Human Resources Administration Department of Social Services FAMILY INDEPENDENCE ADMINISTRATION Matthew Brune, Executive Deputy Commissioner

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POLICY BULLETIN #13-108-SYS

PAM RELEASE NOTES VERSION 17.3.1

Date:	Subtopic(s):
December 13, 2013	F03
☐ This procedure can now be accessed on the FIAweb.	This policy bulletin is to inform Cash Assistance (CA), Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff, Income Clearance Program (ICP) staff, Office of Data Processing (OCP) staff, and Landlord Ombudsman Service Unit (LOSU) staff that the latest version of the Paperless Alternate Module (PAM) will migrate to production on December 16, 2013. Descriptions of the changes can be found in PAM Release Notes Version 17.3.1 (Attachment A). The Removing Duplicate Forms section describes the new functionality in PAM. These release notes can also be found on the HRA Intranet at:
	http://intropethow.hrg.pvenet/eitee/HDAlptropet/Degee/DOSDelegeeNetee.com/
	nttp://intranetnew.nra.nychet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx
	Effective December 16, 2013
	Related Item:
	PB #13-90-SYS
	Attachment:
Please use Print on Demand to obtain copies of forms.	Attachment A PAM Release Notes Version 17.3.1

Attachment A PAM Release Notes December 16, 2013

These Release Notes contain descriptions of changes in PAM scheduled for Monday, December 16, 2013. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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1. Paperless Alternate Module (PAM) Rollout

MIS has developed the PAM system to track manually processed cases. Selected workers and supervisors will have the ability to document and approve or disapprove cases processed within PAM. PAM rolled out in the following locations in October and November 2013:

- Fordham Job Center (044)
- SSI SNAP Center (S15)
- East End Job Center (023)
- East End SNAP Center (F02)
- Rider Job Center (**038**)
- Centralized Fair Hearing (FSH)

On December 16, 2013 the PAM system will roll out to the below sites:

- Income Clearance Program (ICP)
- Office of Data Processing (OCP)

On December 23, 2013 the PAM system will roll out to the below sites:

- Special Project Job Center (080)
- Landlord Ombudsman Service Unit (LOSU)

2. PAM User Updates

Two PAM logon titles were changed: JOS/Worker to Worker and JOS/Supervisor to Supervisor.

3. PAM Update for Data Entry Submission

PAM was updated to allow Centralized Fair Hearing (FSH) to submit their PAM documents to the SSI SNAP Center (S15) for data entry.

4. New FH AJOSI Role in PAM

The Fair Hearing AJOS Supervisor Level 1 is a **Worker** in PAM. Staff in this title can create new activities, but they <u>cannot</u> approve any PAM activities.

5. New Codes in POS Enrollment for PAM

In order for PAM to be able to designate individuals as Data Entry Supervisors, Data Entry Operators, and D&C Operators (CA Typist) regardless of their <u>other</u> POS enrollment titles, the Enrollment Coordinator can now check off one of the following three new codes in the POS Enrollment table:

- For Data Entry Supervisor in PAM, check PAM Data Entry Supervisor
- For D&C Operator (CA Typist) in PAM, check PAM D&C Operator
- For Data Entry Operator in PAM, check PAM Data Entry Operator

Personnel Tasks Window

Personnel Tasks for UID: TITTE	×
C ACE Recording User	
Bottom-line Budgeting	
HDU Intake Access	
Mass Caseloading User	
Notice Printing Queue User	
PAM D&C Operator	
PAM Data Entry Operator	
PAM Data Entry Supervisor	
PAM User	
S.A.V.E User	
	<u> </u>
С	ose

When all three codes are checked off or any other two code combinations, the **<u>Data Entry Supervisor</u>** code prevails over other titles.

6. Removing Duplicate Forms

Supervisory Intake Screen

Upon receipt of the case activity and after its review the Supervisor finds that the forms were scanned and linked duplicate times. To remove duplicate forms, He/she must:

- 1. Select the **Disapprove** button.
- 2. Make the comment **Duplicate** in the **Comments** box.
- 3. Send the case activity back to the Worker by clicking on the **Return to Worker** button.

Case Name: Date Prepared: Batch #: Case #: Suffix: Batch #: Activity Type Activity ID: 4399 Reason for this action in PAM: MA only Recert Batch Type E/AC Batch Type E/AC Authorization Number 19995139 Linked Documents Scan Time Pager Scald Description Tue 29-Oct-2013 14:34:35 1 152 8882 Paper LDSS 3517 Turn Around Document Tue 29-Oct-2013 14:28:03 1 Interview Tue 29-Oct-2013 14:28:03 1	Responsib	de Center:		Origin	lating Center:		Activity Status:	
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Attachment A **PAM Release Notes** December 16, 2013

<u>Unlinking</u>

When the Worker gets back the disapproved case activity from supervisor (see screen below), he/she should:

1. Click on the Unlink hyperlink in the Delete column, for the document (Scan ID 153) that needs to be removed/unlinked.

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Batch Type		U/Reop									
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Linked Doe	cuments										
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152	8882	Paper LDSS	3517 Turn Arou	und Document		Tue 29-Oct-2013 14	:28:03	1		Preview	Unlink
Newly Sca	nned Documer	nts								-	
				to scanned docu	ments e	kist for this case.					

2. The pop up message box will appear asking if the Worker is sure he/she wants to unlink the document. Click on the **OK** button.

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	152	8882	Paper LDSS 3	517 Turn Around Document	Tue 29-Oct-2013 14	1:28:03	1		Preview	Unlink
	Newly Sc	anned Documen	ts	No scanned document	ts exist for this case.					

Attachment A PAM Release Notes December 16, 2013

3. The first document (Scanned ID 153) will be unlinked leaving the only one document (Scan ID 152).

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- 4. Save the activity by clicking on the **Save Activity** button.
- 5. Re-submit the corrected activity to the Supervisor for approval by clicking on the **Submit for Approval** button.
- 6. After the duplicate is removed and the case is approved, the Supervisor is ready to forward the corrected activity to the Data Entry Supervisor for further processing.

Note: This process can be used for any form that was linked accidently it is not only for duplicates.