



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY BULLETIN #14-44-SYS

PAM RELEASE NOTES VERSION 18.1.1

Date: April 28, 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 April 28, 2014. Descriptions of the changes can be found in PAM Release Notes Version 18.1.1 (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 April 28, 2014</i></p> <p>Attachment:</p> <p>Attachment A PAM Release Notes Version 18.1.1</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 18.1.1 April 28, 2014

These Release Notes contain descriptions of changes in the Paperless Alternate Module (PAM) Release for for April 28, 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

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1. Electronic Data Entry Forms

Two (2) new 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- 3513** SNAP Recoupment
2. **LDSS- 4707** Intentional Program Violation (IPV) Document

Each of these forms displays Participant Header (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).

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LDSS - 3513 SNAP Recoupment

Logged In As: OCP 21 (1377) Center: OCP Role: Worker Environment: DEV Log Out

INBOX NEW PAM ACTIVITY SEARCH PAM ACTIVITY REPORTS OTHER SOURCES	Activity Details Comments Activity History
	Responsible Center: 023 Originating Center: EPF Activity Status:
	Case Name: Date Prepared: 3/3/2014 Batch #:
	Case #: Suffix: 01 Case Category: SNCA

Activity Type

Activity ID: 6749

Reason for this action in PAM: OCP-SNAP CR **Activity Type:** ---Please Select---

- Please Select---
- DSS-3574 SNAP Grant
- DSS-3517 Turn Around Document (TAD)
- DSS-3573 PA Recoupment
- DSS-3652 Transaction Cancellation
- DSS-4962 Infraction Deletion
- DSS-3513 NYC SNAP Recoupment Data Entry Form**

Authorization Number: 49991992

Action Code: ---Please Select---

Case Data

Client Identification Number (CIN) Please Select

SNAP Claim Type

SNAP Claim Type Please Select

Sub Type

Sub Type #1 Please Select

Sub Type #2 Please Select

Sub Type #3 Please Select

M3E Please Select

Recoupment ID Number

Offense Data

Offense Amount Period Of Over-Issuance (From) Date (MM/DD/CCYY)

Check Number Period Of Over-Issuance (To) Date (MM/DD/CCYY)

(CI) Compromise Indicator Court Ordered Restitution (COR)

Date Of Discovery Date (MM/DD/YY) Quick Repayment Amount

For Action Code 7

New Case Number New Suffix

For IPV Claim Type Only

Number of Persons

Please click "Save Activity" before submitting for approval.

Actions

Save Activity Cancel Activity

PAM v2.0 released on 2/26/2014

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The form consists of the following sections:

- **Client Header** : read only mode, including:

▪ Responsible Center	Responsible Center: 023
▪ Originating Center	Originating Center: EPF
▪ Activity Status	Activity Status:
▪ Case Name	Case Name:
▪ Date Prepared	Date Prepared: 3/3/2014
▪ Batch #	Batch #:
▪ Case Number	Case #:
▪ Suffix Number	Suffix: 01
▪ Case Category	Case Category: SNCA

- **Reason for this Action in PAM:** A required field. PAM User must select one option from the drop down list
- **Activity Type:** The User must select **DSS-3513**. Based on the selection, Activity Detail section will open up.
- **Authorization Number:** System-generated
- **SNAP Recoupment Detail screen** : PAM User will complete all relevant fields required to request SNAP Recoupment for Data Entry in WMS:
 - Action Code- User selects from the drop down listing (refer to Attachment A)
 - Client Identification Number (CIN)- User entry
 - SNAP Claim Type - User selects from the drop down listing(refer to Attachment s A)
 - Sub Type# 1- User selects from the drop down listing (Attachment B)
 - Sub Type #2 - User selects from the drop down listing (Attachment B)
 - Sub Type# 3- User selects from the drop down listing (Attachment B)
 - M3E- User selects from the drop down listing (Attachment B)
 - Recoupment ID Number – User entry
 - Offense Amount - User entry
 - Check Number- User entry
 - Compromise Indicator (CI)- User entry
 - Date of Discovery- User entry
 - Period of Over-Issuance (From)- User entry
 - Period of Over-Issuance (To)- User entry
 - Court Ordered Restitution (COR) - User entry
 - Quick Repayment Amount - User entry
 - New Case Number - User entry
 - New Suffix Number- User entry
 - Batch Number- system generated
 - Save Activity button – When clicked allows the user to save the PAM activity in the User’s Inbox in ‘Draft’ status, if no previous status.
 - Cancel Activity button - When clicked allows the user to delete the PAM activity from the User’s Inbox. Activity will be marked as ‘Cancelled’ in the PAM DB.

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Attachment A

Each recoupment transaction being processed through the FS Recoupment subsystem must be identified by one of the action codes 2 thru 8. Action code 1 is no longer data enterable. A **NEW FS Recoupment** claim is entered via the Client Notices System which will create a pending transaction that displays a "1" in the action code field.

- 1 = New Claim Enters a new FS Recoupment into WMS via CNS; the system assigns a Recoupment Tracking Identifier (RTI), aka Recoupment Identification Number.
- 2 = Change in Data Changes Recoupment data other than case number.
- 3 = Suspend Claim Temporarily suspends a Recoupment currently being collected or scheduled to begin.
- 4 = Delete Claim Permanently inactivates a Recoupment on the data base.
- 5 = Fair Hearing – Aid to Continue Suspends a Recoupment action currently being collected or scheduled to begin until the outcome of a Fair Hearing is known.
- 6 = Lift Fair Hearing - Aid to Continue Reactivates a FS Recoupment which was in the Fair Hearing - Aid to Continue status.
- 7 = Transfer Recoupment Transfers a Recoupment from one case number and/or suffix to another.
- 8 = Reinitialize Claim Reactivates a Recoupment that had been previously suspended by Recoupment Action Code 3 (Suspend Claim).
- 9 = Voluntary Pay Ledgers monetary payments made by clients on outstanding FS Recoupment amount balance.
- 0 = Reverse Voluntary Pay Reverses the amounts of client payments collected on FS claims.

The entry of certain FS Recoupment action codes requires one of three FS Claim Types which are:

- Intentional Program Violation (IPV)
- Inadvertent Household Error (IHE)
- Agency Error (AE)

A court may order a defendant to pay back food stamps benefits previously received. For a person found guilty of wrong doing, the restitution will be entered as an Intentional Program Violation (IPV). For those court-ordered repayments that do not qualify as an IPV offense, the worker will initiate an Intentional Household Error (IHE) recoupment. Court-ordered IPV or IHE recoveries will not have the 6 year and 1 year DOD limits, respectively imposed.

A new field has been created to identify Court-Ordered Restitution (COR) cases. Entering a COR identifier on a WMS or POS PA Recoupment screen will result in a relaxation of the cross-edit currently in place between the Date of Discovery (DOD) and the Period of Over issuance (POI) FROM date. A "COR" entry is invalid for AE claims.

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Attachment B

FS Claim Types IPV and IHE require at least one valid FS Recoupment Sub-Type for the claim entered. IPV and IHE claims can have a maximum of three Sub-Types for each recoupment claim. AE does not require a Sub-Type. The matrix below lists FS Claim Type with corresponding/related Sub-Types:

FS RECOUPMENT SUB-TYPES 1-14, 99 (IHE) / 15-18, 98-99 (IPV)		
FS CLAIM TYPE	SUB-TYPE	DEFINITION
IHE	01	Duplication of Food Stamp benefits.
	02	Unreported or change in rental amount.
	03	Unreported or change in Unemployment Insurance Benefits.
	04	Unreported or change in Workman's Compensation Benefits.
	05	Unreported or change in Supplementary Security Income (SSI).
	06	Unreported or change in Social Security Disability Benefits (SSA).
	07	Unreported or change in Employment Income.
	08	Unreported or change in the Food Stamp household case composition.
	09	Failure to report a change regarding material status.
	10	Failure to report a change regarding your bank account.
	11	Failure to report a change regarding your bank account interest.
	12	Unreported or change in Unearned Income.
	13	Unreported or change in Resources.
	14	Aid continuing benefits received pending a Fair Hearing decision.
IPV	15	Intentional Program Violation established as the result of a court order decision.
	16	Intentional Program Violation established as the result of an Administrative Disqualification Hearing.
	17	Intentional Program Violation established as a result of disqualification consent agreement being signed.
	18	Intentional Program Violation established as a result of disqualification consent agreement being signed.
	98	Error in Initial Input of Claim Type
IHE / IPV	99	MANUAL NOTICE
AE		NO SUB-TYPE

Note: FS Sub-Type 98 is only valid for IPV claims with Action code 2 (change in data).

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LDSS-4707 Intentional Program Violation (IPV) Document

Logged In As: Ruel GREEN (1556) Center:044 Role:Worker Environment:DEV Log Out

Activity Details | Comments | Activity History

NEW PAM ACTIVITY

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

Responsible Center: 023 Originating Center: 044 Activity Status:

Case Name: Date Prepared: 3/20/2014 Batch #:

Case #: Suffix: 01 Case Category: SNCA

Activity Type

Activity ID: 7115

Reason for this action in PAM: Not available in POS Activity Type: DSS-4707 PAM IPV Ancillary Document

Authorization Number: 49991751

Add

Please click "Save Activity" before submitting for approval.

Actions

Save Activity Cancel Activity

This form consists of the following sections:

- **Client Header:** (Responsible Center, Originating Center, Activity Status, Case Name, Date Prepared, Batch #, Case #, Suffix #, Case Category) : Read only mode
- **Reason for this Action in PAM:** User selects from the drop down listing
- **Activity Type:** User selects DSS-4707 PAM IPV Ancillary Document
- **Authorization Number:** System generated
- **Add button:** Clicking on the Add button, the screen below will open –up

LDSS 4707 – Intentional Program Violation (IPV) Document

IPV Individuals Name

Last Name	First Name	CIN Number

Line# IPV Code Item # 394

OK Cancel

- **IPV Code:** User will select **Action Code** (see Attachment C) from the drop down list
- **Item #394:** User entered
- Clicking **OK** button will display the **Summary** screen with the ability to open another row by clicking on the **Add** button

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Logged In As: Ruel GREEN (1556) Center:044 Role:Worker Environment:DEV Log Out

Activity Details | Comments | Activity History

Responsible Center: 023 Originating Center: 044 Activity Status:

Case Name: ██████████ Date Prepared: 3/20/2014 Batch #:

Case #: ██████████ Suffix: 01 Case Category: SNCA

Activity Type

Activity ID: 7449

Reason for this action in PAM: Not available in POS Activity Type: DSS-4707 PAM IPV Ancillary Document

Authorization Number: 49991751

Line#	Last Name	First Name	CIN Number	IPV Code	ITEM# 394	Delete
1	Smith	Mary	ZZ12345	15	P	Delete

[Add](#)

Please click "Save Activity" before submitting for approval.

Actions

[Save Activity](#) [Cancel Activity](#)

Note: Currently this form is initiated by SNAP –CR titles and data entered by OCP.

- **Save Activity** button: Allows saving the PAM activity in User's Inbox in 'Draft' status if no previous status.
- **Cancel Activity** button: Allows deleting the PAM activity from the User's Inbox. The Activity will be marked as 'Cancelled' in the PAM DB.

WORKER'S GUIDE TO CO

1.4-14

02/17/2013

IPV INDICATOR FLAG (IPV) - 394

Originating Center must be EPF

B IPV sanction for PA & FS

P IPV sanction for PA only

F IPV sanction for FS only

L Lift sanction flag

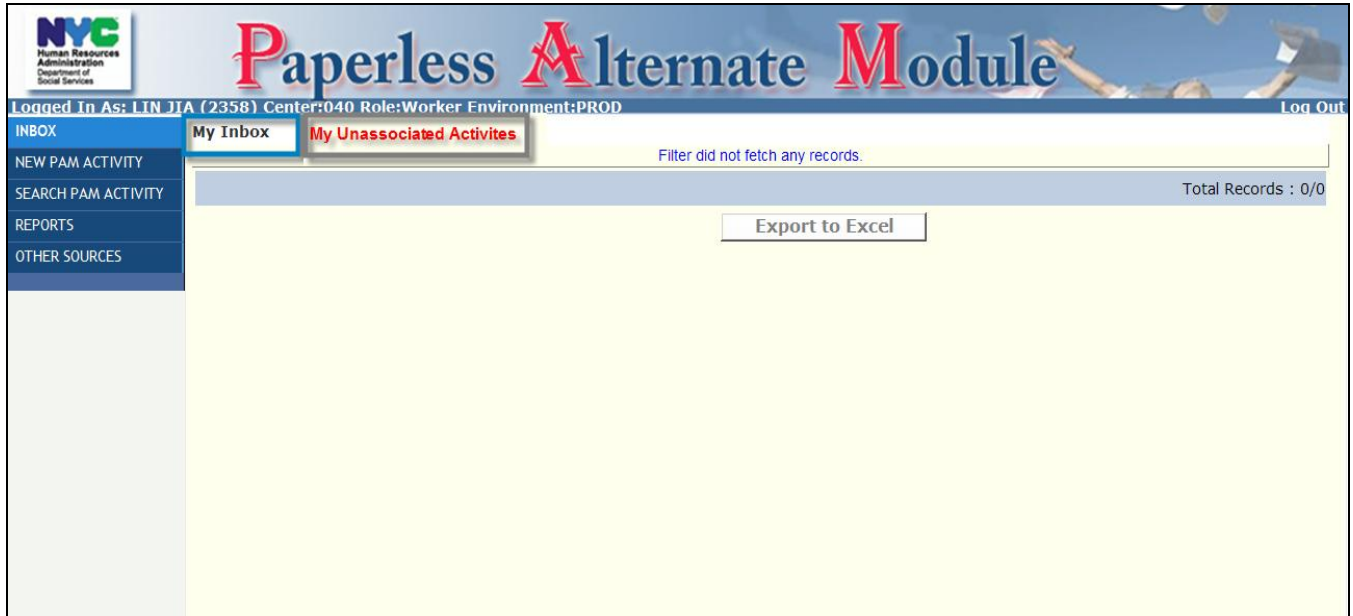
IPV Codes	Description
15	International program violation established as the result of a court order decision
16	International program violation established as the result of an Administrative Disqualification Hearing
17	International program violation established as the result of Administrative Disqualification Hearing waiver being signed
18	International program violation established as the result of disqualification consent agreement being signed

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2. Unassociated Activities TAB

- The 'My Unassociated Activities' TAB was added to *D&C and Data Entry Operator's* INBOX SCREEN.
- A separate 'My Unassociated Activities' TAB was added to the **Worker INBOX** Screen. The TAB is in **read mode only**. When staff clicks on "My Unassociated Activities" Tab he/she will only be able to view a list of unassociated activities that used to belong to him/her as Users. However, because his/her information has changed (e.g. title, center, etc.), he/she is no longer able to work on these activities. If he/she needs to work on these 'Unassociated' Activities he/she will have to contact their Supervisor and make a request to reassign these activities to him/her.



- The 'Unassociated Activity' Tab was added to Supervisor and Data Entry Supervisor's **INBOX** Screen.

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NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: LIN JJA (2358) Center:040 Role: Supervisor Log Out

INBOX: My Inbox, **My Unassociated Activities**, Unassociated Activity

NEW PAM ACTIVITY

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

Filter did not fetch any records. Total Records : 0/0

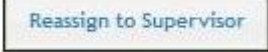
Export to Excel

* Supervisor will have list of all unassociated activities belong to his/her enrolled center in "Draft" "Returned by Supervisor" "Returned by Data Entry" and "Pending Approval" status

* DE Supervisor will have list of all unassociated activities belong to his/her enrolled center in "Pending Data Entry Status"

The **Unassociated Activities** Tab will display a list of all activities that are originated from the Supervisor or DE Supervisor's enrolled center. The Supervisor will be able to view these activities and reassign these activities from the '**Unassociated Activity**' Tab.

If a Supervisor clicks on the '**Unassociated Activity**' TAB, he/she will see the screen similar to *Reassign Activity*, in which the **Activity Status** dropdown arrow lists activities in "Draft", "Returned by Supervisor", "Returned by Operator", and "Pending Approval".

At the bottom of the screen, there will be  button.

Filter By		Local Office		Sort By		Order By					
Activity Status	Pending Approval	ALL	ALL	ActivityId	DESC						
Filtered Results											
Center	Case#-Suff#	Case Name	Activity Type	Grant Count	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On	Group Id
<input type="checkbox"/>	023			1		Pending Approval	6946	2 OCP	3/13/2014 3:28:25 PM	3/13/2014 3:28:28 PM	
<input type="checkbox"/>	023			1		Pending Approval	6871	2 OCP	3/12/2014 3:16:49 PM	3/12/2014 3:16:53 PM	
<input type="checkbox"/>	023			0		Pending Approval	6646	22 OCP	2/24/2014 3:30:12 PM	2/24/2014 3:41:37 PM	
<input type="button" value="Reassign to Supervisor"/>											

After the **Reassign** button is clicked, it will display a pop-up window with a list of eligible Workers, Supervisors, and Data Entry Operators for activities reassignment.

Note: Currently Users are being reassigned to different sites for overtime work, and then returned back to his/her original sites with original titles/roles. In this scenario, the Activity becomes **Unassociated**. Solution is a daily job run (morning or night) to automatically associate these Users back to original activities.

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3. New Location Field

* Please select your location:

A new field has been created for **FSCC Center 17** Users. Based on the workers selection, PAM Activity will be routed to the Data Entry and D&C center after Supervisory approval.

The screenshot shows the PAM interface with the following elements:

- Header:** NYC Human Resources Administration Department of Social Services. Paperless Alternate Module.
- User Info:** Logged In As: MARTA MERO0000000 (165) Center:044 Role:Worker Environment:DEV
- Activity Details:**
 - Responsible Center: 023, Originating Center: 044, Activity Status: Draft
 - Case Name: , Date Prepared: 3/3/2014, Batch #:
 - Case #: , Suffix: 01, Case Category: SNCA
- Activity Type:**
 - Activity ID: 6751
 - Reason for this action in PAM: Activity Type:
- List of Grants:**

Grant #	PUC	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1		10	Code 10 - SNAP Supplement - Current Month	3/1/2014	3/31/2014	\$641.00	DRAFT	Edit	Delete
- Summary:** Grant Count: 1, Total Amount: \$641.00
- Location Selection:** * Please select your location:
- Instructions:** Please click "Save Activity" before submitting for approval.
- Actions:** Add New Grant, Save Activity, Cancel Activity, **Submit for Approval**, Group

The system will not allow the Worker to click on the button if a Data Entry location is selected.

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4. BORAC UNIT Worker the Ability to Manually Enter the Authorization Number in CA Grant Activity

BORAC Workers will have the ability to manually data enter the authorization number in PAM. The Authorization number field will be validated to fall in the unique authorization number range **00987999 – 00990000** designated to BORAC.

If the authorization number does not fall in the unique designated range, error message will be displayed.

Title	Description	POS_ROLE
813	Finance BORAC Worker	14

Logged In As: OCP 9 (1366) Center:OCP Role:Worker Environment:DEV

INBOX	Activity Details	Comments	Activity History
NEW PAM ACTIVITY	Responsible Center:	023	Originating Center: OCP Activity Status:
SEARCH PAM ACTIVITY	Case Name:		Date Prepared: 3/11/2014 Batch #:
REPORTS	Case #:		Suffix: 01 Case Category: SNO
OTHER SOURCES	Activity Type		
	Activity ID:	6803	
	Reason for this action in PAM:	OCP-Third Party Check Correction	Activity Type: DSS-3575 CA Grant
	Pick-Up Code	PUC 1 - Special Roll Check	
	CA Grant Details		
	Pick-Up Code *	PUC 1 - Special Roll Check	
	Issuance Category *	Replacement Codes	
	Issuance Code *	Code 08 - Replacement of Cancelled Check	
	Amount *	100	
	From Date *	03/11/2013	
	To Date *	03/31/2013	
	Restriction Indicator *	1 - Unrestricted	
	Fair Hearing #		
	Replace Benefits		
	Routing Location		
	Authorization #		
	Save	Cancel	

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5. Roll out Centers

- On March 24, 2014, PAM rolled out in the following centers:

	Center Names	Center Number
1	Richmond Job Center 99	099
2	Richmond SNAP 99	S99
3	Jamaica JC 54	054
4	Jamaica SNAP 54	S54
5	FSCC Back office	017
6	Concourse SNAP 45 incl. TIP 43 staff	S45
7	Union Square JC 39	039
8	RTSC 52	052
9	ISC 71	071
10	Senior Works 84	084
11	FHU	1FH
12	Veteran's JC 62	062

- On April 28, 2014, PAM will roll out in 11 additional centers:

	Center Names	Center Number
1	Melrose JC 40	040
2	Melrose SNAP 40	S40
3	FSCC Bronx Satellite	017
4	Fort Greene SNAP 20	S20
5	Center 17 Brooklyn Satellite	017
6	Queens JC 53	053
7	Center 17 Queens Satellite	017
8	St. Nicholas JC 18	018
9	St. Nicholas SNAP 14	S14
10	Center 17 Manhattan Satellite	017
11	Dyckman JC 35	035