



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-108-SYS

PAM RELEASE NOTES VERSION 17.3.1

Date: December 13, 2013	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>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.</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective December 16, 2013</i></p> <p>Related Item: PB #13-90-SYS</p> <p>Attachment: Attachment A PAM Release Notes Version 17.3.1</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

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 cannot 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 other 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**

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Personnel Tasks Window

When all three codes are checked off or any other two code combinations, the Data Entry Supervisor 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.

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Unlinking

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.

Paperless Alternate Module

Activity Details | Comments | Activity History

Responsible Center: [Redacted] | Originating Center: [Redacted] | Activity Status: [Redacted]
 Case Name: [Redacted] | Date Prepared: [Redacted] | Batch #: [Redacted]
 Case #: [Redacted] | Suffix: [Redacted] | Case Category: [Redacted]

Activity Type
 Activity ID: 4083
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: U/Reop
 Authorization Number: 49995473

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
153	8882	Paper LDSS 3517 Turn Around Document	Tue 29-Oct-2013 14:34:35	1	[Redacted]	Preview	Unlink
152	8882	Paper LDSS 3517 Turn Around Document	Tue 29-Oct-2013 14:28:03	1	[Redacted]	Preview	Unlink

Newly Scanned Documents
 No scanned documents exist 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.

Paperless Alternate Module

Activity Details | Comments | Activity History

Responsible Center: [Redacted] | Originating Center: [Redacted] | Activity Status: [Redacted]
 Case Name: [Redacted] | Date Prepared: [Redacted] | Batch #: [Redacted]
 Case #: [Redacted] | Suffix: [Redacted] | Case Category: [Redacted]

Activity Type
 Activity ID: 4083
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: U/Reop
 Authorization Number: 49995473

Message from webpage
 Are you sure you want to unlink this document?
 [OK] [Cancel]

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
153	8882	Paper LDSS 3517 Turn Around Document	Tue 29-Oct-2013 14:34:35	1	[Redacted]	Preview	Unlink
152	8882	Paper LDSS 3517 Turn Around Document	Tue 29-Oct-2013 14:28:03	1	[Redacted]	Preview	Unlink

Newly Scanned Documents
 No scanned documents exist for this case.

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

The screenshot displays the 'Paperless Alternate Module' interface. At the top, it shows the user 'LAS: REVATHI BANDLAMUDI (1269) Center: 044 Role: Worker Environment: DEV' and a 'Log Out' link. The main section is titled 'Activity Details' and contains several fields:

- Activity Details:** Responsible Center, Case Name, Case #, Originating Center, Date Prepared, Suffix, Activity Status, Batch #, Case Category.
- Activity Type:** Activity ID: 4083, Reason for this action in PAM: MA only Recert, Activity Type: DSS-3517 Turn Around Document (TAD).
- Batch Type:** U/Reop, Authorization Number: 49995473.
- Linked Documents:** A table with columns: ScanId, Doc Type Id, Description, Scan Time, Pages, Scan By, Document, Delete. It shows one document with ScanId 152, Doc Type Id 8882, Description 'Paper LDSS 3517 Turn Around Document', Scan Time 'Tue 29-Oct-2013 14:28:03', Pages 1, and Scan By [redacted].
- Newly Scanned Documents:** A table with columns: Doc Type Id, Description, Scan Time, Pages, Scan By, Document. It shows two documents with Doc Type Id 8882, Description 'Paper LDSS 3517 Turn Around Document', Scan Time 'Tue 29-Oct-2013 14:34:35' and 'Tue 29-Oct-2013 14:22:29', Pages 1, and Scan By [redacted].

- Save the activity by clicking on the **Save Activity** button.
- Re-submit the corrected activity to the Supervisor for approval by clicking on the **Submit for Approval** button.
- 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 accidentally it is not only for duplicates.