



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #14-15-SYS

PAM RELEASE NOTES VERSION 18.1

Date: February 11, 2014	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 Central 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 February 18, 2014. Descriptions of the changes can be found in PAM Release Notes Version 18.1 (Attachment A).</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 February 18, 2014</i></p> <p>Related Item: PB #13-90-SYS</p> <p>Attachment: Attachment A PAM Release Notes Version 18.1</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

Version 18.1 February, 24, 2014

These Release Notes contain descriptions of changes in the PAM Release scheduled for February 24, 2014. 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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PAM Release Notes

Version 18.1 February, 24, 2014

1. Change of PAM Pick-Up Codes (PUC) Selection from Grant to Activity Level

WMS does not allow combining different PUC Codes within one PAM Activity. Currently, Workers can select different PUC Codes for different grants within the same PAM Activity. To correct the situation, PAM has changed PUC Codes selection from the individual grant level to Activity Level. This change results in:

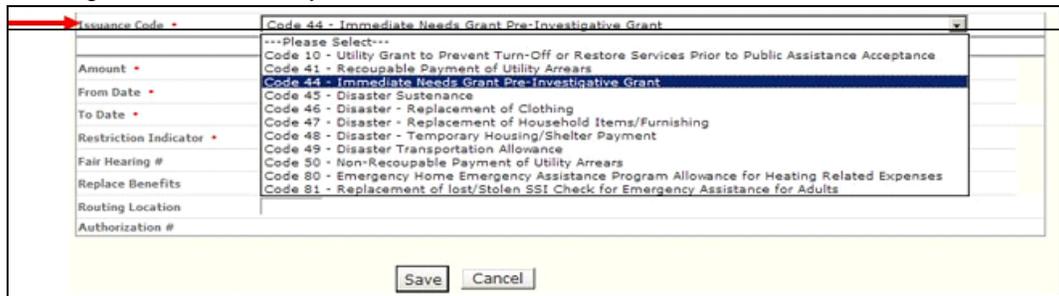
- Addition of Pick-Up Codes (PUC) Section in the Activity Details

PUC Codes	Codes Description
PUC 1	Special Roll Check
PUC 2	Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility
PUC 4	Same Day Immediate Needs
PUC 5	Emergency Public Assistance Check (E-Check)
PUC 7	Emergency Cash Payment Check (E-Cash)
PUC 9	EBT Emergency PA Single Issue Special Grant

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- Display of Cash Assistance (CA) Issuance Codes (drop down list) based on the PUC Code selected for all the grants in the Activity



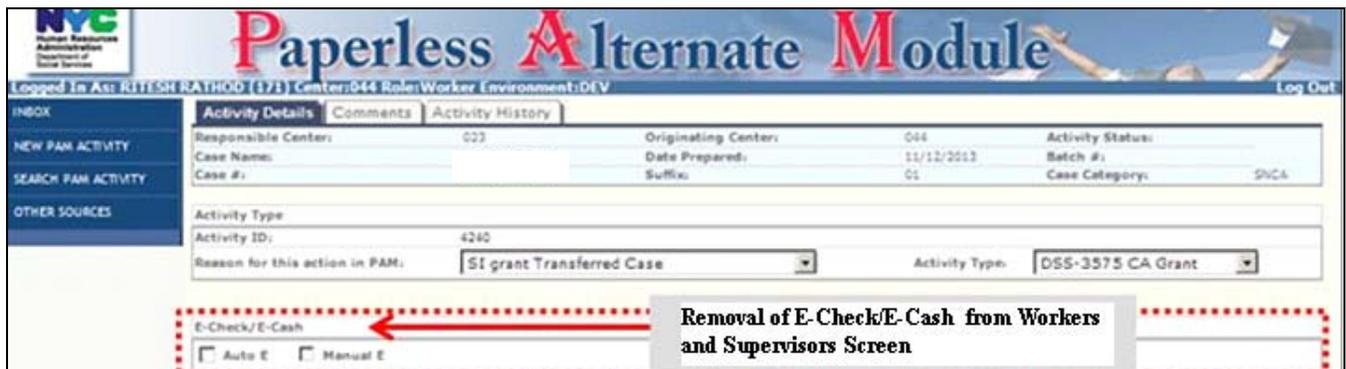
- When a worker clicks on **Add New Grant** button and **no** PUC code is selected, PAM will display the following error message: 'Please select PUC Code.'

2. D & C Operators: New Functionality with Auto E-Check or Manual E-Check

Currently, when creating Activity Type (e.g. CA Grant), Workers must select Auto E-Check or Manual E-Check by checking off the box. Based on their selection, the **CA Grant Activity** is forwarded to the D&C Operator in **read only** mode.

The PAM process of E-Checks issuance has been changed:

- The Auto E-Check and Manual E-Check boxes have been **removed** from the **Worker** and **Supervisor Inbox** screens



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- Activity with PUC Codes 5 or 7 will be forwarded to the D&C Operator.

NOTE: If PUC Codes selected are **not 5** (Emergency Public Assistance Check [E-Check]) or **7** (Emergency Cash Payment [E-Cash]), the PAM will forward the activity to the **Data Entry Supervisor's Inbox** in "Pending Assignment" status for data entry into the WMS.

Activity Details		Comments	Activity History
Responsible Center:	044	Originating Center:	044
Case Name:		Date Prepared:	11/6/2013
Case #:		Suffix:	01
Activity Type		Activity Status:	
Activity ID:	4183	Batch #:	
Reason for this action in PAM:	SI grant Transferred Case	Case Category:	
Activity Type:		DSS-3575 CA Grant	
E-Check/E-Cash			
<input checked="" type="checkbox"/> Auto E <input type="checkbox"/> Manual E			
CA Grant Details			
Pick-Up Code *	---Please Select---		
Issuance Category *	---Please Select---		
Issuance Code *	PUC 1 - Special Roll Check PUC 2 - Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility PUC 4 - Same day Immediate Needs PUC 5 - Emergency Public Assistance Check (E-Check) PUC 7 - Emergency Cash Payment (E-Cash) PUC 9 - EBT Emergency PA Single Issue Special Grant		
Amount *			

- The D&C Operator must select either Auto E-Check or Manual E-Check.

D&C Operators Screen



Paperless Alternate Module



Logged In As: MARIA MER0000000 (165) Center:044 Role:Worker Environment:DEV Log Out

INBOX
 NEW PAM ACTIVITY
 SEARCH PAM ACTIVITY
 OTHER SOURCES
 ADMIN

Activity Details		Comments	Activity History														
Responsible Center:	023	Originating Center:	044														
Case Name:		Date Prepared:	12/29/2013														
Case #:		Suffix:	01														
Activity Type		Activity Status:															
Activity ID:	5067	Batch #:															
Reason for this action in PAM:	SI grant Sep Det case	Case Category:	SNCA														
Activity Type:		DSS-3575 CA Grant															
<input checked="" type="radio"/> Manual E <input type="radio"/> Auto E																	
* PUC Code		5 - E Check															
<table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Grant #</th> <th>Code</th> <th>Description</th> <th>From Date</th> <th>To Date</th> <th>Amount</th> <th>Grant Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>30</td> <td>Code 30 - Rent Payments in Excess of Maximum</td> <td>11/1/2013</td> <td>11/30/2013</td> <td>\$500.00</td> <td>READY</td> </tr> </tbody> </table>				Grant #	Code	Description	From Date	To Date	Amount	Grant Status	1	30	Code 30 - Rent Payments in Excess of Maximum	11/1/2013	11/30/2013	\$500.00	READY
Grant #	Code	Description	From Date	To Date	Amount	Grant Status											
1	30	Code 30 - Rent Payments in Excess of Maximum	11/1/2013	11/30/2013	\$500.00	READY											
Grant Count: 1		Total Amount: \$500.00															
<input type="button" value="View Grant Details"/>																	

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Change from Auto E-Check to Manual E-Check

- If the D&C Operator changes **Auto E-Check** to **Manual E-Check**, the PAM will display the **EPA Check # field** and will **require** the D&C Operator to enter the EPA Check # for each CA Grant in the Activity that is successfully entered in WMS.

E-Check/ E-Cash

Auto E Manual E

List of Grants

Grant #	Code	Description	From Date	To Date	Amount	Grant Status
1	09	Code 09 - Supplement of Rent Only	11/6/2013	11/6/2013	\$500.00	READY

Grant Count: 1 Total Amount: \$500.00

[View Grant Details](#)

Grant # 1

Grant Status	READY
Pick-Up Code	5
Issuance Category	Rent Codes
Issuance Code	09
Amount	500
From Date	11/6/2013
To Date	11/6/2013
Restriction Indicator	1
Fair Hearing #	
Replaces Benefit	
Routing Location	
Authorization Number	49995393

Grant # 1 Payee Information

Name	
Street Address	
City	
State	
Zip	
Recoupment Indicator	

Grant # 1 Action

• Check Issued? Yes No

EPA Check #

Action

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Change from Manual E-Check to Auto E-Check

- If the D&C Operator changes Manual E-Check to Auto E-Check, and selects **No** to the 'Check Issued' Question, PAM will **not** display the EPA Check # field.

E-Check/ E-Cash

Auto E Manual E

List of Grants

Grant #	Code	Description	From Date	To Date	Amount	Grant Status
1	09	Code 09 - Supplement of Rent Only	11/6/2013	11/6/2013	\$500.00	READY

Grant Count: 1 Total Amount: \$500.00

[View Grant Details](#)

Grant # 1

Grant Status	READY
Pick-Up Code	5
Issuance Category	Rent Codes
Issuance Code	09
Amount	500
From Date	11/6/2013
To Date	11/6/2013
Restriction Indicator	1
Fac. Member #	
R. #	
R. #	
A. #	49995393

Grant # 1 Payee Information

Name

Street Address

City

State

Zip

Recoupment Indicator

If 'Yes' is selected, display EPA Check # as a required field

Grant # 1 Action

Check Issued? Yes No

EPA Check #

Note: Do not display EPA Check # when 'No' is selected.

Action

[Submit](#)

The PAM Issuance of E Check (s) Workflow:

Worker's Actions:

- Worker creates a new PAM activity
- Worker submits the Activity for approval to her/his Supervisor
- Supervisor before approving the activity, must determine what activity and PUC Code(s) have been selected:
 - If the grant is **CA** and the selected PUC Codes are **5 or 7**,
 - Forward the activity to the **D&C Operator** Inbox
 - If the grant is **not CA** grant and the selected PUC codes are **not 5 or 7**,
 - Forward the activity to the **Data Entry Supervisor** Inbox

D&C Operator's Actions:

Upon receipt of the activity and in order to start the E-check issuance, the D&C Operator must:

- Select the PAM activity by clicking on the [case #](#) hyperlink. The screen will display the selected PAM Activity case details
- Select either Manual E-Check or Auto E-Check:

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The **Manual E check** is selected:

- Enter all relevant information from PAM to **Manual Typewriter**
 - If the issuance is successful,
 - Check off **YES** to the '**Check Issued?**' question and enter the **EPA Check #**
 - If issuance is **not** successful,
 - Check off **NO** to the '**Check Issued?**' question
6. Confirm if there is another check in this PAM activity
 - If **Yes**, start form item # 4
 - If Not, click on the **Submit** button
 7. If validation failed, return the activity to the D&C Operator.

The **Auto E-Check** is selected:

- Enter all relevant information from PAM to the **Auto E- Check System**
 - If issuance is successful,
 - Check **YES** to the '**Check Issued?**' question
 - If issuance is **not** successful,
 - Check **NO** to the '**Check Issued?**' question
8. Confirm if there is another check in this PAM activity
 - If **Yes**, start from item #4
 - If Not, click on the **Submit** button
 9. If validation failed for Auto E-Check, display the error message

3. PAM Detail and Summary Reports

The **PAM Detail and Summary** reports will be provided based on user selected criteria and will be accessible based on the User Title.

The screenshot displays the 'Paperless Alternate Module' search interface. At the top, the NYC Human Resources Administration logo is visible. The user is logged in as LIN JIA (61) at Center:038, Role:JOS/ES, Environment:TRAINING. The search criteria are as follows:

- Date Range Search Criteria:** From Date: 06/02/08, To Date: 06/02/08
- Center Search Criteria:** 044
- Status Search Criteria:** Pending Approval
- Activity Type Search Criteria:** LDSS-3575 CA Grant
- PAM Reason Search Criteria:** Not Available in POS

A **SEARCH** button is located at the bottom right of the search area.

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PAM Detail Report Sample:

Responsible Center	Case #	Suff#	Case Name	ActivityType	Grant #	E-Check	Activity Status	Act. ID	Created by	Created On	Approved by (1st)	Approved On (1st)
71				TAD	0		Complete	159	SYSTEM SYSTEM	10/23/2013 13:21	SYSTEM SYSTEM	10/23/2013 13:21
88				CA	3	MANUAL E	Complete	97	SYSTEM SYSTEM	10/22/2013 15:14	SYSTEM SYSTEM	10/22/2013 15:14
44				CA	1	AUTO E	Complete	124	SYSTEM SYSTEM	10/23/2013 9:08	SYSTEM SYSTEM	10/23/2013 9:08
44				TAD	0		Pending Approval	158	WALLACE BERTHA	10/23/2013 13:24	WALLACE BERTHA	10/23/2013 13:24

PAM Summary Report Sample:

A	B	C	D	E
Center	PAM Reason	Activity Type	Activity Status	Count of Activities
44	Not Aviable in POS	LDSS 3575 CA Grant	Complete	50

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4. Electronic Data Entry Forms

Five Electronic Data Entry Forms (e-Forms) have been added to the PAM Activity Details. PAM Users will now be able to fill out these forms in PAM instead of scanning and Indexing. They are:

1. **LDSS- 3722** Fair Hearing Update
2. **LDSS- 4962** Infraction Deletion
3. **LDSS- 3774** EPFT Benefits to be Pulled
4. **LDSS- 3652** Transaction Cancellation
5. **LDSS- 3573** PA Recoupment

Each of these of these forms displays ParticipantHeader (for view and read only); the rest of the fields, such as Reason for this action in PAM, fields with the drop down list, Save or Cancel buttons , etc. require User entry, others are system generated (e.g. Authorization Number).

LDSS -3722 Fair Hearing Update Overview

- **Client information:** View and read only
- **Activity ID:** System generated
- **Reason for this Action in PAM:** Fair Hearing Update
- **Original Authorization Number:** Entered by User
- **AID Status:** Selected by User from one of the statuses:
 - 1 Client has settled in conference
 - 2 Aid Continuing
 - 3 Non-aid continuing
 - 4 Conditional aid-continuing
 - 5 Client lost fair hearing, agency upheld
 - 6 Client won fir hearing, client upheld
 - 7 Erroneous closing entered, administrative error
 - 8 Case has been suspended by an immediate closing
 - 9 Settled in conference, Agency Favor. (This applies only to employment-related closings.)

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- Close/Change or FS Recoupment: Selected by User

LDSS-4962 Infraction Deletion Overview

Step 1

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: REVATHI BANDLAMUDI (1312) Center:044 Role:Worker Environment:DEV Log Out

Activity Details | Comments | Activity History

Responsible Center:	044	Originating Center:	044	Activity Status:	Returned By Data Entry
Case Name:		Date Prepared:	12/3/2013	Batch #:	UMTS4
Case #:		Suffix:	01	Case Category:	FA

Activity Type

Activity ID: 4531

Reason for this action in PAM: [dropdown] Activity Type: [dropdown]

Authorization # 49995048

Add Infraction Section Save Activity Cancel Activity

Step 2

Logged In As: REVATHI BANDLAMUDI (1312) Center:044 Role:Worker Environment:DEV Log Out

Activity Details | Comments | Activity History

Responsible Center:	044	Originating Center:	044	Activity Status:	Returned By Data Entry
Case Name:		Date Prepared:	12/3/2013	Batch #:	UMTS4
Case #:		Suffix:	01	Case Category:	FA

Activity Type

Activity ID: 4531

Reason for this action in PAM: [dropdown] Activity Type: [dropdown]

Authorization # 49995048

Infraction Deletion Section #1 → Sequence number

* Infraction Deletion Please select PA or FS

Item Number (auto populates based on the field above)

* Line Number

* Authorization Number

Item Number will be populated based on the selection made in the Infraction Deletion field. If user selects PA, Item number field be auto populated with code 399 and if FS is selected, item number will be populated with code 400.

Save Cancel

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Step 3

Logged In As: REVATHI BANDLAMUDI (1312) Center:044 Role:Worker Environment:DEV

Activity Details | Comments | Activity History

Responsible Center: 044 | Originating Center: 044 | Activity Status: Returned By Data Entry
 Case Name: [REDACTED] | Date Prepared: 12/3/2013 | Batch #: UMT84
 Case #: [REDACTED] | Suffix: 01 | Case Category: FA

Activity Type
 Activity ID: 4531
 Reason for this action in PAM: [REDACTED] | Activity Type: [REDACTED]
 Authorization #: 49995048

Item Number	Line#	Original Auth #
399	01	91191111

Actions: Add Infraction Section | Save Activity | Cancel Activity | Submit for Approval | Group

Step 4

Logged In As: REVATHI BANDLAMUDI (1312) Center:044 Role:Worker Environment:DEV

Activity Details | Comments | Activity History

Responsible Center: 044 | Originating Center: 044 | Activity Status: Returned By Data Entry
 Case Name: [REDACTED] | Date Prepared: 12/3/2013 | Batch #: UMT84
 Case #: [REDACTED] | Suffix: 01 | Case Category: FA

Activity Type
 Activity ID: 4531
 Reason for this action in PAM: [REDACTED] | Activity Type: [REDACTED]
 Authorization #: 49995048

Item Number	Line#	Original Auth #
399	01	91191111

Infraction Deletion Section #2 → Sequence number

* Infraction Deletion: Please select PA or FS
 * Item Number: (auto populates based on the field above)
 * Line Number: [REDACTED]
 * Authorization Number: [REDACTED]

Item Number will be populated based on the selection made in the Infraction Deletion field. If user selects PA, Item number field be auto populated with code 399 and if FS is selected, item number will be populated with code 400.

Save | Cancel

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Client information: View and read only

- **Reason for this Action in PAM:** Infraction Deletion
- **Infraction Deletion:** Selected by User (PA or FS)
- **Item Number:** Auto populates based on the infraction deletion selection
 - If **PA** is selected then **399** is displayed and
 - If **FS** is selected then **400** is displayed
- **Line Number:** Entered by User
- **Authorization Number:** Entered by User
- **Close/Change or FS Recoupment:** Selected by User
- **Save:** Selected by User
- **Cancel:** Selected by User

LDSS 3774 - EPFT Benefits to be Pulled Overview

The screenshot displays the 'Paperless Alternate Module' interface. At the top, it shows the NYC Human Resources Administration logo and the title 'Paperless Alternate Module'. Below this, there is a navigation bar with 'Activity Details', 'Comments', and 'Activity History' tabs. The main content area is titled 'EPFT Benefits to be Pulled Details' and contains the following fields:

- Activity ID:** 4532
- Reason for this action in PAM:** ---Please Select---
- Action:** A dropdown menu with a list of options: C, S, O; C = PA Pull; S = PA - FS Pull; O = NPA - FS Pull.
- Amount:** \$ 0000.00
- Benefit Number:** (Empty field)

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

- **Client information:** View and read only
- **Reason for this Action in PAM:** EBT Pull
- **Activity ID:** System generated
- **Action:** Selected by User from the drop down list of C, S, O:
 - C = PA Pull**
 - S = PA - FS Pull**
 - O = NPA - FS Pull**
- **Amount:** Entered by User
- **Benefit Number:** Entered by User
- **LDSS 3652 Transaction Cancellation Overview**

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The screenshot displays the PAM interface with the following elements:

- Header:** NYC Human Resources Administration Department of Social Services logo and "Paperless Alternate Module" title.
- User Information:** Logged In As: RITESH RATHOD (171) Center:044 Role:Worker Environment:DEV
- Navigation:** INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, OTHER SOURCES.
- Activity Details:**
 - Responsible Centers: 023, Originating Centers: 044, Activity Status:
 - Case Name:
 - Date Prepared: 12/4/2013, Batch #:
 - Case #: Suffix: 01, Case Category: SNCA
- Form Fields:**
 - Activity Type
 - Activity ID: 4532
 - Reason for this action in PAM: ---Please Select---
- Transaction Cancellation Details:**
 - * Original Authorization Number:
 - * TX Type: Drop down list
- Buttons:** Save, Cancel

- **Client information:** View and read only
- **Activity ID:** System generated
- **Reason for this Action in PAM:** Trans Cancelation
- **Original Authorization Number:** Entered by User
- **TX Type:** Selected by User from the drop down list:

107	Eligibility
108	Eligibility Error Correction
109	Undercare Maint
110	Undercare Error Correction
118	Trans Cancel
119	FH Update
120	Expedited Closing
201	PA Single Issuance
202	FS Single Issuance
203	PA Recoup
204	FS Recoup

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LDSS 3573 PA Recoupment Overview



Paperless Alternate Module

Log Out

Logged In As: REVATHI BANDLANUDR (1312) Center: 044 Role: Worker Environment: DEV

Activity Details | Comments | Activity History

Responsible Center: 044	Originating Center: 044	Activity Status: Returned By Data Entry
Case Name: ██████████	Date Prepared: 12/3/2013	Batch #: UNT84
Case #: ██████████	Suffix: 01	Case Category: PA

Activity Type

Activity ID: 4531

Reason for this action in PAM: ██████████ Activity Type: ██████████

Authorization #: 49995048

Action Code

* Action Code: WGC (page 3.1-15)

* If Action Code 7: New Case Number (Enter Case #) / New Suffix (Enter Suffix #)

* If Action Code 3: Suspension Date (MM/DD/YY)

Recoupment ID Number: Enter Recoupment ID #

Hardship Authorization Comments: 15 Characters - Enter Text (Enter More Text)

Case Data

Recoupment %: 10 or 15

Offense Data

Offense Date: MM/DD/YY

Offense Type: WGC (page 3.1-15) / Offense SubType: WGC (page 3.1-15)

Offense Amount: \$ \$ \$ \$ \$. C C

Date Overpayment Began: MM/DD/YY / Date Overpayment Ended: MM/DD/YY

Is M-3E Signed? (Y) Yes (N) No / M3ca Data (MANUAL): MM/DD/YY

Description of Offense: 20 Characters - Enter Text (Enter More Text)

Duplicate Check Fraud

Replace Check Number: 10 characters

Original Check Number: 10 characters

Replace Check Amount: \$ \$ \$. C C

Rent Advance Duplication Offenses Only

BYPASS Restriction: (Y) Yes (N) No

Restriction/Direct Two-Party Indicator: (1) Direct Restriction (2) Two-Party Restriction

Landlord's Name: 28 Characters

Landlord's Address: 25 Characters

City: 20 Characters / State: 2 Characters / Zip: 5 Characters

Two-Party Designation: 28 Characters

PAM v1.05 released on 10/29/2013

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- **Client information:** View and read only
- **Activity ID:** System generated
- **Reason for this Action in PAM:** Recoupment
- **Authorization Number:** System generated
- **Action Code:** User selects from the drop down menu
 - 0 Reversal of Voluntary Repayment Transaction
 - 1 New Claim
 - 2 Change in Data
 - 3 Suspend Claim
 - 4 Delete Claim
 - 5 Fair Hearing-Aid to Continue
 - 6 Lift Fair Hearing-Aid to Continue
 - 7 Transfer Recoupment to New Case
 - 8 Reinitialize Claim
 - 9 Voluntary Repayment
- **Recoupment ID Number:** Entered by User
- **Hardship Authorization Comments:** Entered by User
- **Recoupment %:** Selected by User from the drop down list of **10%** or **15%**
- **Offense Date:** Entered by User
- **Offense Type:** Entered by User
 - A Excess Resources
 - C Concealment
 - D Duplicate Check Fraud
 - E Agency Error
 - F Fraud (Conviction by a court or recipient admission of fraudulent receipt of benefits. Can be entered only by CFI –The Bureau of Client Fraud Investigation)
 - Q Utility Direct Vendor (System Generated)
 - R Rent Advance
 - S Rent Payments in Access of Maximum
 - U Utility Advance
 - X Contested Reduction
- **Offense Sub-Type:** Entered by User (Please refer to **Workers Guide to Codes**)
- **Offense Amount:** Entered by User
- **Data Overpayment Began:** Entered by User
- **Data Overpayment Ended:** Entered by User
- **Is M-3E signed?:** Selected by User (Yes and No)
- **M3ca Date (manual):** Entered by User
- **Description of Offense:** Entered by User
- **Replace Check Number:** Entered by User
- **Original Check Number:** Entered by User
- **Replace Check Amount:** Entered by User
- **BYPASS Restriction:** Selected by User (Yes and No)

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- **Restriction/Direct Two- Party Indicator:** Selected by User (Direct Restriction and Two-Party Restriction)
- **Landlords' Name:** Entered by User
- **Landlord's Address:** Entered by User
- **Two-Party Designation:** Entered by User

5. PAM Updates December 2013 to Jan 2014

Data Entry for Fair Hearing Staff (FSH)

Centralized SNAP Fair Hearing (FSH) staff is now able to submit PAM Activities to staff at **S15** for data entry into WMS

The LDSS-3573 PAM Activity in OCP-SNAP-CR

The **LDSS-3573 Recoupment** was added as one of the Activity Types for the **OCP-SNAP-CR Unit**

The screenshot displays the 'Paperless Alternate Module' interface. The top navigation bar includes the NYC Human Resources Administration logo and the title 'Paperless Alternate Module'. Below the navigation bar, the user is logged in as 'OCP 21 (194) Center: OCP Role: Worker Environment: TRAINING'. The main content area shows 'Activity Details' for a specific activity. The 'Reason for this action in PAM' dropdown menu is set to 'OCP-SNAP CR', and a red arrow points to it. The 'Activity Type' dropdown menu is open, showing a list of options including 'DSS-3573 Recoupment'. The 'Activity ID' is 8270. The 'Activity Status' is 'Batch #:' and the 'Case Category' is 'SNCA'.

Field	Value
Responsible Center:	023
Originating Center:	OCP
Activity Status:	
Case Name:	
Date Prepared:	1/30/2014
Batch #:	
Case #:	
Suffix:	01
Case Category:	SNCA
Activity ID:	8270
Reason for this action in PAM:	OCP-SNAP CR
Activity Type:	DSS-3573 Recoupment

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PAM has given the selected Training Staff the ability to refresh training environment by clicking on the **Refresh** button to refresh the training environment through UI

Originating Center

The Originating Center Column has been added and is currently displayed in the **Search PAM Activity** result

The screenshot shows the PAM interface with the following components:

- Header:** NYC Human Resources Administration Department of Social Services. Paperless Alternate Module.
- Navigation:** INBOX, NEW PAM ACTIVITY, **SEARCH PAM ACTIVITY**, REPORTS, OTHER SOURCES.
- Search Bar:** Activity Search. Filters: Case No, Case Name, SSN, Activity Type, Activity Id, Activity Status. Pam Status: Pending Approval. Search button.
- Activity List Table:**

Responsible Center	Case #	Suff#	Case Name	ActivityType	Grant #	E-Check	Activity Status	Act. ID	Assigned To	Created On	Originating Center	Perm
F13				SNAP	1		Pending Approval	8072	USER1 TEST1	1/28/2014 10:18:24 AM	F02	N
F13				TAD	0		Pending Approval	8073	USER1 TEST1	1/28/2014 10:20:33 AM	F02	N
040				SNAP	1		Pending Approval	8082	USER45 TEST45	1/28/2014 1:14:58 PM	023	N
040				CA	1		Pending Approval	8097	USER45 TEST45	1/29/2014 10:54:13 AM	023	N
040				CA	2	AUTO E	Pending Approval	8102	USER47 TEST47	1/29/2014 11:39:10 AM	023	N
071				CA	1	AUTO E	Pending Approval	8103	Gunter Max	1/29/2014 11:57:21 AM	023	N
040				CA	2		Pending Approval	8085	USER45 TEST45	1/29/2014 10:25:16 AM	023	N
040				TAD	0		Pending Approval	8086	USER45 TEST45	1/29/2014 10:33:02 AM	023	N
040				TAD	0		Pending Approval	8092	USER45 TEST45	1/29/2014 10:41:20 AM	023	N
040				SNAP	2		Pending Approval	8093	USER45 TEST45	1/29/2014 10:43:07 AM	023	N
040				CA	1	MANUAL E	Pending Approval	8094	USER45 TEST45	1/29/2014 10:49:23 AM	023	N
040				TAD	0		Pending Approval	8096	USER45 TEST45	1/29/2014 10:51:07 AM	023	N
040				SNAP	2		Pending Approval	8099	USER45 TEST45	1/29/2014 10:56:03 AM	023	N
040				CA	2		Pending Approval	8100	USER45 TEST45	1/29/2014 11:01:04 AM	023	N
F11				SNAP	1		Pending Approval	8267	USER1 TEST1	1/29/2014 4:58:17 PM	F02	N
040				DSS-3722	0		Pending Approval	8269	USER45 TEST45	1/29/2014 5:00:06 PM	023	N
- Footer:** Total Records : 16/16. Export to Excel button.

PAM Release Notes

Version 18.1 February, 24, 2014

Validation rule correction: Issuance Codes 50, 59, 82, and 90

The Validation Rule for the PAM issuance codes **50 (Non-Recoupable Payment of Utility Arrears)**, **59 (NYCHA Rent Arrears)**, **82 (Direct HEAP Payment to LIPA)**, and **90 (Direct HEAP Payment To Con Ed)** has been corrected and reads as follows:

If the Issuance Codes are 50, 59, 82, or 90 then select PUC 1 - Special Roll or PUC 5-E Check

List of Grants							
Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit Delete
1	59	Code 59 - Direct payment to NYC Housing Authority to Cover Rent Arrears	1/1/2014	1/31/2014	\$50.00	DRAFT	Edit Delete

Grant Count: 1 Total Amount: \$50.00

CA Grant Details

Pick-Up Code * → PUC 5 - Emergency Public Assistance Check (E-Check)

Issuance Category * → Rent Codes

Issuance Code * → Code 59 - Direct payment to NYC Housing Authority to Cover Rent Arrears

Amount * 50

From Date * 1/1/2014

To Date * 1/31/2014

Restriction Indicator * 2 - Vendor

Fair Hearing #

Replace Benefits

Routing Location

Authorization # 49990251

CA Grant Details - Payee Information

Name * abcde Use existing payee information

Street Address * 111 brooklyn ave

City * brooklyn

State * ny

Zip * 11220

Recoupment Indicator ---Please Select---

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However, if a Worker selects a different Pick-Up code (e.g. PUC 2 [Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility] or PUC 4 [Same Day Immediate Needs]) the system will display the error message in red: **'Pick-up Code must be PUC 1- (Special Roll Check)'**

Reason for this action in PAM:	SI grant Sep Det case	Activity Type:	DSS-3575 CA Grant
E-Check/E-Cash			
<input type="checkbox"/> Auto E <input type="checkbox"/> Manual E			
CA Grant Details			
Pick-Up Code *	PUC 2 - Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility	Pick-up Code must be 'PUC 1 - Special Roll' 	
Issuance Category *	Rent Codes		
Issuance Code *	Code 59 - Direct payment to NYC Housing Authority to Cover Rent Arrears		

Activity Type			
Activity ID:	8273		
Reason for this action in PAM:	SI grant Sep Det case	Activity Type:	DSS-3575 CA Grant
E-Check/E-Cash			
<input type="checkbox"/> Auto E <input type="checkbox"/> Manual E			
CA Grant Details			
Pick-Up Code *	PUC 4 - Same day Immediate Needs	Pick-up Code must be 'PUC 5 - E Check' or 'PUC 1 - Special Roll' 	
Issuance Category *	Emergency Grants Codes		
Issuance Code *	Code 50 - Non-Recoupable Payment of Utility Arrears		

PAM Release Notes

Version 18.1 February, 24, 2014

54 Child Support Bonus Payment-Manual Issuance code I

If a worker needs to use 54 Child, s/he must select:

- "Other Allowances" in the Issuance Category section
- Code 54 in the Issuance Category field.

Issuance Category * Other Allowances

responsible center:	020	Originating center:	020	Activity Status:	Draft				
Case Name:	SPEARS,BRITNEY	Date Prepared:	1/30/2014	Batch #:					
Case #:	00030008214G	Suffix:	01	Case Category:	EAF				
Activity Type									
Activity ID:	8272								
Reason for this action in PAM:	SI grant Sep Det case		Activity Type:	DSS-3575 CA Grant					
E-Check/E-Cash									
<input checked="" type="checkbox"/> Auto E <input type="checkbox"/> Manual E									
List of Grants									
Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete	
1	59	Code 59 - Direct payment to NYC Housing Authority to Cover Rent Arrears	1/1/2014	1/31/2014	\$50.00	DRAFT	Edit	Delete	
Grant Count: 1						Total Amount:	\$50.00		
CA Grant Details									
Pick-Up Code *	PUC 5 - Emergency Public Assistance Check (E-Check)								
Issuance Category *	Other Allowances								
Issuance Code *	Code 54 - Child Support Bonus Payment - Manual Issuance								
Amount *	---Please Select---								
From Date *	Code 63 - Emergency Grant to Cover Mismanagement of Cash								
To Date *	Code 99 - Other Agency Approved Issuance								
Restriction Indicator *	Code L7 - Lovely H Lawsuit								
Fair Hearing #	Code L9 - Hercules Lawsuit								
Replace Benefits	Code W3 - MKB Retroactive Payments								
Routing Location	Code W4 - MKB Retroactive SNAP Issued as cash								
Authorization #	Code W5 - Supplement FEPS Rent Arrears (Recoupable)								
	Code W6 - Supplement FEPS Rent Arrears (non recoupable)								
	Code W7 - Housing Development Cooperative Unit								
	Code 54 - Child Support Bonus Payment - Manual Issuance								
	Code 05 - Pregnancy Allowance								
	Code 15 - Payment of Installment Debt (EAA)								
	Code 16 - Transportation outside New York City								
<input type="button" value="Save"/> <input type="button" value="Cancel"/>									

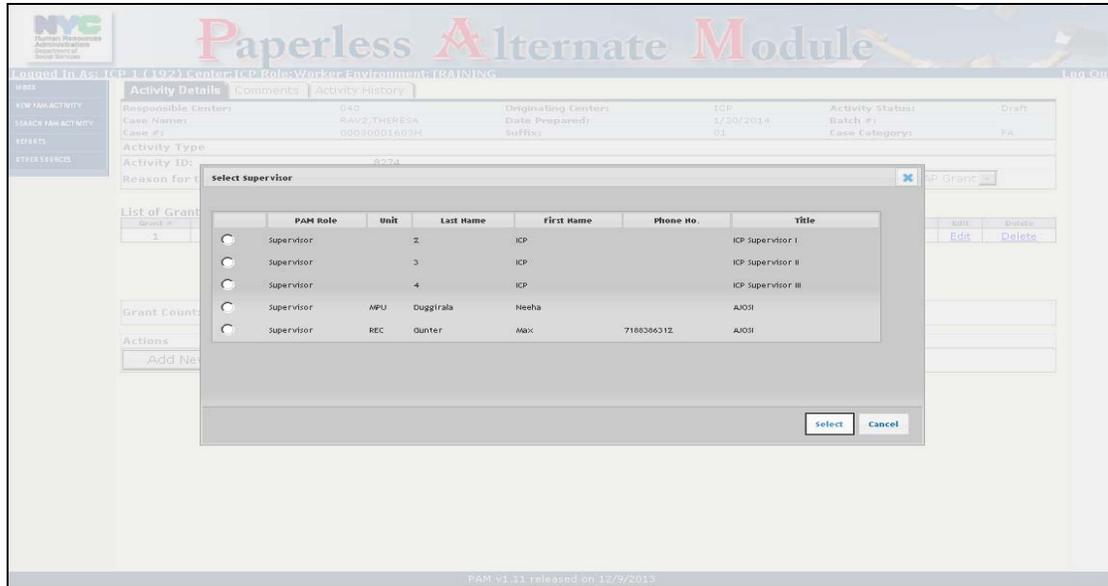
PAM Release Notes

Version 18.1 February, 24, 2014

Forwarding Activities to Supervisors

The following rule applies to staff of various units in regards to forwarding activities for approval:

- **ICP workers** have to forward activities to **ICP Supervisors** only
- **OCP workers** have to forward activities to **OCP Supervisors** only
- **ICP-SNAP-CR workers** have to forward activities to **OCP Supervisors** only



6. PAM Rollout January and February 2014

January 2014

In January 2014, PAM rolled out in the following locations:

- Clinton Hill Job Center (**067**)
- Crotona Job Center (**046**)
- Crotona SNAP Center (**S46**)
- East River Job Center (**037**)
- Queens SNAP Center (**S53**)
- Refugee Job Center (**047**)
- Rockaway Job Center (**079**)
- Rockaway SNAP Center (**S79**)
- TIPS 24 (**S24**)
- TIPS 43 (**S43**)
- Waverly Job Center (**013**)
- Waverly SNAP Center (**S19**)

PAM Release Notes

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February 2014

- Bushwick Job Center (**066**)
- Williamsburg SNAP Center (**S21**)
- Dekalb Job Center (**064**)
- North Brooklyn SNAP Center (**S26**)
- East New York SNAP Center (**S28**)
- TIPS 11 (**S11**)
- Coney Island Job Center (**063**)
- Coney Island SNAP Center (**S22**)
- Bay Ridge Job Center (**070**)

For detailed information on PAM, please refer to the PAM policies and manual.

7. Synchronization of Enrollment Information between POS and PAM

The following updates were made to the POS Enrollment window for PAM:

- POS was updated to transmit updates made in the **POS Enrollment** window to PAM every 15 minutes
- The **POS Enrollment** window was also updated to track PAM usage when POS determines whether the User's ID should be deactivated for lack of activity.