketplace qualified health plan (QHP)
- ii) selecting a Marketplace QHP
  
- iii) completing Certified Application Counselor (CAC) training
- iv) providing outreach/education on Marketplace options and the enrollment process

340 Social Services: Use this program code for activities related to social services programs including Kinship Care, Foster Care, Birth to Three, and any other social services program. Use this program code with activity code 540 - Other Activity and include a comment noting the specific program. ***This program code is valid only with Activity Code 540.***

350 County Only Funded: Use this program code for activities related to county-funded programs that receive no other federal or state funding. Examples include county funded burials, county funded assistance to meet resident's basic needs, and W-2 TANF related work. Use this program code with activity code 540 – Other Activity, and include a note in the Comments Section specifying which county funded program you were working on at the time of the RMS.

370 Not Specific to Any Other Program Choice: Use this program code for activities that are not related to a program area (i.e., general non-program administrative activities such as general staff meetings, handling personnel matters, etc.). This code should be used along with activity codes 600 – General Administrative Functions; 620 - Break, Lunch, Vacation, Sick Leave, FMLA, etc.; and 630 – Employee Sampled Outside of Normal Work Hours.

### **Selecting the Best Activity Code**

Report the **one** activity code that **best describes** what you are doing at the selected random moment. If you are traveling to a meeting or other work-related activity at the time of the random moment sampling, report the activity to which you are going, e.g. If traveling to a fair hearing, use Activity Code 450 (Hearing). If you are preparing correspondence about a case, reading e-mail about a case, responding to voice mail about a case, or responding to a program alert for a specific case, then report the activity code that most closely corresponds with the reason for the correspondence or telephone call.

Report an Activity Code whether or not you are working on a case. If you are working on a case, provide the specific case number, client name, or other identifying information. This information remains confidential and will be used only as documentation during state or federal audits.

### **ACTIVITY CODES**

400 Screening and Intake: Use this code for all time spent performing screening and intake activities **before** an application or **before** request for assistance (RFA) has been made.

405 Eligibility Determination and Redetermination: Use this code for time spent on all activities associated with initial determination of eligibility **after** an application or **after** a request for assistance (RFA) has been made. Also use this code for time spent on activities associated with regularly scheduled redeterminations of eligibility for an open case. Use this code when making an address change to the case. Use activity code 430 (Crisis Services) for all *WHEAP crisis* eligibility case services/and case processing.

410 Case Services/Case Management/Processing (Benefit Authorization): Use this code for establishing benefit levels, reviewing case records, preparing computations, and data entry for benefit purposes. Benefits include FoodShare, medical assistance (EBD or LTC), child care, burial/funeral payments, *WHEAP non-crisis* energy assistance, and other services. Use this code when conducting cross matches and completing necessary forms and screens. Use this code when making a referral to child support, and other programs. Use activity code 430 (Crisis Services) for all *WHEAP crisis* eligibility case services/and case processing.

415 Process Change in Benefits to a Case: Use this code for time spent making changes or doing case reviews which may affect the level of assistance, including handling monthly report activities which are not related to regularly scheduled redetermination reviews. Use this code when closing a case at the request of a client. Use this code for making changes resulting from designation of a protective payee.

420 Benefits Issuance: Use this code for time spent conducting activities related to Quest (Food Share) card issuance and replacement, and MA card issuance. Use this code when entering child care provider attendance, issuing interim assistance payments, and for other benefit payment issuance except for *WHEAP*. Use activity code 410 (Case services/case management/processing (benefits authorization)) for *WHEAP non-crisis* assistance and activity code 430 (Crisis services) for *WHEAP crisis* assistance.

425 Case Monitoring: Use this code for case reviews, case monitoring, and case contacts not related to eligibility determination and redetermination.

430 Crisis Services: Use this Activity Code along with Program Code 220 (*WHEAP*, *LIHEAP* or public benefits) for **all** activities related to ***WHEAP crisis assistance***, including benefits issuance. This includes, but is not limited to, establishing eligibility for emergency electric bill payment assistance, emergency heating assistance, negotiations with contractors, conservation education, professional reading, manual review, program specific training, and arranging for seminars.

435 Outreach: Use this code along with the appropriate Program Code if outreach services are being provided for a program. This includes, but is not limited to, preparing and distributing program materials, brochures, posters, public service announcements, or making presentations at senior centers or other appropriate locations for the purpose of providing program information to the public.

440 Arranging MA Transportation: Use this code for arranging client Medical Assistance (MA) transportation. This activity code can only be used with MA-related programs, including Wisconsin Medicaid (EBD/LTC), Badger Care, and MA Family Care.

445 Collections: Use this code for activities related to the recovery and collection of **non-fraud** overpayments, TPL (Third Party Liability) efforts, and estate recovery. Use activity code 505 (Fraud administration) for recovery and collection of **fraudulent** benefit overpayments.

450 Hearings: Use this code for all activities related to non-fraud hearings. This includes preparing and conducting fair hearings, fact finding hearings, administrative reviews, and appeals to circuit court. **Exception**: Activities related to **child care fraud** hearings must be reported with this activity code, instead of activity code 505 (Fraud Administration).

455 Work Activities/Employment Related Services/Workfare: Use this code for all activities related to arranging for employment related services, transportation to employment, conducting individual or group job search, providing orientation, career opportunity assessments, developing an employability plan, coordinating with other agencies, assignment of a participant in a trial job position, job counseling, job club and related case management. For FSET, this code is used for development, administration and offered or filled work slots.

460 Education Related Services/Slot: Use this code for all activities related to providing education related services, including energy conservation information, job testing, job skills training, remedial education, vocational training classes, transportation to educational training, and other education related such as creating FSET slot. Use activity code 430 (Crisis services) for WHEAP *crisis* education.

465 Basic Job Skills Development: Use this code for activities related to basic job skills development for clients, including motivation training, developing employment goals, and evaluating work patterns, skills, and abilities.

500 Fraud Prevention - Also known as Front End Verification (FEV): Use this code for FEV activities, including activities performed after referral to CARES BVIT based upon the error prone profile until the return of the completed FEV to the referring worker.

505 Fraud Administration: Use this code for all fraud-related administrative activities not described as either investigation or prevention (FEV). This includes but is not limited to administrative activities such as collection of fraudulent CARES benefits overpayments, gatekeeping and Administrative Disqualification Hearings (ADH). Use activity code 445 (Collections) for *non-fraudulent* collections of benefit overpayments. Use activity code 450 (Hearings) for all activities related to **child care fraud** hearings.

510 Fraud Investigation: Use this code for fraud investigation activities. Include fraud investigation activities conducted after referral to a fraud investigation service provider on CARES BVIT until the return of the case to the referring worker.

520 Child Care Provider Certification: Use this code for all activities related to child care provider certification. This includes activities related to screening individuals interested in becoming certified providers, investigating provider complaints, and conducting background checks.

525 Professional Reading / Manual Review: Use this code for activities associated with professional reading as required to maintain current job knowledge or to track relevant legal issues.

This includes reviewing program/policy manuals and program/policy updates. Use activity code 430 (Crisis Services) for professional reading/manual review related to *WHEAP crisis* services.

530 Program Training: Use this code for activities associated with preparing, conducting or participating in staff training related to one or more IM or child care programs. This code is also used for time spent traveling to and from program training. Use activity code 430 (Crisis Services) for *WHEAP crisis* specific training.

540 Other Activity/Comment Required: Use this code if the activity being performed at the time of the random moment sample that is not defined under any other activity code. If the undefined activity relates to one or more programs, use the appropriate program code along with this activity code. **Always add more information about the activity in the Comments Section.**

### ***Non-Program Specific Activities***

600 General Administrative Functions – Not Related to a Specific Program or Case: Use this code for all other non-program and non-case related activity such as organizing desk; attending county meetings that are not related to ES programs; handling general office matters; filling out time sheets or handling other personnel matters; conducting or participating in non-program specific training such as stress management or Excel training; participating in supervisory training or conferences, or performing other activities which are not related to economic support or child care programs. **Always add more information about the activity in the comments section.**

620 Break, Lunch, Vacation, Sick Leave, FMLA, PTO, Leave, etc. Use this code if sampled while you were on break, at lunch, or during approved leave, e.g., annual leave, sick leave, FMLA, personal holiday, scheduled county holiday, etc.

630 Employee Sampled Outside of Normal Work Hours: Use this code if sampled during a time outside of normal work hours, e.g., Random moment sample is at 8:15 and you always start work at 8:30. Also use this code if sampled when you are using flex time.